

## ANNOUNCEMENT

### UAPF successfully passed an international audit

UAPF JSC announces that it has successfully undergone an external recertification audit for compliance with the quality management system requirements of the international quality management standard ISO 9001:2015 without any non-conformities detected. ISO 9001 is a globally recognized quality management standard. It helps organizations in all industries improve their operations, meet customer expectations, and demonstrate their commitment to quality. Its requirements define the process for establishing, implementing, maintaining, and continually improving a quality management system (QMS). To meet the requirements of this international standard, organizations need to plan and take action, utilizing all opportunities and considering risks. Timely responses to these create the foundation for enhancing the effectiveness of the quality management system, achieving better results, and preventing negative consequences. Some of the key quality management principles identified to guide top management in improving organizational performance include - customer focus, leadership, a systematic approach to management, continual improvement of services provided in the interests of customers. These principles form the basis for the quality management system standards included in ISO 9001.

During the recent audit, the following strengths were noted in UAPF's work: an open atmosphere, a cohesive and professional team, sound top management policies regarding the management system and organization management with a focus on depositors' interests, effective application of modern problem-solving practices, and the growth of service digitization. Additionally, auditors positively highlighted the Fund's commitment to implementing a QMS based on ISO 9001, including the continuous maintenance and improvement of the Fund's infrastructure, extensive use of IT technologies for internal processes, and the high qualification and competence of staff. Independent auditors also praised the mechanism for analyzing inquiries received by the Fund through various communication channels using modern assessment methodologies.

As a result of the audit, no non-conformities or deviations from the requirements of the ISO 9001:2015 standard were identified, and as confirmation, the Fund received the corresponding international certificate, thereby confirming the compliance of its quality management system with international standards. It's worth noting that in 2021/2024, the Fund also successfully underwent external recertification audits for compliance with the quality management system requirements of the ISO 9001:2015 international standard.

It is worth noting that UAPF continues to develop and improve its quality management system in accordance with international standards. Based on this, the Fund's management demonstrates its leadership and commitment to the quality management system by taking responsibility for performance and spreading understanding within the team about the importance of compliance with international requirements. The process approach encompasses the systematic identification and management of processes and their interactions to achieve desired results in accordance with the quality policy and organizational strategic direction.

The recertification audit was conducted in the departments of the Central Office of UAPF JSC and its branch in Almaty. Having passed this audit, the Fund once again confirmed that it is constantly improving its management system, thus continuing its development and consistently improving the quality of pension services provided.

*UAPF was founded on August 22, 2013 on the basis of GNPF APF JSC. The founder and shareholder of the UAPF is the Government of the Republic of Kazakhstan represented by the State Institution Committee of State Property and Privatization of the Ministry of Finance of the Republic of Kazakhstan. Trust management of UAPF pension assets is carried out by the National Bank of the Republic of Kazakhstan. In accordance with the pension legislation, the UAPF attracts compulsory pension contributions, employer's compulsory pension contributions, compulsory occupational pension contributions, voluntary pension*

*contributions, as well as carries out enrollment and accounting of voluntary pension contributions formed at the expense of the unclaimed amount of guaranteed compensation for the guaranteed deposit, transferred by the organization carrying out mandatory guarantee of deposits, in accordance with the Law of the Republic of Kazakhstan "On mandatory guarantee of deposits placed in second-tier banks of the Republic of Kazakhstan", ensures the implementation of pension benefits. The Fund also carries out accounting of target assets and target requirements, accounting and crediting of target savings (TS) to target savings accounts, payments of TS to their recipients in bank accounts, accounting for returns of TS in the manner determined by the Government of the Republic of Kazakhstan within the framework of the National Fund for Children program (More details at [www.enpf.kz](http://www.enpf.kz)).*