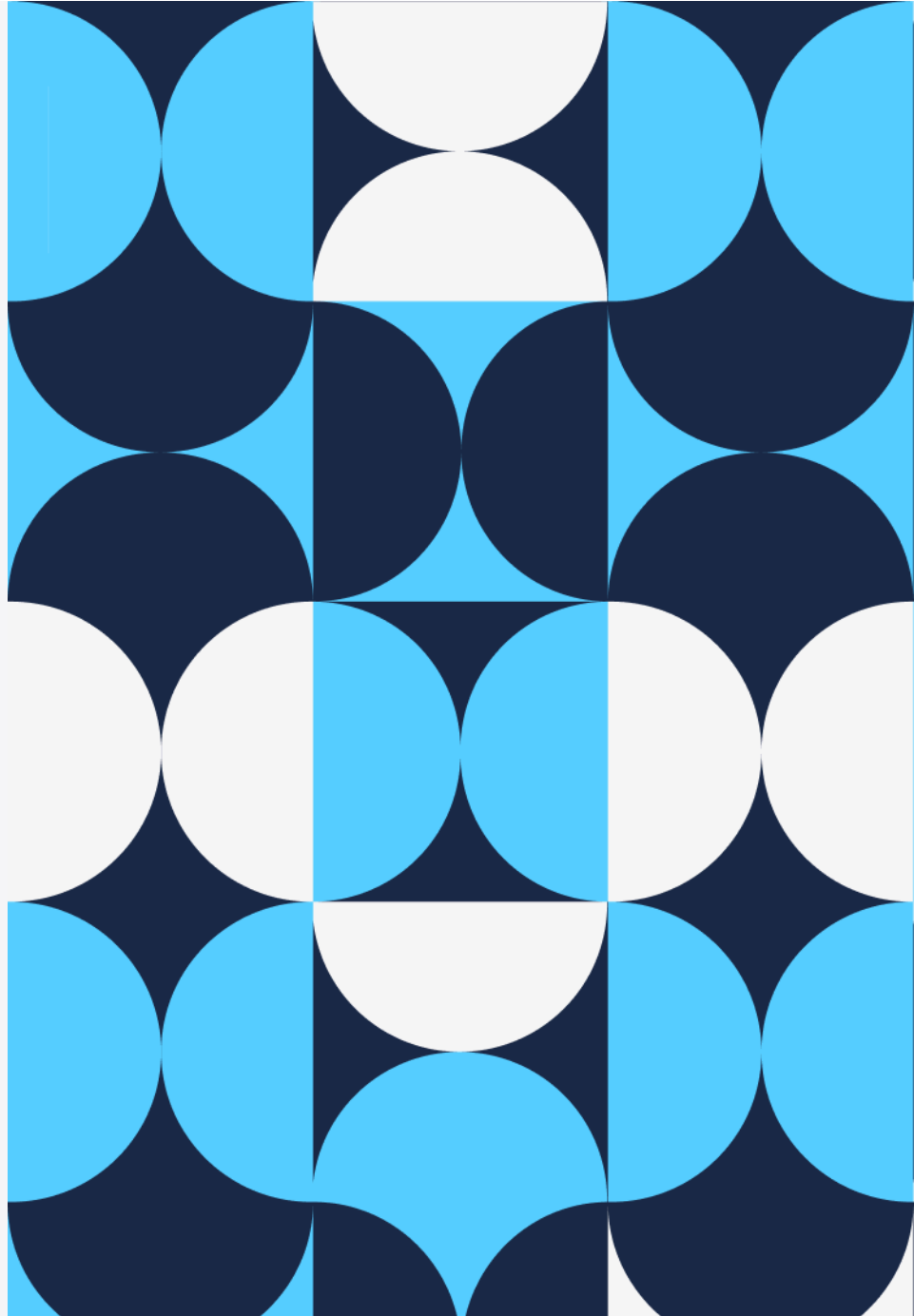
JF Group Ltd.

Sustainability report 2025



Dear clients, colleagues and partners,

We are pleased to present the first Group-wide Sustainability Report for JF Group Ltd., prepared in accordance with the Global Reporting Initiative (GRI) Standards. This step is driven by the need to consolidate all our operational, management, and social practices under unified holding standards. We are convinced that creating a shared, transparent ecosystem and implementing unified sustainability principles will allow us to ensure long-term business stability and high trust from our partners.

During 2025, the Group grew actively and transformed, strengthening its market positions and qualitatively changing its business approaches. An important step on this journey was the official joining of our key subsidiary, Jet Finance, to the UN Global Compact. In addition, at the end of 2025, we started developing a comprehensive Sustainability Strategy for the Group, which is designed to define our long-term goals, priority areas, and measurable KPIs to monitor results.
for monitoring results.

An important strategic decision in 2025 was the reorientation of our business model. The Group completely exited the retail unsecured consumer lending segment, focusing its efforts on developing technological products for small and medium-sized businesses (SMEs). Our core secured products are now also aimed at supporting entrepreneurs in Kazakhstan, for whom we are actively developing flexible financial solutions, helping to remove traditional barriers and opening new opportunities for their business growth. A clear example of expanding this line was the launch of MCA (Merchant Cash Advance), an innovative fintech product. This unsecured IT solution allows marketplace sellers to quickly top up their working capital based on an automated analysis of their sales turnover.
This unsecured IT solution allows marketplace sellers to promptly replenish their working capital based on automated analysis of their sales turnover.

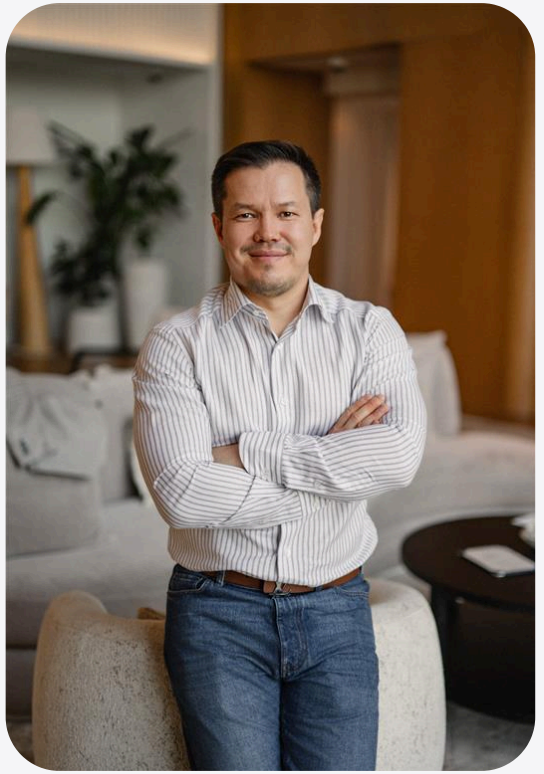
At the same time, genuine care for our clients remains the main priority of our activities. We continue to improve our responsible financing practices
At the same time, our main priority remains sincere care for our clients. We continue to improve our responsible financing practices by expanding assistance measures for borrowers in difficult life situations, providing customized debt settlement terms for more people. In parallel, we have significantly strengthened anti-fraud measures, improved information security, and enhanced personal data privacy, as protecting our clients' digital space is a critical condition for trust in the Group.

Our employees are the main value and key capital of JF Group. We strive to create the best conditions for their professional activities, career advancement, and continuous growth. Developing a culture of equal opportunities is an important part of our internal policy, which is confirmed by achieving gender parity in our workforce by the end of 2025. A significant step in strengthening corporate standards was also the adoption of the Holding's Code of Ethics, the creation of a conciliation commission, and the launch of an independent anonymous hotline available to the Group’s employees, clients, and partners. This hotline guarantees the protection of rights and the opportunity to openly report any arising issues.

Our contribution to social development is reflected in the implementation of the Jet Jastar charity programme. This project focuses on supporting talented youth and developing educational infrastructure in the regions, helping to create new opportunities for the younger generation.

In this report, you can find detailed information about our approach to implementing strategic initiatives and the results achieved in each area of sustainability.

Let me express my sincere gratitude to our employees for their invaluable contribution to the Group’s development and the high performance achieved in 2025. I want to express special gratitude to our partners and clients for their trust and for moving forward together.
I would like to express particular appreciation to our partners and clients for their trust and for moving forward together.



Azamat Seitbekov, Sole Shareholder

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About the Group

JF Group Ltd. (hereinafter referred to as JF Group or the Group) is a high-tech non-banking financial group in Kazakhstan, providing fast and accessible financing solutions. The Group's product portfolio includes car loans secured by vehicles, micro-lending, as well as related services such as car selection and GPS equipment installation.

Today, the Group is actively developing and integrates Jet Finance MFO LLP, Jet Leasing LLP, and JetCar Yusr into its structure. In 2025, the holding expanded through the establishment of Jet Auto LLP.

Thanks to the speed, transparency, and flexibility of its business processes, JF Group strives to provide clients with modern financial tools that meet high standards of reliability and customer service.

Our main goal is to build long-term and mutually beneficial partnerships with clients by providing flexible financial solutions tailored to the individual needs of each customer.

Small and medium-sized enterprises (SMEs) account for a significant share of JF Group's client base. Therefore, developing specialised products for entrepreneurs is one of the key areas of our activity. We aim to create flexible and fast financial solutions for SMEs, helping them to effectively grow their businesses.

jetcar jetauto AUTOPARK MONITORING jet leasing YUSR

Key results

65+
Total loans issued

49.4
loan portfolio at the end of 2025

9,350+
active Jet Group clients in 2025

10
Jet Finance branches in 6 cities

10,000+
unique registered users

100+
dealership centres in partnership

113
employees in 2025

30%+
of retail clients took out loans for business purposes

49%
of women among employees in 2025

91% and 93%
were the NPS of Jet Car and Jet Money in 2025

"B-"
Fitch Ratings credit rating, outlook "Stable"

Our achievements[1]

- Global Business Outlook Award "Fastest Growing Non-Banking Financial Company Kazakhstan 2025"
- International Finance Awards 2025 "Fastest Growing Auto Finance Company" and "Fastest Growing Non-Banking Financial Company"
- Inclusion in the TOP-9 microfinance organisations of Kazakhstan according to the National Bank of Kazakhstan
- KASE Award "For the Desire for Transparency"

[1] *These awards were presented to Jet Finance MFO LLP, the Group's core operational subsidiary.*

Products

The Group provides clients with modern and accessible financing tools, continuously adapting its product line to market demands and the real needs of business. At the current stage, the foundation of the JF Group portfolio consists of secured lending solutions. The holding's core products in this segment are JetCar (car loans and loans secured by vehicles) and Jet Auto (a specialised auto platform for car selection and sales). Guided by a strategy to improve asset quality and optimise risks, the Group completely phased out the Jet Money product — a retail unsecured micro-lending line for individuals — at the end of 2024.

An important growth vector for the Group has been the expansion of financial support for SMEs. Based on an internal analysis of the secured lending portfolio, it was determined that around 40% of our total borrowers are actually small and medium-sized enterprise representatives who use the purchased vehicles directly for commercial purposes.

To effectively meet the needs of this segment, the Group developed and launched an innovative unsecured fintech solution, MCA (Merchant Cash Advance), at the end of 2025. This tool is designed for entrepreneurs trading through marketplaces and digital delivery platforms. The product allows financing approval within two hours based on an automated analysis of the sellers' real revenue and turnover data. Funds are issued against future sales, and the expected repayment occurs automatically as a fixed percentage of the marketplace's weekly payouts.

The development of such tools reflects the Group's strategic commitment to fostering SME growth by removing traditional barriers and increasing the accessibility of working capital.

Additionally, the Group's ecosystem includes its own company for the installation and maintenance of GPS monitoring systems, which ensures the security of the secured vehicle fleet and provides related services to clients.

As part of the further development of its product line in Kazakhstan, the Group plans a large-scale commercial rollout of retail and corporate car leasing through Jet Leasing, where the technological foundation has already been established and the first test issuances have been successfully completed.

jetcar

The Group's key area, offering flexible conditions for car purchasing, as well as retail loans secured by vehicles.

We issue a car loan within 1 day or provide funds secured by a car within 1 hour.

Loan amount: from KZT 300,000 to KZT 15,000,000 for a term of 3 to 84 months.

Loans secured by a car up to 70% of the vehicle's value, while the vehicle can be used by the client without restrictions.

jetauto

A proprietary auto platform and car sales ecosystem:

Proprietary auto portal for car selection assistance: https://auto.jetcar.kz/

Parking lot, scoring system, in-house customer technical maintenance system, and a partner dealership network consisting of more than 150 partners.

AUTO PARK MONITORING

Installation and maintenance of GPS monitoring systems in Kazakhstan.

A proprietary GPS monitoring system that tracks key indicators and core vehicle functions, including fuel levels and consumption. The solution helps locate vehicles even outside the country. The recovery rate in case of theft is 98%. We use only high-quality Teltonika equipment from official suppliers, maintaining high standards at all stages — from commissioning to after-sales service.

What sets us apart

JF Group actively uses its own IT platform and scoring algorithms, which ensure the automation of the entire process — from borrower analysis to documentation and accounting. As part of the scoring model, the system cross-checks data from various official sources, including credit bureau reports, pension contribution records, and databases of the Ministry of Justice.

To protect assets and improve the security of obligations, the Group uses its own GPS monitoring company. Equipping pledged vehicles with trackers allows for effective collateral control and ensures their prompt recovery if necessary.

Car loan application process

2 min

Application submission

- Online submission
- Basic client information
- Income verification
- Vehicle information

5 min

Assessment

- Credit scoring, including AI-driven analysis
- Proprietary digital vehicle condition assessment
- Anti-fraud check
- Biometric identification

Same day

Disbursement of funds

- Digital contract signing
- Automated disbursement of funds
- Scheduling GPS installation date

Fast: 1-day processing with a minimal package of documents

Convenient: online processing

Quality maintenance and service

Individual approach and support in any situation

Transparent conditions and convenient repayment methods

Corporate governance

Our approach to corporate governance is based on strict compliance with legal requirements, alignment with current standards, and global best practices. We continuously improve our corporate governance structure, striving to ensure its full alignment with the strategic development of JF Group, taking into account current and future changes.

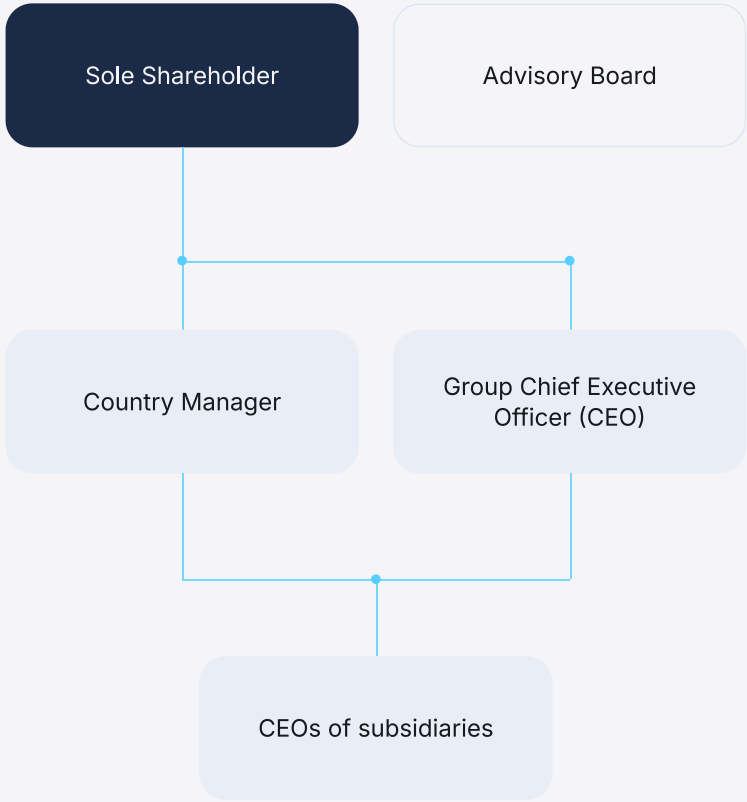
The core governing bodies within the Group are the Sole Shareholder, the Advisory Board, the Group Chief Executive Officer (CEO), the Country Manager, and the CEOs of subsidiaries.

The highest governing body of the holding company is the Sole Shareholder, who makes key decisions on strategic business areas and approves the Group's long-term development vectors. An important supervisory role is performed by the Advisory Board, which consists of the shareholder and two independent directors. Its oversight function includes approving annual financial statements, endorsing key structural changes, and reviewing the most significant operational matters of the Group, which ensures business transparency and protects the interests of international institutional investors.

At the executive level, the Group Chief Executive Officer (CEO) exercises general high-level leadership of the holding, ensuring synergy across its structures.

The Country Manager is responsible for the direct development of the entire Group in the Kazakhstan market. Their competence includes making key decisions regarding business expansion, process reorganisation, governance structure optimisation, as well as defining long-term goals and priority local focus areas. At the same time, the operational management of each subsidiary is handled by the local CEOs. They organise day-to-day operations, approve organizational structures, staffing tables, and internal regulations, and ensure the stable functioning of all business processes within their legal entities.

This leadership model allows us to maintain an effective balance between strategic planning and operational management, increasing process transparency across the entire JF Group.



Risk management

The business model of JF Group is based on a strategically sound and systematic approach to risk management, which plays a key role in achieving strategic and operational objectives. This approach ensures the mitigation of potential threats, supports business sustainability, and maintains stable profitability. The Group regularly enhances its tools for risk identification, analysis, and monitoring, implementing clear limits and internal control procedures that enable a timely response to changing external conditions.

Responsibility for implementing the risk management policy is distributed across the entire structure of the holding — from individual employees to senior management — ensuring the effective integration of risk management into day-to-day operational processes. In accordance with the adopted governance model, risk monitoring and control are continuous. Information gathered from all business activities is regularly reviewed and provided for analysis to the Advisory Board, the specialised Risk Committee, the Liquidity Committee, and the heads of relevant departments.

The highest oversight of the risk management system's effectiveness is exercised by the Group's Advisory Board, which receives detailed quarterly reports on current risks and makes key decisions aimed at increasing business adaptability and the overall resilience of the business model against external challenges.



Risk management

JF Group exercises comprehensive management of its main risk categories to ensure business transparency and strict compliance with regulatory requirements. The risk management system includes structured procedures for assessment, monitoring, and adaptation, aimed at minimising the impact of both external and internal factors.

01 Credit risk

is associated with potential losses if borrowers and counterparties fail to meet their obligations. To mitigate this risk, a multi-level system is implemented to assess client creditworthiness, establish limits, monitor current debt, and analyse collateral. Provisions for expected losses are calculated in accordance with industry best practices.

02 Liquidity risk

is the risk that the Group will be unable to meet its obligations when they fall due under normal or unforeseen conditions. This risk is managed through regular cash flow modelling, analysis of maturity schedules, and maintaining access to short-term funding sources. The Group ensures a sufficient level of liquidity to operate under both standard and stress scenarios.

03 Market risk

includes foreign exchange and interest rate fluctuations. Regarding interest rate risk, the Group is fully protected, as all rates on our financial assets and liabilities are fixed. Potential currency fluctuations are controlled through regular sensitivity analysis and assessment of macroeconomic factors. No significant concentrations of market risk, except for foreign currency operations, have been identified.

04 Currency risk

is the risk that the value of a financial instrument will fluctuate due to changes in foreign exchange rates. To manage currency risk, the Group uses hedging instruments, currency position diversification, and strict control over transactions involving currency exposure.

05 Price risk

for the Group is related to potential changes in the market value of collateral. This risk is effectively mitigated through the use of automated car valuation models, regular monitoring of the pledged vehicle fleet, and analysis of market volatility.

06 Operational risk

is the risk arising from systemic and technological failures, human errors, fraud, or external events that could harm the Group's reputation, lead to legal consequences, or cause financial losses. The Group minimises this risk through internal control systems, independent audits, regular staff training, and deep automation of business processes. Special attention is paid to protecting the holding's reputation and regulatory compliance.

Sustainability management

JF Group recognises its responsibility and significant impact on economic development, social well-being, and the environment. Within the framework of effective corporate governance, ESG matters are not viewed in isolation — they are fully integrated into all levels of the Group's management system, from strategic planning to operational processes and oversight.

Stakeholder engagement is conducted on a regular basis and is an integral part of decision-making at every stage. This approach ensures full alignment of sustainability goals with the business strategy, promotes mutual trust, and helps the Group flexibly adapt to the changing requirements of the external environment.

In late 2025, the Group initiated a large-scale process to develop a long-term Sustainability Strategy. Within this framework, key strategic focus areas, environmental and social objectives, as well as a system of measurable key performance indicators (KPIs) are being formed for subsequent monitoring and transparent performance control.

In 2025, the Group did not have a dedicated individual responsible for managing sustainability issues. Instead, responsibility for the direct management of sustainability initiatives was distributed among the relevant departments. These departments collect, analyse, and consolidate data, as well as implement activities aligned with the ESG agenda, ensuring the support and development of initiatives in this area.

The Group's senior management and the CEOs of subsidiaries actively participate in managing the environmental, social, and economic aspects of operations, monitoring results, and approving goals, values, mission statements, strategies, and internal policies related to sustainability.

Sustainability policies and governance structures are embedded in the relevant internal regulations for each business line of the holding.

Contribution to the UN SDGs

JF Group expresses its commitment to the UN Sustainable Development Goals (SDGs), adopted by the UN General Assembly, and strives to make a consistent contribution to their achievement. A milestone in this area was the official joining of the key subsidiary, Jet Finance, to the UN Global Compact in the field of corporate social responsibility and sustainability in 2025. The Group shares and fully supports the ten principles of the UN Global Compact regarding human rights, labour relations, environmental protection, and anti-corruption.

Understanding the significance of its role in addressing global challenges, the Group analysed its current operations and internal objectives within the context of the global agenda. Based on the results of this assessment, 2 core and 6 additional goals were identified, where our contribution is most notable:



Sustainability management

Contribution to the UN SDGs



The Group ensures equal pay, a safe working environment, and stable employment for its staff based on permanent contracts. We actively support the development of small and medium-sized enterprises in Kazakhstan by providing businesses with access to fast financing. Supporting the SME segment helps the holding's clients scale their businesses, as well as retain and create new jobs across various industries.



JF Group is developing the digital infrastructure of the financial sector through the deployment of its proprietary high-tech IT platform and automated scoring algorithms. The creation of innovative fintech solutions, including the launch of the MCA product, allows the Group to expand access to capital for small and medium-sized enterprises. The implementation of modern digital tools reduces barriers for entrepreneurs and enhances their operational flexibility.



The Group contributes to increasing public well-being and driving the growth of entrepreneurs' incomes by providing equal and fast access to convenient financing tools.



We provide employees with access to professional training and skills development to upgrade their qualifications.



The Group consistently develops a culture of equal opportunities and maintains a balanced gender structure, which is confirmed by the growing share of women in the total workforce and in senior management positions within the holding.



The Group guarantees an inclusive working environment for employees and equal access to financing for clients, eliminating any form of discrimination both in recruitment and staff promotion, as well as in lending decision-making.



JF Group conducts its business on the principles of absolute zero tolerance for corruption and fraud, continuously improving its internal compliance, Code of Ethics, and cybersecurity systems to protect the interests of clients and partners.



The holding builds transparent partnerships with government authorities, international impact funds, and organisations, including the UN Global Compact, to jointly implement best sustainability practices.

jet finance

Clients at the Centre of Our Attention

Responsible practices

At JF Group, we are convinced that our clients' trust is the foundation of the Group's successful and sustainable development and our main asset. We strive to engage with clients with respect and professionalism, placing their interests at the centre of all our activities. Our approach to work and business development is built on this very principle.

Our values — honesty, responsibility, respect, and client focus — underpin every stage of interaction, from the first contact and loan processing to the full closure of the micro-loan and the final payment.

We continuously work to provide products and services that best match the individual needs of each client. We ensure professional service, provide clear, understandable, and timely information about all our offers and conditions, and guarantee the prompt and fair review of inquiries.

Within the Group, the Client Support Department, operating on the basis of the core operational company Jet Finance, is responsible for the entire cycle of client interaction — from initial contact to reviewing inquiries and providing assistance. The department's specialists are allocated to specific financial products, while all processes, ethical principles, and communication standards are initially designed to be unified across the entire JF Group. This guarantees a consistently high level of service and allows for the prompt scaling of the established service system to subsidiaries as their client base grows and operational needs arise.

In late 2025, the Group started developing a Client Rights Protection Policy. This document will anchor the rights and interests of our clients at the highest corporate level and officially systematise JF Group's responsibilities, current approaches, and interaction practices.

The Group strictly adheres to the principles of transparency, accuracy, and completeness of information regarding its services and financing conditions, and complies with all legal requirements of the Republic of Kazakhstan.

We guarantee that all terms for providing micro-loans are comprehensive, clear, transparent, and accessible. Contracts and informational materials do not use small print or hidden conditions that could be misleading. The application process is structured so that the client has the opportunity to review all obligations in detail before making a decision and entering into an agreement.

Our specialists provide potential borrowers with full explanations on all product parameters. The application approval process begins only after the employee is certain that the client has no remaining questions and fully understands the micro-lending terms and the agreement being concluded. At this stage, managers also assess the psycho-emotional state of the applicant. In case of doubt — if there are signs of external pressure or an unstable state of the client — specialists are authorised to suspend the process, conduct an additional discussion, or give the person time to make a well-considered decision. All necessary information is also publicly available on the Group's official website, allowing clients to review it in advance.

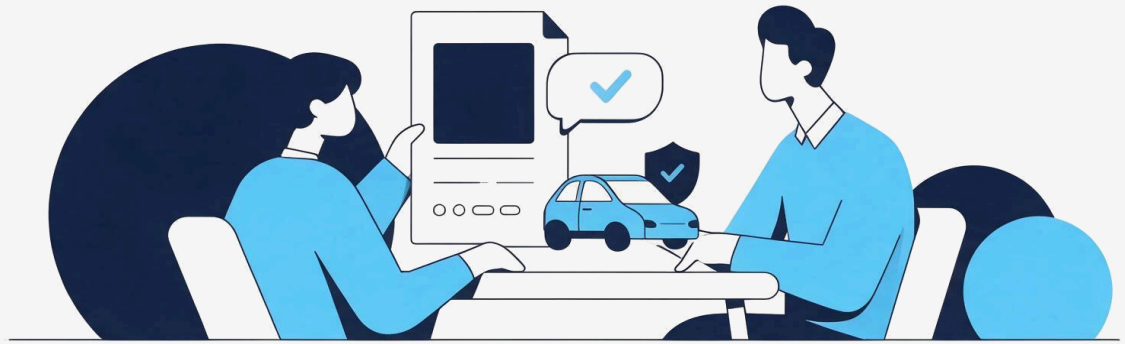
RESPONSIBLE PRACTICES

JF Group strictly complies with regulatory requirements regarding product disclosure, labelling, and marketing communications, including advertising and promotional campaigns. In 2025, no violations resulting in fines, official warnings, or other administrative actions by regulatory authorities were recorded against the Group.

It is important for the Group to adhere to the principles of responsible financing, caring for the financial stability of clients and strengthening their trust in JF Group as a reliable partner.

Before approving financing applications, the Group's subsidiaries conduct a mandatory assessment of clients' financial standing to prevent their over-indebtedness. As part of this process, a comprehensive analysis of borrowers' creditworthiness is performed, including document collection and information verification to determine current debt-to-income levels. A prerequisite is income verification through one of the available methods, which allows for an objective assessment of the client's financial position and ensures the requested amount is proportionate to their capabilities. Data is also requested from credit bureaus to obtain a full picture of active obligations and analyse credit history.

If the check reveals that the requested amount exceeds the acceptable debt burden level, our companies propose adjusting the transaction parameters to a safe level. In cases where providing services is impossible without threatening the client's financial stability, a decision is made to deny financing.



Assistance with Debt Settlement

We pay special attention to the financial well-being of our clients and strive to support them as much as possible in difficult situations. If circumstances arise that make it difficult to meet obligations, we conduct debt settlement procedures on an individual basis.

In 2025, the Group began digitising this area to make the submission of requests easier and more convenient. QR codes were introduced in branches, allowing clients to instantly send an electronic application for debt settlement assistance. In 2026, it is planned to launch a similar option in the personal account area, so that users can fully manage their obligations digitally. For those who prefer to apply in person, the option to visit branches remains, and standard communication channels are also available.

With each request, we carefully analyse the situation and offer solutions, including individual repayment schedules and restructuring. We are always guided by the rights and interests of borrowers. In 2025, **2,364 clients** were granted individual schedules with payment deferrals and restructuring, including on the principal amount, totaling **more than KZT 9 billion**. Compared to the previous year, the number of borrowers approved for debt restructuring increased nearly 23 times, highlighting the steady development of our responsible financing practices.

JF Group places special emphasis on the safety and well-being of its clients. In the event of unforeseen emergencies, we are ready to help and provide the necessary support. We closely monitor developments in the country and respond quickly to events to minimise risks and ensure stability for borrowers.

We also take into account the difficult life circumstances of borrowers and show special care for socially vulnerable segments of the population. In the case of official confirmation of low-income status or other difficult situations, the Group provides such clients with more lenient debt settlement terms and flexible payment schedules.

We also support clients drafted for urgent military service by providing them with a 14-month deferral on their obligations. This measure significantly reduces the financial burden during their period of service. In 2025, such deferrals were granted to **16 clients**, totaling around **KZT 9 million**.

We are focused on finding the most comfortable solutions and are always ready to accommodate our clients to help them overcome temporary difficulties and maintain long-term relationships based on trust.

Ethical communications

We consider it extremely important to maintain transparent and ethical communication with our clients, ensuring they can contact us at any convenient time and on any matter.

To achieve this, we offer various communication channels: email, a hotline phone number, messengers, social media, and a live chat on our website. In 2025, we also launched an anonymous Hotline, through which inquiries are directly escalated to senior management, allowing clients to submit their messages confidentially. We also closely monitor all messages received via social media and other external platforms, promptly transferring them to relevant customer service departments. All incoming questions are carefully registered and reviewed, and each applicant receives a timely and comprehensive response.

The Group's professional call centre is responsible for processing incoming inquiries. In 2025, we received around 30,000 inquiries, of which 199 were complaints. We review **100% of incoming requests**, conduct an objective and comprehensive investigation if necessary, and provide detailed feedback no later than 15 calendar days from the date of submission. When deficiencies or process issues are identified, we immediately take steps to resolve them in order to improve service quality. We also carefully review all inquiries and complaints received through government and regulatory authorities, providing timely, official, and well-founded responses.

Ethics and respect are the core principles of our communication policy. We strictly adhere to business ethics standards, which eliminate any signs of aggression, any form of discrimination, insults, pressure, or threats from our staff. Interaction with clients is built on honesty, respect, and fairness. To minimise the risks of inappropriate behavior, we regularly train employees in the basics of business communication and emotional intelligence, and perform continuous quality control of our communications.

All calls and chats with clients are recorded and saved. An independent quality control department conducts daily random checks of conversation recordings and collects feedback through direct follow-up calls. A specialised questionnaire is used to assess performance, allowing us to determine compliance with standards and identify areas for improvement.

Communication Channels

Email
info@jetfin.kz

Hotline
+7 775 030 00 77

WhatsApp
+7 771 778 98 32

Anonymous Hotline

Submit a request on the website

ETHICAL COMMUNICATIONS

In addition, in 2025, we introduced an evaluation for each dialogue: after a call ends, the client is invited to rate the quality of the consultation and the assistance provided on a scale from 1 to 5. We carefully analyse the feedback received and, if deficiencies are identified, we take corrective action. By the end of 2025, the average score based on our clients' ratings **was 4.8**.

As part of regular engagement regarding issued micro-loans, specific specialists from the Group contact clients to obtain feedback on the loan process and to identify potential difficulties or conflict situations.

All feedback received is thoroughly analysed. If problems or deficiencies are identified, the situation is mandatory reviewed with the responsible employee, and additional training may be assigned to improve communication skills. In cases of serious violations of standards, disciplinary measures are applied to staff, up to and including termination of the employment contract.

This systematic approach helps ensure continuous quality control of service, maintain a high level of professionalism and ethics, and promptly respond to emerging situations while preventing potential risks.



Customer and Partner Satisfaction

Customer satisfaction is of paramount importance to the Group, which is why we continuously monitor and analyse it. Every month, Net Promoter Score (NPS) measurements and surveys are conducted for each of our products to obtain objective feedback. The results are thoroughly analysed to identify potential deficiencies and implement corrective measures, contributing to the continuous improvement of our services.

In addition to our clients, we pay great attention to partner satisfaction. In 2025, we conducted a survey among our partner dealerships to understand how we can improve our products, enhance the quality of our collaboration, and strengthen communication and interaction. More than 70 partners participated in the survey, with 89% rating the level of cooperation with the Group as very high.

We carefully studied the results of this research and integrated the feedback into the development of our digital services. Our partners' suggestions formed the basis for modernising our IT system, which significantly simplified the application and submission process for dealership specialists. The questionnaire became intuitive and easy to complete, and an instant display feature for all necessary calculations was implemented on-screen.

This approach helps us not only to enhance our services but also to build long-term and mutually beneficial relationships with both partners and clients.

91%

was the Net Promoter Score (NPS) for the Jet Car product in 2025

93%

was the Net Promoter Score (NPS) for the Jet Money product in 2025

jet finance

Corporate responsibility



Business ethics

Business ethics is the foundation of JF Group's corporate culture and plays a key role in ensuring long-term success, maintaining trust, and fostering mutual respect both within the workforce and in interactions with partners and clients. The Group adheres to the principle of zero tolerance for any violations of business conduct. This requirement is absolute for all managers, employees, and counterparties.

In 2025, the Group developed and adopted a Code of Business Ethics, which serves as a set of guiding principles and standards for business conduct. The document defines key rules of interaction both within the Group and with our clients and partners. The Code officially establishes measures to prevent conflicts of interest, anchors anti-corruption standards, regulates the responsible handling of information, and highlights other important aspects of ethical business conduct. Every JF Group employee is required to know the requirements of the Code and strictly follow them in their daily activities, and all new employees must standardly familiarise themselves with the document upon employment.

Our fundamental principles of business ethics:

Legality and Integrity.

We conduct business in strict accordance with the legislation of our countries of operation, international standards, and internal regulations. This is the non-negotiable foundation of our activities and ensures trust from clients and partners.

Business Ethics and Anti-Corruption.

We adhere to the principle of zero tolerance for any form of corruption and bribery. The Group implements control mechanisms to prevent ethical violations and misconduct in any area of its activities.

Transparency.

The Group adheres to high standards of information disclosure, ensuring stakeholders have access to accurate information about its activities. We do not tolerate data concealment, distortion of facts, or any other actions that could be misleading regarding the Group's operations and results.

Confidentiality and Data Protection.

We treat the protection of personal data of clients and employees responsibly. Ethical handling of information and ensuring cybersecurity are our priorities in the digital environment.

Human Rights and Equal Opportunities.

In our activities, we are guided by international human rights standards, ensuring safe and fair working conditions. We guarantee an environment free from discrimination, where every employee has equal opportunities to realise their potential. The Group does not accept the use of forced or child labour and expects compliance with these standards from all its partners.

BUSINESS ETHICS

All employees are required to report any breaches of the Code, such as fraud, theft, embezzlement, bribery, corruption or any other unethical conduct. The Group has several channels through which such breaches can be reported, including an anonymous Hotline. All reports received are subject to mandatory review and comprehensive investigation by management, the security service or the HR department. The principle of zero tolerance implies taking all potential breaches seriously, including cases of harassment and discrimination. At the same time, the Group guarantees full confidentiality and the absence of any form of retaliation or negative consequences for employees who report breaches.

For JF Group, it is fundamentally important to cooperate only with those partners who share and respect the principles of business ethics, as strong relationships are possible only with a shared understanding and strict compliance with ethical standards. In this regard, the Group conducts a thorough verification of potential counterparties to ensure compliance with adopted ethical principles and the absence of any corruption component before commencing cooperation. If violations of business conduct standards are identified, the Group reserves the right to conduct a re-assessment or terminate business relationships.

JF Group also strictly adheres to the principles of antitrust legislation and does not participate in practices that restrict competition. In 2025, no fines or lawsuits regarding violations of antitrust regulations were recorded against the Group, confirming full compliance with legal requirements.



Conflicts of interest

The emergence of a conflict of interest is one of the risks for our Group, as employees make daily decisions that can affect the interests of clients, partners, and other stakeholders.

We regularly inform the team that all decisions must be made solely on the basis of an objective professional approach, free from personal preferences. The use of personal, family, or financial interests to the detriment of the Group, clients, or counterparties is strictly prohibited. All employees undertake to be guided only by professional standards, objectivity, and impartiality when performing their duties.

In the event of a situation that could lead to a conflict of interest, the employee is required to immediately report it to their manager, the HR department, or the security service.

These principles are anchored in the Anti-Corruption Policy adopted by the Group and are also included in our Code of Business Ethics.

Human Rights

The respect for human rights is a fundamental element of our business practices in interacting with all stakeholders — employees, partners, and society as a whole. The Group strives to eliminate any potential negative impact of its activities on human rights by applying due diligence procedures.

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In its daily operations, the Group is guided by the principles of the UN Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights, the conventions of the International Labour Organisation (ILO), and the current legislation of the Republic of Kazakhstan. JF Group places special emphasis on respecting the dignity of every individual, as well as adhering to the principles of diversity and equality. Any form of discrimination, insult, threat, intimidation, or harassment is strictly unacceptable within our operations and communications.

The Group recognises and guarantees the right of every employee to freedom of association and assembly without fear of any negative consequences. We also advocate for the absolute prevention of forced and child labour. Due to industry specifics and the legislation of the Republic of Kazakhstan, the risk of using such forms of labour in our operations and supply chain is minimal; however, the Group continues to strictly monitor compliance with these principles.

Every employee is required to report cases of misconduct to their manager or the HR department, and can also submit a request through the anonymous Hotline. Our clients and partners can also send a message regarding any human rights violations through available communication channels *(for details, see the "Ethical Communications" section)*. All incoming inquiries are subject to mandatory investigation. In 2025, no confirmed cases of human rights violations were recorded through these channels.

Anti-corruption and anti-fraud

Anti-corruption is an integral part of JF Group's corporate policy, which is based on strict principles of business ethics. Any form of corruption or bribery is strictly unacceptable within the Group. We consistently adhere to the concept of zero tolerance for corruption, which means the complete rejection and prevention of any illegal actions that could jeopardise the reputation, sustainability, and development of the business.

The Group fully complies with the requirements of the current legislation of the Republic of Kazakhstan and adheres to international and national standards, including the Law of the Republic of Kazakhstan "On Anti-Corruption" and other regulatory legal acts.

JF Group has an Anti-Corruption Policy in place, which is mandatory for all employees. Each team member signs a commitment to comply with it. The document clearly regulates the principles of corruption prevention, rules of conduct, obligations to report suspicious facts, and the procedure for responding to identified violations. **100% of employees are familiarised with the provisions of this policy.**

The compliance department and the security service are responsible for implementing the anti-corruption and anti-fraud policy. They conduct regular checks, audits, and monitoring of compliance with established procedures, and engage with partners, clients, and external bodies as part of cooperation on anti-corruption and anti-fraud issues.

In 2025, the Group's subsidiary officially joined the professional community Compliance Hub. This membership provides access to leading international expertise, confirms JF Group's commitment to best anti-corruption compliance practices, and reinforces high standards of conducting fair, transparent business.

We take potential cases of fraud very seriously, whether committed by Group employees or by third parties and intermediaries.

All our employees are informed about the strictly unacceptable nature of any corrupt or fraudulent offences and their duty to be guided solely by the Group's interests when making decisions. Employees are required not to use their official position, internal information, or resources for personal purposes or in the interests of third parties, and to avoid any actions that could lead to obtaining personal gain or advantages for themselves or any third parties.

ANTI-CORRUPTION AND ANTI-FRAUD

To enhance transparency and ensure the timely identification of misconduct, secure reporting channels are in place, allowing employees to report potential violations without risk to themselves.

If an employee has evidence or suspicion of a corrupt offence, fraud, or a conflict of interest occurring within the Group, they are required to report it to the compliance department, the security service, their line manager, or the HR department, or they can submit a request through the anonymous Hotline.

We guarantee that the identity of an employee who submits information about an actual or potential violation will not be disclosed to other parties, including the employees concerned, without the reporting employee's consent.

All messages related to potential violations are subject to mandatory investigation by the security service. If corruption or fraud is confirmed, disciplinary actions are taken based on the investigation results, up to and including termination of the employment contract and referral of materials to the competent state authorities. Furthermore, we always strive to analyse the causes of such situations and develop recommendations to mitigate the identified risks.

The Group also welcomes initiatives from any stakeholders to report evidence or reasonable suspicion of a corrupt offence or fraud by our employees. Such reports are also subject to immediate investigation.

In 2025, no confirmed cases of corruption or fraud by Group employees were recorded.

Violations can be reported via:

By email
security@jetfin.kz
ok@jetfin.kz

Hotline
+7 (775) 030 00 77

Anonymous Hotline



ANTI-CORRUPTION AND ANTI-FRAUD

We take the protection of our clients' interests and ensuring their security very seriously. Therefore, we also implement systemic and multi-level measures aimed at preventing and detecting fraudulent activities by third parties. Our external fraud prevention system is structured as a continuous chain of automated controls, where each stage of the application review process includes its own level of verification.

The process begins with the mandatory identification of the applicant: we verify the relevance of data in state registers through the Mobile Citizens Database and conduct biometric authentication via the Digital Identification Centre service of the National Payment Corporation of Kazakhstan, which prevents the submission of applications using someone else's documents. In parallel, the bank statement provided by the client undergoes an automated check for signs of falsification, completely eliminating the use of forged financial documents in creditworthiness assessments. Each application is automatically checked against state databases for a wide range of stop-factors, such as being wanted, travel bans, property arrests, criminal records, or outstanding debts under writs of execution.

An important element of this protection is that JF Group, represented by its subsidiary Jet Finance MFO LLP, is an official participant in the Fraudulent Transactions Data Exchange Centre (Anti-Fraud Centre) established by the National Bank of the Republic of Kazakhstan. Within its framework, a real-time information exchange system is implemented, and a unified database of registered fraudulent transactions is maintained. We regularly report to the Centre, and during an automatic check of the client's IIN against this registry of identified fraudsters, the system instantly rejects the suspicious application. The information obtained during scoring undergoes comprehensive cross-verification: automated algorithms consolidate data from external sources, enabling deep behavioural analysis and the application of additional multi-factor identity verification tools for the borrower.

When arranging financing for a car purchase, the acquired vehicle also undergoes verification against state databases for restrictions, registration status, and payment of the recycling fee. To reduce the risk of price manipulation, an automated market valuation model for vehicles is applied, which aggregates data from open advertising platforms, supplements it with information from state sources, and calculates the loan amount based on an independent assessment. For online applications via the official website, the Group additionally uses this technology in combination with device fingerprinting to detect attempts to register multiple accounts from a single device. Furthermore, a complete lack of a borrower's credit history or a request for a vehicle whose cost significantly exceeds the client's verified financial capabilities serves as a trigger for an in-depth check by the security service.

ANTI-CORRUPTION AND ANTI-FRAUD

At each stage of data processing and transaction execution, the system automatically generates alerts if suspicious signs or inconsistencies are detected. In such situations, the process is transferred to the security service for an in-depth analysis of the situation. Additionally, a mandatory check of the client and the vehicle by the security service is embedded into the approval processes for transactions involving car purchases or pledges. This approach provides multi-level protection, and the transfer of funds to the dealer is only possible after the completion of notarisation and state registration of the pledge — loan disbursement is impossible until confirmation is received. This set of measures is implemented in close cooperation with law enforcement agencies and key participants in the financial sector.

100% of reports regarding potential fraudulent actions by clients, employees, or third parties are subject to mandatory, thorough investigation by the security service. Violations can be reported through the same channels used for corruption issues, including the anonymous Hotline. All these measures are part of our collaborative approach to protecting clients and preventing fraudulent activities in the face of modern technological challenges.

To support victimised clients, a detailed step-by-step plan has been developed, including instructions on necessary actions, and the Group accompanies the borrower at every stage, not leaving them alone with the problem. If it is confirmed that a micro-loan was issued without the knowledge and consent of the client using fraudulent schemes, the Group's subsidiaries undertake to fully write off the client's debt, make appropriate corrections in the credit bureau, and independently initiate a referral to law enforcement agencies.

Furthermore, the Group continuously develops verification tools and is currently working on a pilot project with a mobile operator to use SIM card data to study its history and the number of attached devices, which will allow for the detection of signs of data spoofing or the use of atypical equipment at the earliest stages.



Anti-Money Laundering and Countering the Financing of Terrorism

Our Group places special emphasis on Anti-Money Laundering (AML) and Countering the Financing of Terrorism (CFT). We recognise the high risks associated with these threats and have implemented a robust system of measures aimed at their detection and prevention.

Our AML/CFT system includes comprehensive programmes covering risk assessment, employee training, customer due diligence, transaction monitoring, as well as investigations and reporting of potentially suspicious activity. We fully comply with the legislative requirements in the field of combating money laundering and the financing of terrorism, including the Law of the Republic of Kazakhstan "On Combating Legalisation (Laundering) of Funds Obtained by Illegal Means and the Financing of Terrorism".

The Group's subsidiaries have developed Internal Control Rules for AML/CFT. They define the main goals, tasks, and requirements for implementing measures to monitor compliance with legislation, and include specific procedures aimed at minimising identified risks and ensuring a systematic approach to their management. The main objective of internal control is to prevent the possibility of involving the Group and its employees in money laundering processes and terrorist financing activities, ensuring a high level of responsibility and transparency in our operations.

To mitigate AML/CFT risks, the subsidiaries implement a series of measures, including thorough customer identification and verification, as well as due diligence on their representatives and beneficial owners. Within the framework of the identification programme, customer information is collected and updated, and if risks or reasonable suspicions are identified, the Group refuses to establish or continue business relationships.

We pay special attention to monitoring customer transactions — we identify threshold, complex, unusual, or suspicious transactions, which enables a timely response to potential signs of AML/CFT. In the event that suspicious transactions are detected, employees initiate an internal investigation and, if necessary, report it to the competent authority.

Staff training is an important part of our AML/CFT system. In 2025, the Group conducted two specialised training sessions: **the first was attended by 46 employees, and the second by 64.** The training enhanced the team's readiness to detect potential threats in a timely manner and respond to them promptly.

Information Security and Data Privacy

JF Group takes a principal stance in ensuring the protection of information assets and the confidentiality of its clients' personal data. We implement advanced monitoring, detection, and rapid response strategies to prevent and neutralise potential cyber risks. The Group regularly invests in new technologies, IT infrastructure, and the development of employees' professional competencies.

In 2025, the governance structure of the IT division was modernised to strengthen cyber risk control: the position of Group CTO was introduced at the holding level, with direct responsibility for ensuring information security and business continuity. The operational execution of measures is distributed among specialised units: the system administration team is responsible for network and server reliability, while the development team ensures data protection within internal applications and software products. To enhance control independence, the support team was separated from the development division and integrated into another department, guaranteeing strict documentation of all system changes.

The Group carries out activities related to the protection, storage, and transfer of clients' personal data strictly within the framework of the legislation of the Republic of Kazakhstan and internal regulatory documents.

In 2025, the Group successfully completed a project for a comprehensive update of its internal regulatory framework in the field of IT and information security. In addition to the core Information Security Policy, which regulates multi-factor authentication methods, requirements for the secure storage of borrowers' electronic documents, and measures to prevent third-party offences, updated Disaster Recovery Rules, Business Continuity Regulations, and a Data Processing Policy were approved. These internal documents are mandatory for all Group employees, as well as third-party contractors and partners with access to JF Group's information systems.

INFORMATION SECURITY AND DATA PRIVACY

We pay special attention to information security and take all necessary measures to protect the information contained in the Group's databases. Access to confidential data is strictly limited and granted exclusively to those employees who require it to perform their daily work duties. The security and relevance of access rights are checked regularly. In 2025, the Group completely eliminated the possibility of manual intervention by programmers in live databases containing real client information. All software updates now occur through dedicated automated secure systems, and direct management access to the core production servers is restricted to just two system administrators of the Group.

The Group has implemented a centralised data loss prevention (DLP) system. This software is installed on the work computers of all employees who handle personal or financial data. The system records and blocks in real time any attempts to transfer confidential information outside the Group's secure perimeter — such as copying to flash drives or sending to personal email accounts. Furthermore, to ensure rapid response times, an end-to-end single sign-on (SSO) system for employees has been configured and tightly linked to the HR system. This enables immediate revocation of access to all the Group's working resources upon employee dismissal or transfer.

As part of improving the reliability of internal processes, the Group initiated a large-scale upgrade of all internal software platforms in 2025. The IT specialist team is systematically replacing outdated technology versions with the most modern and secure counterparts, which allows for the complete elimination of technical debt and protects the Group's internal perimeter from hidden digital threats.

Special attention is paid to eliminating the human factor when handling information. Within the Group's financial division, a centralised automation of all interconnected systems was conducted. This enabled a complete transition away from manual data transfer and ensured the creation of an end-to-end digital footprint: the system now automatically records and preserves the history of every action taken with data, guaranteeing absolute transparency and security of internal operations.

In 2025, the Group implemented a major project to modernise its IT infrastructure, beginning the systematic migration of all core operational systems from third-party cloud storage to its own server equipment. To achieve this, a proprietary server cluster was installed in a certified data centre in Kazakhstan, with management completely handled by the Group's internal resources. This approach provided JF Group with absolute control over physical data storage and complete independence from external providers. External cloud solutions are now used by the Group exclusively for test IT environments that do not contain any personal client information.

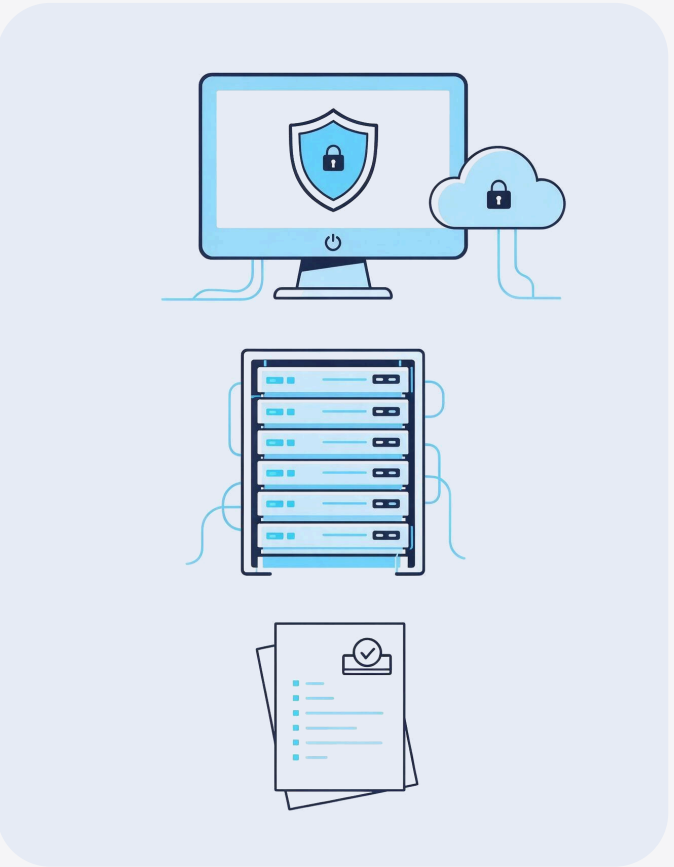
INFORMATION SECURITY AND DATA PRIVACY

The Group continues to develop a unified working environment based on the SharePoint platform and Office 365 services, enabling centralised control, activity monitoring, and internal auditing of employee actions. To protect the network perimeter, exclusively secure data transmission channels are used, including secure remote connection (VPN) technologies. To completely eliminate the risks of personal data loss, the Group operates an automatic database backup system, which includes daily data saving. In 2025, the regulatory framework for this area was strengthened — the Group approved updated internal rules and implemented a process for regular testing of full system recoverability from backups.

In 2025, the Group also fully implemented its computer equipment modernisation plans, which were formulated based on the results of a previously conducted inventory. Virtually the entire hardware fleet was updated, primarily for the development team, which made it possible to meet the Group's internal standard — ensuring that no computers older than three years are used in operations.

As part of aligning with international practices, the Group actively implements modern artificial intelligence tools to monitor security and ethics standards. In 2025, corporate licenses for advanced AI systems were purchased centrally, enabling strict control over their usage. At the technical level, a complete ban was enforced on uploading and processing any real personal or financial client data within AI models. Furthermore, internal rules are being developed to prevent employees from using personal, unsecured digital assistants for work purposes. Additionally, a specialised programme was launched in the debt collection department, which automatically transcribes and analyses 100% of employees' phone conversations. The system strictly monitors the protection of confidential information and completely eliminates the risks of disclosing financial obligation details to third parties. For non-compliance with these rules, uncompromising disciplinary measures are applied to employees, up to and including the termination of employment.

A major event in 2025 was the successful completion of a large-scale state IT audit conducted by the Agency for Regulation and Development of the Financial Market of the Republic of Kazakhstan. All recommendations received from the regulator pertained exclusively to the internal formatting of technical documentation. To date, the Group has fully complied with all instructions and resolved the remarks. In 2025, not a single case of data breach or security violation was recorded across the Group's units in Kazakhstan, confirming the high reliability and stability of the infrastructure.

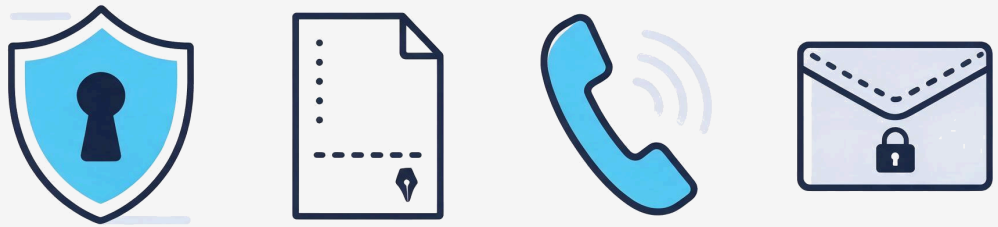


INFORMATION SECURITY AND DATA PRIVACY

All employees of the Group sign a Non-Disclosure Agreement (NDA) upon employment. They undertake not to disclose information that becomes known to them in the course of their duties and to maintain confidentiality even after the termination of employment.

In the event that confidentiality breaches are identified or suspected, employees are required to immediately report them to senior management, the HR department, or the security service. All reports are thoroughly investigated, and upon confirmation of violations, strict measures up to dismissal are applied to the employee.

We are also pleased to share that the plan to launch an anonymous reporting system has been successfully implemented. In 2025, a dedicated secure Hotline began operations, allowing employees, clients, partners, and any stakeholders to anonymously report violations and unlawful actions. All incoming messages are sent directly to senior management for independent reviews.



Environmental responsibility

The operations of JF Group do not have a direct negative impact on the environment. However, the Group adheres to the principles of environmental sustainability and strives to minimise its ecological footprint by developing a culture of responsible use of natural resources.

In our daily office life, we aim for the rational consumption of electricity, heat, and water. In 2025, to optimise and reduce water consumption, a modern dishwasher was installed in the Group's office. Furthermore, a significant step towards eco-friendliness was the systematic transition to electronic document management, which allowed for a substantial reduction in paper usage and decreased the volume of generated waste.

The Group is aimed at the further development of environmental initiatives. In 2026, JF Group plans to launch a separate waste collection system in the office, and in the long term, to calculate its own CO2 emissions for an accurate assessment and control of its climate impact.

We also conduct active informational work among employees, reminding them of the importance of simple green habits and supporting a careful attitude towards natural resources in the workplace and in daily life.



325 GJ

Office energy consumption in 2025

jet finance

Care for employees



HR policy

Employees are the main value and driving force behind the development of JF Group. Our market success, innovation, and stability are built on a professional and proactive team. This is exactly why our HR strategy is focused on attracting the best specialists and creating decent, equal, and comfortable working conditions for them, where everyone can unlock their potential.

We pay special attention to the well-being of our employees by building a safe, fair, and inclusive working environment based on mutual respect and trust. The Group actively implements professional and personal growth programmes, helping teams to develop, adapt to market challenges, and drive the company forward.

Our HR practices fully comply with the legislation of the Republic of Kazakhstan, as well as international standards in labour law and human rights. All personnel management processes at JF Group are centralised within a single HR department, which fully meets the needs of all holding structures. This approach allows us to ensure end-to-end control, embed shared corporate values, and guarantee equal standards of recruitment, onboarding, training, and development for every employee of the Group.

We continuously improve our personnel management system and develop a unified framework of regulatory documents. In late 2025, we commenced a large-scale update of our internal policies. Specifically, we initiated the development of the Code of Ethics, which anchors our core values, standards of ethical and honest business conduct, and rules for respectful interaction within the team and with our partners.[1] We ensure that corporate standards are transparent and understandable to everyone: each new employee of the Group mandatory familiarises themselves with the current policies during the onboarding process, and we also post all documents on the internal portal and distribute updates or newly adopted policies via email newsletters.[1]

The actual headcount of the holding is concentrated within our core operational structure, Jet Finance MFO LLP, while the remaining legal entities perform narrow product functions and do not maintain an extended workforce. Accordingly, all centralised labour rights protection tools and social guarantees of the Group are deployed through this company to cover our entire team.

In late 2025, Jet Finance MFO LLP began the process of establishing a **conciliation commission**, whose primary task is to resolve individual labour disputes. The commission is designed to comprehensively and independently review employee inquiries regarding all aspects of labour relations, from remuneration and annual leave matters to disciplinary actions and terminations. In the spring of 2026[2], the elected commission members commenced their specialised training. We believe this tool will become a reliable mechanism for protecting our employees' rights, guaranteeing everyone fair treatment, support, and confidence in a safe working environment. All new employees will be mandatory informed about the operations of the conciliation commission upon recruitment.

Furthermore, in 2026, we plan to initiate the development of collective bargaining agreements within our key operational structures. These documents will officially anchor JF Group's obligations to its team in key areas such as job security, vocational training, social payments and allowances, working hours and rest period regulations, as well as the provision of safe working conditions. Moving forward, as the business scales and headcounts expand across other subsidiaries of the Group, these practices and collective protection tools will be mirrored across all new structures of the holding.

[1] *At the time of this Report's publication, the Code of Ethics has been officially approved and put into effect.*
[2] *The Report was prepared in June 2026; hence, the document reflects key material events from the beginning of 2026.*

Our values



Respect and Empathy

We respect and share the feelings of our clients, colleagues, and partners.



Openness and Communication

We value honesty and transparency in communication, actively share information, and are open to dialogue with one another.



Innovation and Flexibility

We operate in a rapidly changing market, so we must respond quickly to all changes and seek the best solutions for our clients, colleagues, and partners.



Result Orientation

We are focused on achieving high results — both individual and collective.



Making Mistakes Is Normal, Not Learning Is Not

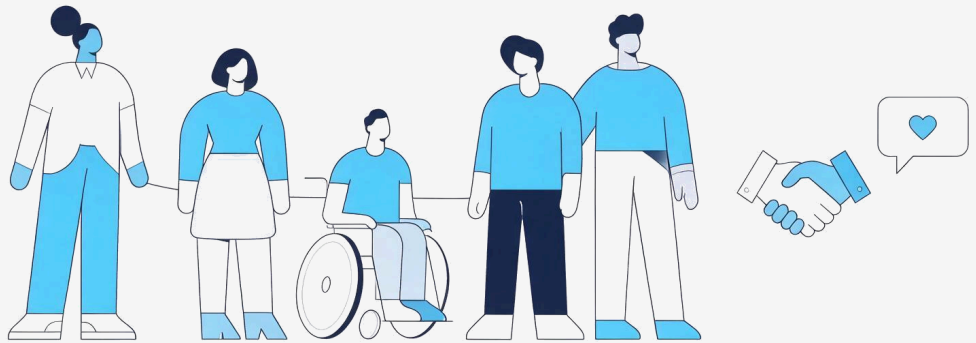
We recognise that mistakes are a natural part of the process. It is important to learn from them to grow and develop, striving for continuous improvement.

Employee diversity and inclusion

At JF Group, we strictly adhere to a policy of absolute zero tolerance for any form of discrimination. At all stages — from the first interview to career advancement — we value exclusively a person's professional competencies, experience, and personal qualities. Factors such as gender, age, nationality, religious beliefs, physical abilities, and other similar characteristics are completely excluded from the decision-making process. This approach guarantees equal conditions for every team member and strengthens mutual trust within the workforce.

We sincerely believe that the diversity of perspectives, cultures, and life experiences of our employees is a powerful source of business development. The synergy of different approaches allows us to find non-standard, innovative solutions, better understand our clients, and respond flexibly to any market challenges. By supporting and respecting the uniqueness of everyone, we foster a truly vibrant corporate culture that inspires people, increases their motivation, and enhances job satisfaction.

To prevent potential cases of discrimination and ensure a prompt response to emerging situations, the Group operates feedback channels, including an anonymous hotline. Every employee can confidentially report arising difficulties or disputable situations, counting on an objective and fair review. In 2025, no cases of discrimination were recorded within the Group.



EMPLOYEE DIVERSITY AND INCLUSION

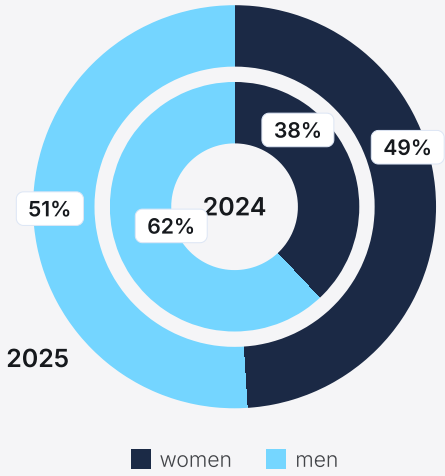
Diversity and equal opportunities are an integral part of JF Group's corporate culture, as the diversity of employee perspectives and experiences ensures a comprehensive approach to problem-solving, unlocking new prospects for business growth.

This report has been prepared for the entire JF Group Ltd. group, so the data in the charts are aggregated across all five legal entities of the holding: the parent company and the subsidiaries Jet Finance MFO LLP, Jet Leasing LLP, Jet Auto LLP, and JetCar Yusr. At the same time, it is important to note that the primary headcount is currently concentrated within our core operational entity, Jet Finance MFO LLP.

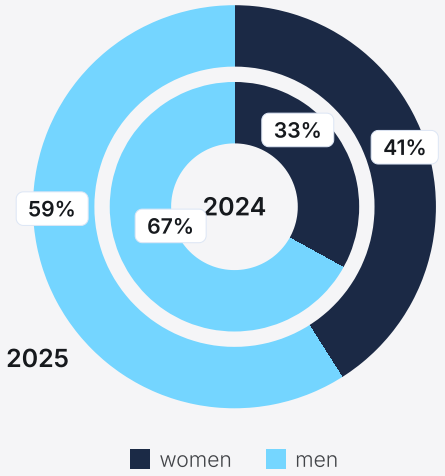
Our team is growing very dynamically: the headcount at the end of 2025 stood at **113 people**, an increase of **24%** compared to the previous year. The Group actively strives to maintain gender balance within the workforce, and qualitative changes in the personnel structure clearly confirm this. At the end of 2025, the share of **women** among all employees reached **49%**, and **men accounted for 51%** (compared to 38% women and 62% men in 2024). Significant progress was also recorded in the holding's management team — the share of women in leadership positions increased from 33% to 41%. This positive trend reflects the consistent execution of our plans to develop gender equality at all levels of the Group's management.

113

employees in 2025



Share of female and male employees

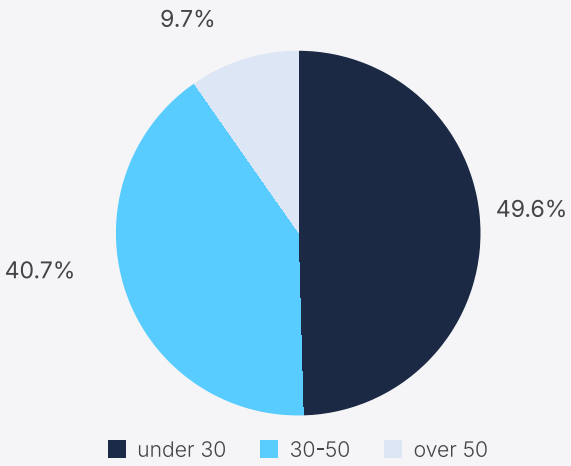


Share of female and male managers

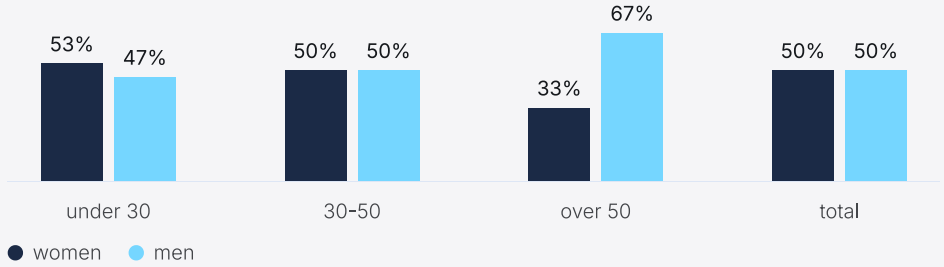
EMPLOYEE DIVERSITY AND INCLUSION

At JF Group, we value professional diversity and provide equal conditions for career advancement for both young specialists and experienced professionals, supporting their needs and encouraging growth at all stages of their careers.

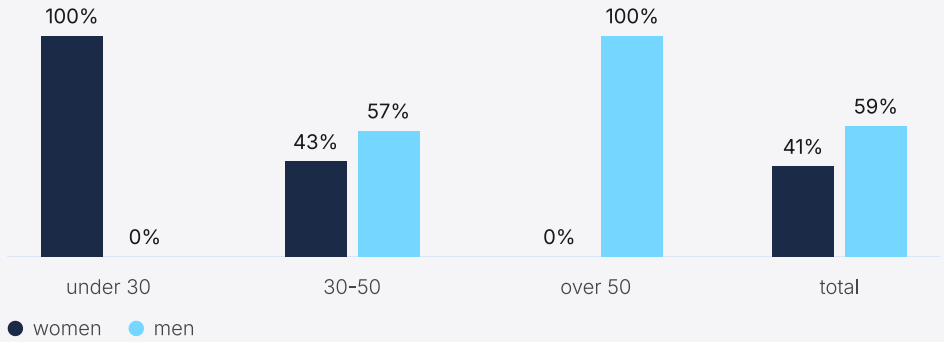
The foundation of our workforce consists of specialists under the age of 30, who make up 49.6% of the total headcount. This structure is driven by our dynamic business expansion and the active recruitment of young talent, for whom the Group designs training programmes and develops professional skills from their first days on the job. At the same time, a significant part of the team consists of professionals aged between 30 and 50 — accounting for 40.7% — while employees over 50 make up 9.7%, allowing the Group to ensure a reliable transfer of unique experience and expertise.



Share of employees of different age groups in the total headcount in 2025



Share of employees by gender and age group in 2025



Share of managers by gender and age group in 2025

Recruitment and onboarding

As part of its talent attraction and retention strategy, JF Group pays special attention to recruitment and onboarding processes. We strive to provide maximum comfort and support to employees at all stages of their professional journey — from the initial interview to the termination of employment.

To source specialists, the Group uses specialized online resources, its proprietary resume database, recruitment agencies, as well as direct search tools and an internal referral programme. This allows us to attract professionals who share our corporate values and meet high qualification requirements.

When selecting candidates, we are guided solely by their professional skills and competencies, strictly adhering to the principles of equality and openness. JF Group guarantees equal conditions for all applicants, including specialists with disabilities and representatives of various social groups, creating a truly inclusive and respectful working environment.

When filling vacancies, the Group prioritizes internal candidates, actively supporting the career growth of current employees. To facilitate this, JF Group has established a talent pool whose participants develop according to individual plans focused on long-term professional growth goals.

The onboarding process for new employees at JF Group is clearly structured and aimed at their quick and comfortable integration into the team. On the first working day, a Welcome meeting is held, during which the newcomer is introduced to the manager, colleagues, and the Group's key internal resources. Each employee is assigned a mentor from among experienced colleagues or managers, who helps them quickly grasp tasks, learn internal processes, and understand the corporate culture. HR managers maintain regular feedback with new employees, enabling them to provide the necessary support in a timely manner.

On the first day, every employee is mandatory required to familiarise themselves with and sign the Group's local regulations, as well as sign a non-disclosure agreement. As part of the onboarding process, employees are also sent a "Welcome Presentation," which contains all the necessary information about corporate values, the Group's structure, the benefits package, and important internal procedures that help them settle in more quickly.

The training of new employees is organised in strict accordance with job requirements. For example, a specialised introductory course is conducted for credit specialists, including a detailed introduction to the product line, micro-lending conditions, and customer interaction standards.

Upon completion of the probationary period, an onboarding review meeting is held to assess the employee's integration level and provide recommendations for their further development. JF Group strives to retain talented personnel by creating a positive working environment and providing transparent opportunities for career growth.

Motivation and Performance Evaluation

JF Group views employee well-being and motivation as the foundation of sustainable business development, making the provision of decent remuneration an unconditional priority for us. The Group also takes a serious approach to creating a transparent and fair performance evaluation system that opens up real opportunities for the continuous growth and comprehensive development of each employee's potential.

The Group operates a comprehensive system of material and non-material motivation. The baseline component of remuneration is a competitive salary, which is determined solely by the employee's qualifications, the complexity of the work, and the volume and quality of the effort invested. All processes for determining and reviewing salaries, as well as awarding bonuses, are transparent and regulated by internal policies accessible to every team member.

Personnel performance evaluation is based on a systematic approach that guarantees a fair reward system and an objective assessment of work. Annually, each employee, together with their manager, defines and approves key performance indicators (KPIs) and sets goals for the upcoming year. Throughout the year, a regular analysis of goal fulfillment is conducted, and meetings are organized to provide feedback and track progress. At the end of the year, results are summarized and "360-degree" surveys are conducted, which helps form an objective picture of professional achievements and identify areas for further development.

Based on the collected information — KPI achievements, feedback, and the "360-degree" evaluation — salary reviews are conducted and bonus decisions are made. Bonuses serve as a tool to reward high achievements, KPI fulfillment, and contributions to the Group's development. The performance evaluation procedure and the decision-making process regarding changes to the material remuneration system are transparent and communicated to all employees. **Annually, 100% of employees participate in this procedure.**

Furthermore, the Group offers bonuses for professional growth and active participation in the implementation of strategic projects. Within the motivation system, incentives are provided for upgrading qualifications, multi-skilling, active participation in corporate initiatives, and significant contributions to the Group's development.

This approach contributes not only to enhancing employee competence levels but also to fostering a motivated, engaged team focused on achieving the Group's collective goals.

MOTIVATION AND PERFORMANCE EVALUATION

In addition to the material motivation system, JF Group provides a range of programmes and benefits aimed at creating favourable working conditions, caring for health, and supporting employee well-being. This motivation package includes the following components:

01
100% sick leave compensation: The Group fully reimburses the salary amount during an employee's temporary disability.

02
Insurance: Life and employer's liability insurance are provided.

03
Financial assistance: Support is given in key life situations, such as the birth of a child, marriage, or the loss of close relatives.

04
Long-term motivation: A system of financial incentives is in place for employees who have been with the Group for several years.

05
Healthy lifestyle support: The Group covers costs for participation in sporting events and supports a healthy lifestyle.

06
Teambuilding: Corporate and off-site events are organised to strengthen team spirit.

07
Holiday gifts: Gifts are provided for employees' children for the New Year and other holidays.

08
Work-life balance: Flexible working hours are available in agreement with the manager to ensure a proper work-life balance.

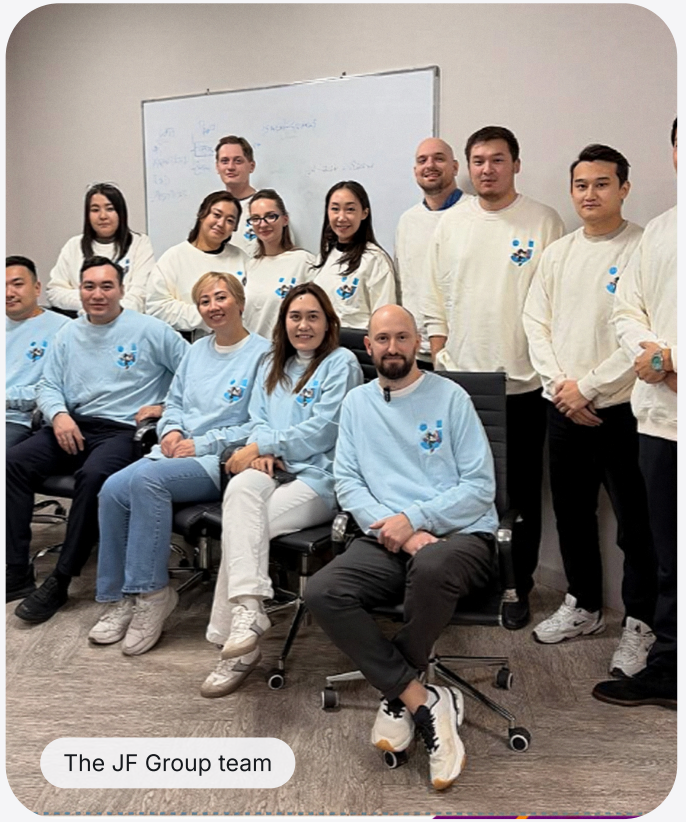
Corporate culture

Developing a strong corporate culture is one of the key priorities of JF Group. The Group regularly organises holidays and joint events. In addition, each team independently conducts internal teambuilding activities, which helps strengthen friendly ties, maintain an open atmosphere, and ensure the comfortable adaptation of new employees.

The Group actively supports the team's desire for a healthy lifestyle and sports, facilitating the participation of employees in major sports competitions. In 2025, the JF Group team took part in the Almaty Marathon, where our athletes successfully completed distances of 10 km, 21.1 km, and 42.2 km, supported by their colleagues and fans. The Group's team also competed in the annual AMFOK[1] football tournament.

We also encourage employees' desire to participate in social initiatives, combining efforts and involving the team in joint good deeds. In 2025, our team visited the "DOS" shelter for homeless animals, providing the necessary assistance and support to its residents.

Caring for employee well-being also includes supporting physical health. In 2025, the Group organised educational lectures with specialised medical professionals — employees attended meetings with cardiologists dedicated to cardiovascular health and disease prevention. For psychological relaxation, a comfortable recreation area has been created in the JF Group office, and as part of supporting healthy nutrition for employees, the Group ensures the constant availability of fresh fruit in the workspace.



The JF Group team

[1] *Association of Microfinance Organisations of Kazakhstan*

CONTINUED

Corporate culture



Corporate celebrations



AMFOK football tournament



Almaty Marathon and supporters

Internal communications

56%

eNPS results in 2025

Effective internal communications play a key role in building trust, transparency, and employee engagement. At JF Group, special emphasis is placed on open dialogue and regular information exchange, which contributes to strengthening corporate culture and increasing team motivation.

A significant step in 2025 was the migration of all internal communications to a unified platform, MS Teams, which made interaction as rapid and convenient as possible. Within the platform, two key channels operate — Jet Life and Jet News. These channels feature current Group news, information about changes and corporate initiatives, as well as materials about the life of the workforce. They allow for the quick sharing of important messages, maintain feedback in real time, and encourage employees to share their ideas.

To assess the working environment, the Group regularly conducts open surveys to collect feedback on each manager. The surveys are anonymous, which ensures honest and open responses. Employees also have the opportunity to anonymously submit suggestions for improving working conditions and the office space. The Group carefully studies all incoming requests and strives to promptly implement the necessary changes.

Furthermore, various activities are organised to increase engagement. In 2025, the Group continued its "Space Ideas Day" initiative — a platform where employees gather to discuss proposals, share experiences and opinions, and jointly seek effective solutions.

A significant step in developing JF Group's internal culture in 2025 was the introduction of regular workforce sentiment monitoring and the initial launch of the **Employee Net Promoter Score (eNPS)** assessment. Based on the 2025 study, the Group's eNPS **reached 56%**, which is a strong baseline result for the fintech industry. The survey results are thoroughly analysed by senior management to enhance internal processes, helping to identify issues early and respond to feedback in a timely manner, thereby fostering a supportive corporate environment.

Our Group operates an open-door policy, allowing every employee to approach senior management directly with questions and suggestions. Additionally, in 2025, we launched a secure Hotline for anonymous inquiries. Every team member can always contact the HR department, senior management, or the security service in the event of problems, conflicts, or complaints. The Group guarantees full confidentiality and the absolute absence of any form of retaliation, discrimination, or other negative consequences resulting from such a report. We undertake to carefully listen to everyone, take all necessary measures for a fair resolution of the situation, and provide the employee with maximum support.

Training and development

To maintain a high level of professionalism and unlock employee potential, JF Group implements a comprehensive range of educational programmes focused on upgrading qualifications and developing personal competencies. Training is an integral part of the Group's strategic development and an important tool for enhancing team performance.

In 2025, the total volume of training activities **exceeded 3,300 hours,** and the average number of training hours per employee reached approximately 29 hours. This approach ensures the continuous development of professional skills and the updating of knowledge necessary for the successful execution of work tasks.

The training system is continuously enhanced based on the analysis of employee needs and suggestions. Within this framework, regular programmes are conducted for customer service specialists, aimed at studying updates in the product line, micro-lending conditions, communication standards, and interaction scenarios. All training materials, scripts, and instructions are stored in a unified knowledge base, which is updated regularly.To expand expertise, the Group engages external speakers and industry experts. For instance, in 2025, a 16-hour training session on emotional intelligence was organised for managers.

To broaden its expertise, the Group engages external speakers and specialist experts. For example, in 2025 a 16-hour training session on emotional intelligence was organised for managers

Furthermore, each employee has the opportunity to independently choose external educational programmes and professional development courses. The Group fully covers the cost of such training, subject to approval by the line manager. JF Group also actively supports the development of language skills, covering the cost of Kazakh and English language courses for all interested employees.

Social initiatives

Jet Jastar

The Jet Jastar social initiative operates within JF Group, which originated four years ago and officially transformed into a permanent, long-term project of the Group in 2025. Today, 11 schools[1] from rural areas of Kazakhstan participate in it. The essence of the project is to provide scholarships to talented students from rural areas who possess a drive for development but do not always have sufficient resources.

Scholarship recipients are determined based on the results of the Unified National Testing (UNT). Monetary rewards are granted to both the graduates with the highest scores and their teachers. Thus, the Jet Jastar project helps boost motivation not only for students but also for educators. The project's prize fund is as follows:



KZT 300,000
— for first place;



KZT 200,000
— for second place;



KZT 100,000
— for third place.

Support for rural schools is not limited to financial aid. JF Group employees personally visit educational institutions, conduct community clean-up days, help improve school grounds, and organise field events. Representatives of the Group also attend graduation ceremonies for the official award presentation to the students.

In the future, Jet Jastar plans to launch interview preparation training for high school seniors, as well as development programmes for core soft and hard skills. This practical knowledge is essential for everyone to get a successful start in life but typically remains outside the scope of the standard school curriculum

[1] *At the end of 2025, three schools participated in the project; however, at the time of this Report's preparation, 11 schools in Kazakhstan are already taking part.*

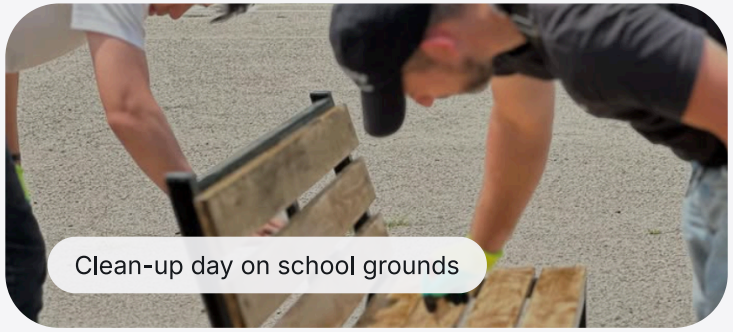
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Social initiatives


Awarding graduates based on UNT results


Jet Jastar training in a rural school


Meeting with pupils


Clean-up day on school grounds


JF Group volunteers

Occupational Health and Safety

For JF Group, employee safety and health protection are of paramount importance. The Group strictly complies with all requirements of current legislation and regulations in the field of occupational health and safety, ensuring the creation of safe working conditions and the minimisation of potential risks.

Although the Group's operations are not directly associated with hazardous production factors, we treat potential threats with the utmost responsibility. Our office is located in a modern building equipped with all necessary fire protection systems and safety equipment.

In 2025, JF Group appointed an internal specialist for occupational health, safety, and fire safety (OHS & FS), who is responsible for monitoring compliance with safety requirements, conducting briefings, organising employee training, and coordinating all activities in this area. During the reporting period, internal regulatory policies were updated and developed. The main regulatory document is the Regulation on Occupational Health, Safety, and Fire Safety. A Business Plan for OHS & FS for 2026 was also approved, which includes conducting fire drills, regular briefings, and a special assessment of working conditions. Additionally, an introductory briefing programme and fire safety instructions were developed.

Every newly hired employee is mandatory required to undergo an occupational health, safety, and fire safety briefing before commencing their work.

In accordance with the requirements of the Labour Code of Kazakhstan and current legislation, all accidents occurring in the course of official duties, regardless of their severity, are investigated. Based on the investigation results, measures aimed at eliminating the causes of the incidents and reducing the risk of their recurrence are developed and implemented. In 2025, no accidents were recorded at JF Group.

We pay special attention to creating comfortable working conditions for our employees, which contributes not only to safety but also to the prevention of occupational diseases. Lighting levels and air quality are regularly monitored in the office, and modern, ergonomic furniture has been introduced to ensure the comfort and health of employees throughout the working day.

Appendices

Quantitative Sustainability Performance Indicators

This report for 2025 has been prepared for the JF Group Ltd. group, which includes the following legal entities: Jet Finance MFO LLP, Jet Leasing LLP, Jet Auto LLP, and JetCar Yusr. For the sake of transparency, the quantitative information in the tables is presented separately for each legal entity. When reviewing the data, it is important to take into account that the primary headcount of the Group is concentrated within one core company — Jet Finance MFO LLP. In the remaining legal entities, only one person (the manager/founder) was employed in both 2024 and 2025, and some of these companies were established only in 2025. This variation in numbers is due to the current stage of development of these business lines.

Headcount by employment contract and type of employment

	2025					2024				
	Jet Leasing LLP	Jet Auto LLP	Jet Finance MFO LLP	JetCar Yusr	JF Group Ltd.	Jet Leasing LLP	Jet Auto LLP	Jet Finance MFO LLP	JetCar Yusr	JF Group Ltd.
Number of employees with an indefinite employment contract	1	1	6	0	1	1	*was established in 2025*	89	0	1
including women	0	0	3	0	0	0		35	0	0
including men	1	1	3	0	1	1		54	0	1
Number of employees with fixed-term employment contract	0	0	104	0	0	0		0	0	0
including women	0	0	52	0	0	0		0	0	0
including men	0	0	52	0	0	0		0	0	0
Number of full-time employees	1	1	110	0	1	1		89	0	1
including women	0	0	55	0	0	0		35	0	0
including men	1	1	55	0	1	1		54	0	1
Number of part-time employees	0	0	0	0	0	0		0	0	0
including women	0	0	0	0	0	0		0	0	0
including men	0	0	0	0	0	0		0	0	0

Quantitative Sustainability Performance Indicators

New employees by gender and age group

	2025														2024											
	Jet Leasing LLP			Jet Auto LLP			Jet Finance MFO LLP			JetCar Yusr			JF Group Ltd.			Jet Leasing LLP			Jet Auto LLP			Jet Finance MFO LLP			JetCar Yusr			JF Group Ltd.		
	under 30	30–50	50+	under 30	30–50	50+	under 30	30–50	50+	under 30	30–50	50+	under 30	30–50	50+	under 30	30–50	50+	under 30	30–50	50+	under 30	30–50	50+	under 30	30–50	50+	under 30	30–50	50+
including women	0	0	0	0	0	0	46	22	2	0	0	0	0	0	0	0	0	0	*was established in 2025*			59	48	14	0	0	0	0	0	0
including men	0	0	0	0	0	0	25	11	1	0	0	0	0	0	0	0	0	0				21	17	5	0	0	0	0	0	0

Parental leave

	2025					2024				
	Jet Leasing LLP	Jet Auto LLP	Jet Finance MFO LLP	JetCar Yusr	JF Group Ltd.	Jet Leasing LLP	Jet Auto LLP	Jet Finance MFO LLP	JetCar Yusr	JF Group Ltd.
Number of employees on parental leave	0	0	2	0	0	0	*was established in 2025*	3	0	0
including women	0	0	2	0	0	0		3	0	0
including men	0	0	0	0	0	0		0	0	0
Total number of employees who returned to work after parental leave	0	0	0	0	0	0		0	0	0
Total number of employees who returned to work after the end of parental leave, and who are still working 12 months after returning to work	0	0	0	0	0	0		0	0	0

Quantitative Sustainability Performance Indicators

Headcount of employees and managers by gender and age group

	2025															2024													
	Jet Leasing LLP			Jet Auto LLP			Jet Finance MFO LLP			JetCar Yusr			JF Group Ltd.			Jet Leasing LLP			Jet Auto LLP			Jet Finance MFO LLP			JetCar Yusr			JF Group Ltd.		
	under 30	30–50	50+	under 30	30–50	50+	under 30	30–50	50+	under 30	30–50	50+	under 30	30–50	50+	under 30	30–50	50+	under 30	30–50	50+	under 30	30–50	50+	under 30	30–50	50+	under 30	30–50	50+
Management personnel	0	1	0	0	1	0	1	11	2	0	0	0	0	1	0	0	1	0				2	13	1	0	0	0	0	1	0
including women	0	0	0	0	0	0	1	6	0	0	0	0	0	0	0	0	0	0				0	6	0	0	0	0	0	0	0
including men	0	1	0	0	1	0	0	5	2	0	0	0	0	1	0	0	1	0	*was established in 2025*			2	7	1	0	0	0	0	1	0
Employees	0	0	0	0	0	0	55	32	9	0	0	0	0	0	0	0	0	0				43	24	6	0	0	0	0	0	0
including women	0	0	0	0	0	0	29	16	3	0	0	0	0	0	0	0	0	0				18	9	2	0	0	0	0	0	0
including men	0	0	0	0	0	0	26	16	6	0	0	0	0	0	0	0	0	0				25	15	4	0	0	0	0	0	0

Number of training hours per year

Category	2025	2024	2023
Managers	660	600	400
Employees	2 640	2 000	1 100
Women	1 300	1 000	500
Men	2 000	1 600	1 000

Stakeholder engagement

The Group builds long-term relationships with stakeholders based on the principles of openness and transparency in communications. This approach helps to strengthen trust, ensuring timely information about the activities, goals, and results of the Group and its subsidiaries, as well as creating a platform for constructive dialogue and meeting the interests of all stakeholders.

The Group regularly interacts with stakeholders through dialogue, cooperation, and research. This helps us to stay abreast of trends and expectations, remain open to new opportunities, and maintain relevance for our partners, clients, and society as a whole.



Employees

FORMS OF ENGAGEMENT

- Communication from senior management on current topics, holding meetings and general calls to inform employees about important events, changes, and results of the Group
- Regular meetings between employees and their immediate supervisors
- Annual performance evaluation and feedback collection
- Conducting anonymous feedback collection for each manager
- Open-door policy
- Regular communication from the HR department
- MS Teams-based channels for employees
- Conducting 360-degree surveys
- Regular assessment of employee engagement and satisfaction levels
- Availability of multiple reporting channels, including an anonymous hotline



Clients

FORMS OF ENGAGEMENT

- Communications through various online and offline channels
- Direct communication with clients to collect feedback
- Client satisfaction measurements and research
- Information on the website
- Anonymous Hotline
- Availability of a mechanism for receiving and processing inquiries and complaints
- Marketing and advertising campaigns
- Official social media accounts of the Group

Government bodies and professional communities

FORMS OF ENGAGEMENT

- Regular meetings and direct communication
- Annual reports and audited financial statements
- Consultations with regulatory bodies and inspections
- Participation in associations, expert communities, events, commissions, etc.

Shareholders

FORMS OF ENGAGEMENT

- Corporate reporting and regular briefings on results or key events
- Official social media accounts of the Group and publications in the media
- Meetings
- Joint participation in industry and expert conferences, forums and other business events

Partners

FORMS OF ENGAGEMENT

- Participation in conferences, holding in-person meetings
- Cooperation agreements
- Channels for communication and inquiries
- Publication of press releases and materials in the media and social media regarding the Group's activities
- Publication of corporate reporting

Local community and the media

FORMS OF ENGAGEMENT

- Publication of press releases and materials in the media
- Participation in various specialized events
- Publication of corporate reporting

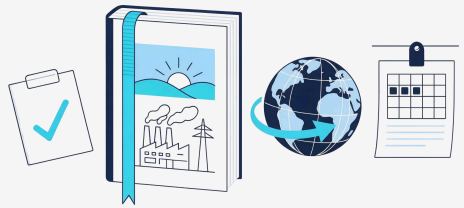
About the Report

This is the second Sustainability Report published by JF Group Ltd. (referred to in the report as JF Group or the Group). The previous Report for 2024 was prepared for one of the subsidiaries, Jet Finance MFO LLP (formerly Microfinance Organisation Mogo Kazakhstan LLP). While last year's document reflected the qualitative approaches of the entire Group, its quantitative indicators were provided solely for Jet Finance MFO LLP.

In the current Report, JF Group discloses both qualitative and quantitative data in a consolidated format for the entire Group and its subsidiaries, including Jet Leasing LLP, Jet Auto LLP, Jet Finance MFO LLP, and JetCar Yusr.

This Report has been prepared in accordance with the Global Reporting Initiative Standards (GRI Standards), 2021 revision, and covers the Group's performance for the period from 1 January to 31 December 2025.

The document is presented in Russian and English and is available on the Group's official website: https://www.jetfin.kz/. The Report has been officially approved by the highest governance body — the Sole Shareholder of JF Group.



Materiality assessment

In accordance with the requirements of the GRI Standards and taking into account the expansion of the reporting perimeter to the Group level, the process of identifying material topics was conducted again for the preparation of this Report, based on the principle of double materiality. This principle involves identifying and assessing both the impact of the Group's activities on sustainability aspects and the influence of sustainability factors on the business, strategy, and financial planning.

The process of determining material topics included several stages:

01 Formulating a list of relevant topics related to the Group's activities and impacts

02 Analysing industry standards, reports of leading international and Kazakhstani companies, and sustainability practices

03 Taking into account requests and inquiries from stakeholders, as well as evaluation criteria of sustainability ratings

04 Ranking the identified topics considering their importance and degree of influence on the business, as well as the company's impact on these topics through stakeholder engagement

The result of this process was an updated list of material topics, which are disclosed most fully and in detail in the Report, ensuring transparency and completeness in presenting information on our key sustainability aspects.

Material topics:

1 Responsible financing

2 Protection of client rights and responsible collection practices

3 Information security and data privacy

4 Business ethics, compliance, and anti-fraud

5 Creation of a supportive working environment and decent working conditions

6 Staff training, development, and motivation

GRI Index 1 / 8

Disclosure	Disclosure description	Place of disclosure in the Report	Comment on disclosure
2-1	Organizational details		The Group operates in Kazakhstan. The head office is located in Almaty at 209A Nazarbayev Ave.
2-2	Entities included in the organization's sustainability reporting		JF Group Ltd., Jet Leasing LLP, Jet Auto LLP, Jet Finance MFO LLP and JetCar Yusr
2-3	Reporting period, frequency and contact point		This is the first time the Sustainability Report is published on a consolidated basis for the Group (in 2024, a report was published for the subsidiary Jet Finance MFO LLP (formerly Microfinance Organisation Mogo Kazakhstan LLP)). Reporting period: 1 January 2025 to 31 December 2025. This Report is published in August 2026. Contact information is provided on the final page of the Report.
2-4	Restatements of information		This is the first time the Sustainability Report is published on a consolidated basis for the Group.
2-5	External assurance		External assurance of non-financial reporting was not conducted.
2-6	Activities, value chain and other business relationships	About the GroupProducts Products	
2-7	Employees	Care for employees Care for EmployeesQuantitative Sustainability Performance Indicators	Data are provided as of the end of the reporting period. Information regarding the number of employees with non-standard working hours is not relevant for the Group.
2-8	Workers who are not employees		There were no such workers in the Group in 2025

GRI Index 2 / 8

Disclosure	Disclosure description	Place of disclosure in the Report	Comment on disclosure
2-9	Governance structure and composition	Corporate governance	
2-10	Nomination and selection of the highest governance body	Corporate governance	The highest governance body is selected and approved by the Sole Shareholder
2-11	Chair of the highest governing body	Corporate governance	There is no Board of Directors in the Group, but an Advisory Council functions. There is no appointed chairperson in the Advisory Council.
2-12	Role of the highest governance body in overseeing the management of impacts	Sustainability management	The Group does not stipulate a separate due diligence procedure regarding ESG impacts. Instead, the Group's management oversees potential negative impacts of operations.
2-13	Delegation of responsibility for managing impacts	Sustainability management	Operational responsibility for data collection, indicator analysis, and the direct implementation of ESG initiatives is delegated to the heads of subsidiaries and specialized divisions of the holding.
2-14	Role of the highest governance body in sustainability reporting	About the Report	The highest governance body (the Sole Shareholder) approves the Sustainability Report
2-15	Conflicts of interest		The Group takes all necessary measures to prevent and eliminate conflicts of interest. We strictly comply with the legislation of the Republic of Kazakhstan on matters related to potential conflicts of interest to ensure transparency and integrity in our activities.
2-16	Communication of critical concerns		All critical concerns are mandatory consolidated by the head of the legal department and escalated to the senior management of the Group and its subsidiaries, depending on their nature. Decisions were made in 2025 regarding strategic development, investments, corporate reporting, auditing, and other key business areas of the Group.

GRI Index 3 / 8

Disclosure	Disclosure description	Place of disclosure in the Report	Comment on disclosure
2-17	Collective knowledge of the highest governing body		No training on sustainability issues is conducted in the Group.
2-18	Evaluation of the performance of the highest governance body		At present, no separate performance evaluation of the highest governance body regarding its control over the Group's impacts on the economy, environment, and society is conducted.
2-19	Remuneration policies		Information on the remuneration of members of the highest governance body and senior executives is confidential
2-20	Process to determine remuneration		Information on the process for determining the remuneration of members of the highest governance body and senior executives is confidential
2-21	Annual total compensation ratio		Information on the remuneration of members of the highest governance body and senior executives is confidential
2-22	Statement on sustainable development strategy	Sustainability management Business ethics	By the end of 2025, the Group initiated the development of a sustainability strategy.
2-23	Policy commitments	Sustainability management Business ethics Care for employees	

GRI Index 4 / 8

Disclosure	Disclosure description	Place of disclosure in the Report	Comment on disclosure
2-24	Embedding policy commitments	Sustainability management Business ethics	
2-25	Processes to remediate negative impacts	Ethical communications Business ethics Ethical communicationsBusiness ethicsAnti-corruption and anti-fraud	As of the end of the reporting period, no process for evaluating the effectiveness of corporate mechanisms for addressing complaints and grievances had been approved in the Group.
2-26	Mechanisms for seeking advice and raising concerns	Ethical communications Business ethics Ethical communicationsBusiness ethicsAnti-corruption and anti-fraud	
2-27	Compliance with laws and regulations		In 2025, 5 fines and 4 warnings were recorded; remediation measures were carried out for each, and the Group's activities were brought into full compliance with the requirements of the legislation of the Republic of Kazakhstan.
2-28	Membership associations		The Group's subsidiary Jet Finance is a member of the Association of Microfinance Organisations of Kazakhstan (AMFOK), the Anti-Fraud Centre, the Compliance Hub community of compliance and related fields specialists, and a member of the UN Global Compact.
2-29	Approach to stakeholder engagement	Business ethics Stakeholder engagement	
2-30	Collective bargaining agreement		As of the end of 2025, there was no collective bargaining agreement in the Group.

GRI Index 5 / 8

Disclosure	Disclosure description	Place of disclosure in the Report	Comment on disclosure
3-1	Process to determine material topics	Materiality assessment	
3-2	List of material topics	Materiality assessment	
3-3	Management of material topics	Materiality assessment	Data on the management of each material topic can be found in the corresponding sections of the Report.
201-3	Defined benefit plan obligations and other		The Group has no such obligations
201-4	Financial assistance received from		During the reporting period, the Group did not receive financial assistance from the government.
205-2	Communication and training about anti-corruption policies and procedures	Anti-corruption and anti-fraud	
205-3	Confirmed incidents of corruption and actions taken	Anti-corruption and anti-fraud	No corrupt offences were detected in 2025.
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Anti-corruption and anti-fraud	In 2025, no legal actions against the Group related to anti-competitive practices or violations of anti-monopoly legislation were recorded.
207-1	Approach to tax		The Group's tax strategy consists of strict compliance with the tax legislation of Kazakhstan.

GRI Index 6 / 8

Disclosure	Disclosure description	Place of disclosure in the Report	Comment on disclosure
302-1	Energy consumption within the organization	Environmental responsibility	The Group does not consume fuel from non-renewable energy sources. There are no steam and cooling consumption practices in the Group. The Group has no practice of consuming self-generated energy
303-1	Interactions with water as a shared resource		The Group uses water exclusively for domestic and commercial purposes, and the sole consumers of water are the office of the Group and its subsidiaries. Water withdrawal and discharge are carried out from/to municipal water supply sources (water utilities). The Group does not operate water consumption in water-stressed areas.
303-3	Water withdrawal		Water withdrawal is carried out from municipal water supply sources (water utilities).
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee diversity and inclusion Motivation and Performance Evaluation	
401-3	Parental leave	Quantitative sustainability performance indicators	
402-1	Minimum notice periods regarding operational changes		Regarding notice periods for employees concerning changes in the Group's activities, we fully comply with the legislation of Kazakhstan.
403-1	Occupational health and safety management system	Occupational health and safety	

GRI Index 7 / 8

Disclosure	Disclosure description	Place of disclosure in the Report	Comment on disclosure
403-5	Worker training on occupational health and safety	Occupational health and safety	
403-8	Workers covered by an occupational health and safety management system	Occupational health and safety	The occupational health and industrial safety management system covers 100% of employees.
403-9	Work-related injuries	Occupational health and safety	In 2025, no accidents were recorded.
403-10	Occupational diseases	Occupational health and safety	In 2025, there were no recorded occupational diseases or fatalities related to occupational illnesses within the Group.
404-1	Average hours of training per year per employee	Training and development Quantitative sustainability performance indicators	
404-2	Programs for upgrading employee skills and transition assistance programs	Training and development	
404-3	Percentage of employees receiving regular performance and career development reviews	Training and development	100% of employees receive regular feedback regarding their work performance and career development.
405-1	Diversity of governance bodies and employees	Employee diversity and inclusion Quantitative sustainability performance indicators	

GRI Index 8 / 8

Disclosure	Disclosure description	Place of disclosure in the Report	Comment on disclosure
405-2	Ratio of basic salary and remuneration of women to men		The amount of basic salary is determined solely by professional criteria and does not depend on the gender or age of the employee. It is influenced by the employee's qualification level, the complexity of tasks performed, as well as the volume and quality of the effort invested.
406-1	Incidents of discrimination and corrective actions taken	Business ethics	During the reporting period not a single confirmed case of discrimination was recorded in the Group
408-1	Operations and suppliers at significant risk for incidents of child labour	Business ethics	The Group strictly follows the legislation of Kazakhstan, which provides for a strict ban on the use of child labour. Also, within the framework of corporate ethics, the Group has a policy of zero tolerance for any forms of exploitation of underage workers.
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	Business ethics	The Group strictly follows the legislation of Kazakhstan, which provides for a strict ban on the use of forced labour. Also, within the framework of corporate ethics, the Group has a policy of zero tolerance for any forms of forced labour.
411-1	Incidents of violations involving rights of indigenous peoples		In 2025, no incidents of violations involving the rights of indigenous and tribal peoples were identified.
418-1	Substantiated complaints concerning breaches of client privacy and losses of client data	Information security and data privacy	In 2025, there were no complaints or regulatory orders concerning breaches of privacy regarding clients' private lives or losses of client data.

jet finance

Contact information

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