



Corporate Social **Responsibility Policy**

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1. Purpose of this document

Telelink Business Services Group (for short: TBSG or the Company) has built its business values and operations in correlation with the expectations of stakeholders, including customers, employees, investors, suppliers, the community, and the environment.

Recognizing its social, economic, and environmental responsibilities to its stakeholders, TBSG aims to demonstrate these responsibilities through its actions and within corporate policies.

Corporate Social Responsibility (CSR) Policy promotes socially responsible conduct by integrating CSR management best practices and processes and outlining CSR-related risks within our daily operations.

Telelink Business Services Group defines its social responsibility as a "strategic commitment of achieving business targets in compliance with national and international law and standards as well as its contractual obligations; applying criteria of sustainability and equity to relationships with its stakeholders thus contributing to meet the current and future needs of a global community."

2. Scope

This Policy applies equally and with equal weight to all employees of Telelink Business Services Group, including to the employees of each company in which Telelink Business Services Group controls more than fifty percent (50%) of the voting shares, regardless of the country in which the business is conducted.

This Policy covers a range of areas that are important for enhancing corporate social responsibility. We seek to utilize our expertise and core competencies to focus on the following specific objectives:

- Community and people:
 - equipping students and youth with appropriate skills, so they could be employed in the technology sector.
 - involve more women in our sector.
 - support diversity; provide full support in the development of our employees.

Environment: incorporating environmentally friendly considerations into sustainable business operations and transforming employees' and customers' lifestyles.

3. Roles and responsibilities

All company employees should perform their duties and responsibilities in accordance with Corporate Social Responsibility Policy.

The Core Management team of Telelink Business Services Group takes the necessary actions to ensure the necessary organization and provides suitable conditions for the Company to fulfill its social responsibilities.

4. Areas covered by TBSG social responsibility

We at TBS Group aspire to be role models and act in the interest of our company and stakeholders. Responsible business conduct plays a vital role in our company's aspiration to make ethical and responsible decisions in the interest of all our stakeholders. This encompasses our high standards in quality, environmental management, and respect for human rights throughout the entire value chain, as well as our determination to foster reliability, fairness, and integrity within our operations and beyond.

Groups of priorities:

Our employees

We are committed:

- To provide equal opportunities to all employees.
- To support inclusive leadership from management.
- To support employees in achieving their personal health and fitness goals.
- To provide additional training opportunities to employees of all levels.
- To promote teamwork and open communication.
- To create a work environment that stimulates employees emotionally and materially to allow them to reach their full capacity and maximum level of self-demand.

Customers

We are committed:

- To provide efficient, high quality and dependable services to all customers.
- To maintain responsible and transparent communication to facilitate a better knowledge and understanding of our products and services.
- To ensure all employees are to act in an honest and professional manner when dealing with all customers.

Suppliers

We expect our suppliers to consider social and environmental sustainability in making purchasing decisions, so they contribute to the creation of a socially responsible supply and value chain.

We expect our suppliers to be compliant with work legislation in countries where the product is manufactured, as well as with International Labor Organization Conventions, Human Rights principles established by the United Nations and other international standards.

Community

We are committed:

- To equip potential new employees with appropriate skills.
- To cooperate with schools, universities, and local and national governments on creating a digital infrastructure for learning for every student.
- To conceptualize and implement a holistic model for digitizing universities to serve the needs of 21st-century students and young adults.
- To promote Policies to Support Job Creation and Growing Entrepreneurs.

Inclusion and diversity

We are committed:

- To work for the inclusion of more women in the ICT sector.
- To give a chance of all people without gained experience in the technology sector to become part of it.
- To support the inclusion of people with disabilities.
- To support diversity of the workforce by hiring people no matter their gender, race, and ethnicity.
- To respect diversity and ban discrimination based on gender, age, disability, or any other circumstance.

Corporate governance practices

We are committed:

- To show zero tolerance toward corruption, violations of the principles of fair competition and other breaches of the law.
- To strictly follow TBSG's anti-corruption policy.
- Through the TBSG Code of Ethics and Professional Conduct to establish moral norms and standards of conduct for employees in accordance with corporate principles such as legality, professionalism, confidentiality, teamwork, responsibility, accountability, mutual respect, respect for personal dignity and exchange of knowledge.
- To continue to maintain the appropriate technical and organizational security measures within our Company processes and information security and data privacy policies as per the requirements of the international standard ISO/IEC 27001:2013, ISO/IEC 27701:2019

and the applicable legislative and regulatory requirements concerning information security and data privacy.

Environment

We are committed:

- To maintain our ISO 14001:2015 certification.
- To provide support for water-resilient communities.
- To promote responsible natural resource consumption in our facilities.
- To reduce pollution and waste that is generated during performing our activities.
- To recycle goods and materials throughout our processes including promoting re-use practices with our employees and customers.
- To distribute goods consciously by choosing methods that have the least impact on emissions and pollution.

Change Control

Prepared / Updated current version

Revision	Date	Name, Surname, position
01	11-01-2023	Marina Bogdanova, Business Process Architect

Change control

Revision	Date	Change description
01	11-01-2023	New document

Current version

Approved by (Name, Surname, position)	Ivan Zhitiyanov, Chief Executive Director
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