KAPITALBANK

SUSTAINABILITY REPORT

2024

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The report's objective

Kapitalbank JSCB participated in the development of the Sustainable Development Report for the first time. In its sustainable development management activities, the Bank adheres to the GRI (Global Reporting Initiative) standards for non-financial information disclosure. Data collection for the report was carried out in many different areas of the bank's activities in order to provide the relevant information for the annual integrated report.

The Bank is aimed at long-term partnerships with all stakeholders, as well as sustainable development for the benefit of current and future generations. The Bank interacts with each of the stakeholders on the basis of equality, respect and consideration of mutual interests, and interest in participating in contractual relations.

Through cooperation with all industries and sectors of the economy, the Bank makes an important contribution to the field of sus-tainable development in accordance with the global initiatives of the United Nations.

Statement by the Chairman of the Board

Dear colleagues, partners and clients!

Kapitalbank Joint-Stock Commercial Bank is one of the first private commercial banks in Uzbekistan, which has been successfully launched since April 2001.

Since the beginning of its activities, the Bank has developed rapidly, demonstrating high growth both in the field of corporate clients service and in the retail segment.

During the reporting period, the Bank continued to provide accessible financial services to its clients from various industries and segments of the economy. The dynamic development of the digital ecosystem gives the Bank the opportunity to reach the population and businesses in the most remote areas of the country with its services. The business process of opening accounts has been optimized and digitized with the introduction of an on-site service, which is the shortest path from the idea of becoming an entrepreneur to the first sales commencement.

Over the time, a great list of innovations allowed the bank to establish itself as a leader in the domestic market due to the enhanced technologies that make it possible to provide high-quality service to a larger number of clients, achieve international recognition and earn a reputation as one of the most reliable and financially stable Banks in the country.

Kapitalbank JSCB has high ratings from international rating agencies

S&P Global Ratings — B+ «Stable»

FitchRatings — B «Stable»

MOODY'S — B1 «Stable»

Kapitalbank JSCB was able to gain trust and popularity among the population and entrepreneurs in a short period of time. One of the important financial indicators of the Bank's activities is the profit earned in 2024. It has reached a record high in the entire history of the financial institution activities.

>2 mln ppl
Retail business clients

80 ths comp.
Corporate business clients

1,16 trln som
Net profit of the Bank

Data as of January 1, 2025

Thanks to cohesive work of the team, in 2024 the bank was recognized as the best retail and most innovative private bank in Uzbekistan according to **«International Finance»**

Statement by the Chairman of the Board

The Bank has received the award **"For achievements in cre-ating innovative products in the field of finance in Uzbeki-stan in 2023"** according to the Makon Marketing Forum 2024

The Bank won the "**Best Service for Small Business"** no-mination in the "PLUS Galaxy Award" competition

The Bank has received the award of the First Oltin Chinor National Award for the ESG project and became the first Bank in Uzbekistan which successfully pass an audit of HR processes and receive the Top employer Certificate con-firming compliance with international standards.

As part of the SIBOS 2024 International Forum in Beijing, Kapitalbank won the award "For Outstanding Achieve-ments in Correspondent Relations and Payments" from Raiffeisenbank International AG.

Within the framework of the forum, Kapitalbank was awarded the honorary award "Leader in Corporate Busi-ness Development" by the national payment system of Uz-bekistan UZCARD for its important contribution to the de-velopment of financial and non-financial services for busi-nesses.

In addition to focusing on business indicators growth and increasing the availability of financial services to clients, one of the important strategic directions for the bank re-mains the active development of the ESG business. Today, I am pleased to present to you the annual report of Kapital-bank JSCB, which reveals the basic financial results, as well as operational and social aspects of the Bank's activi-ties. This report reflects our efforts and achievements in recent years, demonstrating our commitment to sustaina-ble development and social responsibility.

Statement by the Chairman of the Board

In this report, we are pleased to demonstrate our achievements in the field of ESG and commitment to the UN Sustainable Development Goals. The Bank will continue to develop, offering its clients innovative digital solutions focused on the comfort and benefit of the clients, making financial products and services accessible to all.

By consistently implementing projects in the field of sustainable development, we strive to maximize the benefits for all stakeholders: Shareholders, investors, employees and clients. We thank our partners and clients for their cooperation and feedback, that help us to improve

Sincerely yours,

Kirill Mayevsky

Chairman of the Board

UN Sustainable Development Goals

The President of Uzbekistan characterized 2025 as the Year of Environmental Protection and the "Green" Economy. This is a great time to implement ESG practices in a business environment. We understand that compliance with the ESG principles is not just a modern standard, but our responsibility to future generations. We are convinced that by following the ESG principles, we can help Uzbekistan not only preserve its unique nature and cultural heritage, but also become an example of sustainable development for the entire region. In order to specify and approve our short-term and strategic goals, we have started developing the bank's ESG strategy. In this regard, the strategy was created and approved recently in accordance with the established procedure, after which work on the implementation of the goals specified in it has already begun.

The Bank is fully supportive of and recognizes the importance of the United Nations Sustainable Development Goals (SDGs), aimed at addressing critical environmental, economic and social issues worldwide. Within the framework of its activities, the Bank strives to make a feasible contribution to the achievement of all the UN SDGs, but due to the scale of its business and its regional component, four UN SDGs are the priority for the Bank:

Goals	How We Contribute	Page in the Report
	▪ Development of a digital ecosystem enabling customer servicein remote regions. ▪ Availability of financial services: Digital technologies expand access to banking products for remote and low-income populations, promoting financial inclusion. ▪ Approximately 20 billion UZS in sponsorship assistance has been provided for social support over the past five years. ▪ Development of digital banking and ecosystem. Expansion of digital infrastructure in remote regions. ▪ Electronic document flow	Page 20 Page 25
	▪ The Bank prioritizes maintaining the health and well-being of both its employees and society as a whole by organizing sports events, marathons, and trips to wellness and medical facilities. More than 350 employees have participated in marathons (Tashkent, Zaamin, Bukhara, etc.). ▪ Support for the Olympic Team of Uzbekistan	Page 24
	▪ Launch of Kapital Academy for employee training. ▪ Professional HR events attended by the country's leading specialists.	Page 23
	▪ Providing employees with equal opportunities, regardless of individual characteristics such as nationality, gender, social status, and others, is a key priority of the Bank's HR policy, and we strive to apply this approach at all stages of the employee's relationship with the Bank. 34.7% of employees are women.	Page 21
	▪ Financing projects in collaboration with the ONA Foundation aimed at improving the water supply system in remote regions.	Page 25
	▪ Installation of solar panels on bank buildings. ▪ Financing projects for the installation of solar panels among clients.	Page 26

UN Sustainable Development Goals

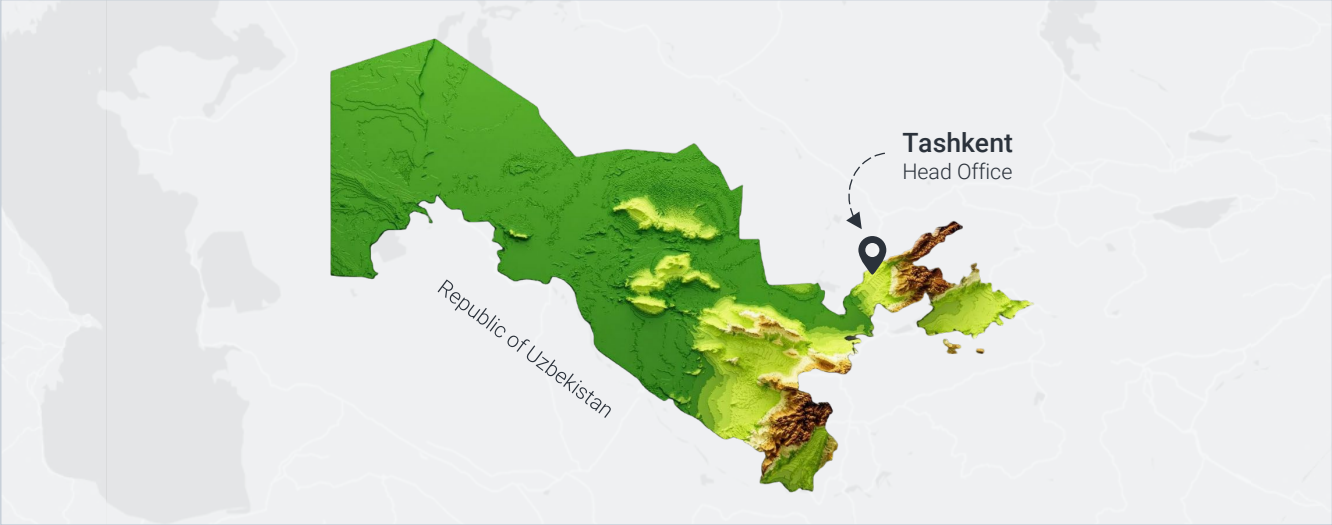
Goals	How We Contribute	Page in the Report
8 ДОСТОЙНАЯ РАБОТА И ЭКОНОМИЧЕСКИЙ РОСТ	▪ More than 3,000 bank employees. ▪ Recognized as the best retail and innovative private bank in Uzbekistan (International Finance). ▪ Awards for ESG projects and HR processes.	Page 5 Page 23-24
10 УМЕНЬШЕНИЕ НЕРАВЕНСТВА	▪ Accessible banking products for all social groups.	Page 25
11 УСТОЙЧИВЫЕ ГОРОДА И НАСЕЛЕННЫЕ ПУНКТЫ	▪ "Yashil Makon" project – more than 40,000 trees planted in 2024. ▪ Financing sustainable projects.	Page 26
12 ОТВЕТСТВЕННОЕ ПОТРЕБЛЕНИЕ И ПРОИЗВОДСТВО	▪ Implementation of electronic document management, reducing paper usage. ▪ Transition from plastic bottles to glass ones.	Page 27
13 БОРЬБА С ИЗМЕНЕНИЕМ КЛИМАТА	▪ Air quality monitoring sensors installed in 30 settlements. ▪ Transition to remote services. ▪ Reducing the carbon footprint: Shifting to digital service channels (mobile apps, internet banking) decreases the need for physical branches and paper documents, reducing CO_2 emissions and natural resource consumption. ▪ Energy efficiency: The use of cloud technologies and data center optimization helps the bank reduce energy consumption. ▪ Energy savings through solar panels installed at bank branches.	Page 20 Page 26
15 СОХРАНЕНИЕ ЭКОСИСТЕМ СУШИ	▪ Participation in the "Yashil Makon" program – tree planting and urban greening.	Page 26
16 МИР, ПРАВОСУДИЕ И ЭФФЕКТИВНЫЕ ИНСТИТУТЫ	▪ Anti-corruption policy in accordance with the UN Global Compact. ▪ Internal control and compliance systems for corruption prevention. ▪ Adherence to international corporate governance standards. ▪ Ethical data management. ▪ The implementation of advanced technologies requires banks to manage customer data responsibly, including personal data protection and cybersecurity. ▪ Obtaining and maintaining international certifications: ISO 27001, ISO 27701, and PCI/DSS.	Page 10 Page 11 Page 14 Page 17 Page 18

General Information

Kapitalbank JSCB is a bank offering a wide range of financial services and products to individuals and legal entities. The Bank operates based on the License No. 69 dated December 25, 2021, issued by the Central Bank of the Republic of Uzbekistan.

Kapitalbank JSCB's activities are concentrated on the territory of the Republic of Uzbekistan.

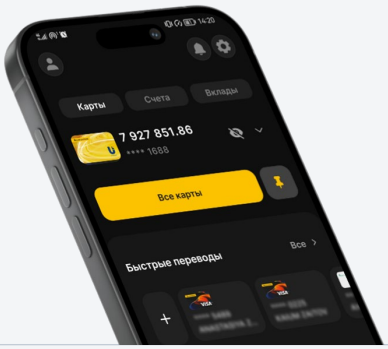
The Bank is engaged in commercial banking activities, providing loans and guarantees, attracting deposits, opening and maintaining clients accounts, performing cash desk services, conducting transactions with securities and foreign currency. The Bank's clients include retail segment clients, small and medium-sized businesses, as well as large businesses.



Kapitalbank JSCB has created a unique financial ecosystem

Available through Kapitalbank's unified mobile application, which features:

- online banking
- personal savings and investment management
- business management and operational control
- online lending and insurance
- mobile communication, etc.



The organizational structure of the Bank in 2024 includes:

4 Centers of banking services (CBS)

16 Branches

88 88 Mini-banks and banking services offices

In 2023, the Bank was represented in 14 regions and cities of the Republic of Uzbekistan. Through its activities, the Bank increases the availability of banking services and creates new jobs. The number of employees of Kapitalbank JSCB as of the end of the reporting period was >3 000 people.

Our approach to sustainable development management

Corporate governance

In Kapitalbank JSCB's activities, the improvement of corporate governance is one of the priorities of successful development.

The Bank's corporate governance is based on the principles of fairness, honesty, responsibility, transparency, professionalism and competence. An effective corporate governance structure requires respect for the rights and interests of all persons interested in the Bank's activities and contributes to the Bank's success, including increasing its value, maintaining financial stability and profitability.

The Bank, in accordance with the Regulation of the Central Bank of the Republic of Uzbekistan "On Corporate Governance in Commercial Banks", continuously improves and enhances its corporate governance system. In 202... the Bank updated its Corporate Governance Policy.

In order to improve corporate governance practices, the Bank is actively working on internal regulatory documents updating, bringing them in line with international standards.

The Bank is working on increasing the social responsibility among employees, clients and partners.

Transparency and disclosure of information

Transparency is a prerequisite for effective corporate governance. The Bank ensures timely and reliable disclosure of information on all material facts related to the Bank's activities, including its financial position, results of operations, ownership and management structure of the Bank, as well as free access to such information for all stakeholders.

Corporate Governance Structure

Supervisory Board

In order to perform the managerial functions of the Bank Supervisory Board and fulfill its responsibilities for monitoring the bank's activities more effectively, there are Committees under the Supervisory Board that review and develop the recommendations on the most important issues within the competence of the Bank Supervisory Board.

Committees and working groups have been established under the Supervisory Board and the Management Board, that allows to examine in detail the major issues in each individual segment. If it is required and in the case of legislation requirements, the decisions taken by the working bodies on such issues shall be submitted for approval by the Management Board and/or the Supervisory Board of the Bank.

01 Audit Committee

It monitors the reporting, risks, audit, and compliance with regulations

02 Staff assessment, development and remuneration Committee

It is responsible for the selection, assessment and motivation of employees, develops a system of remuneration and career growth

03 Commission for settlement of conflicts of interest in the Bank

It identifies, analyzes, and prevents situations where personal or business interests may affect the objectivity of decisions.

04 Credit Committee for corporate lending

It reviews the applications from legal entities, assesses risks and makes decisions on corporate loans granting.

05 Credit Committee for Retail Lending

It is responsible for approving loans for individuals, analyzes their solvency and manages credit risks.

06 Financial Committee

It monitors the liquidity, asset and liability management, and develops the bank's financing strategy and investment policy.

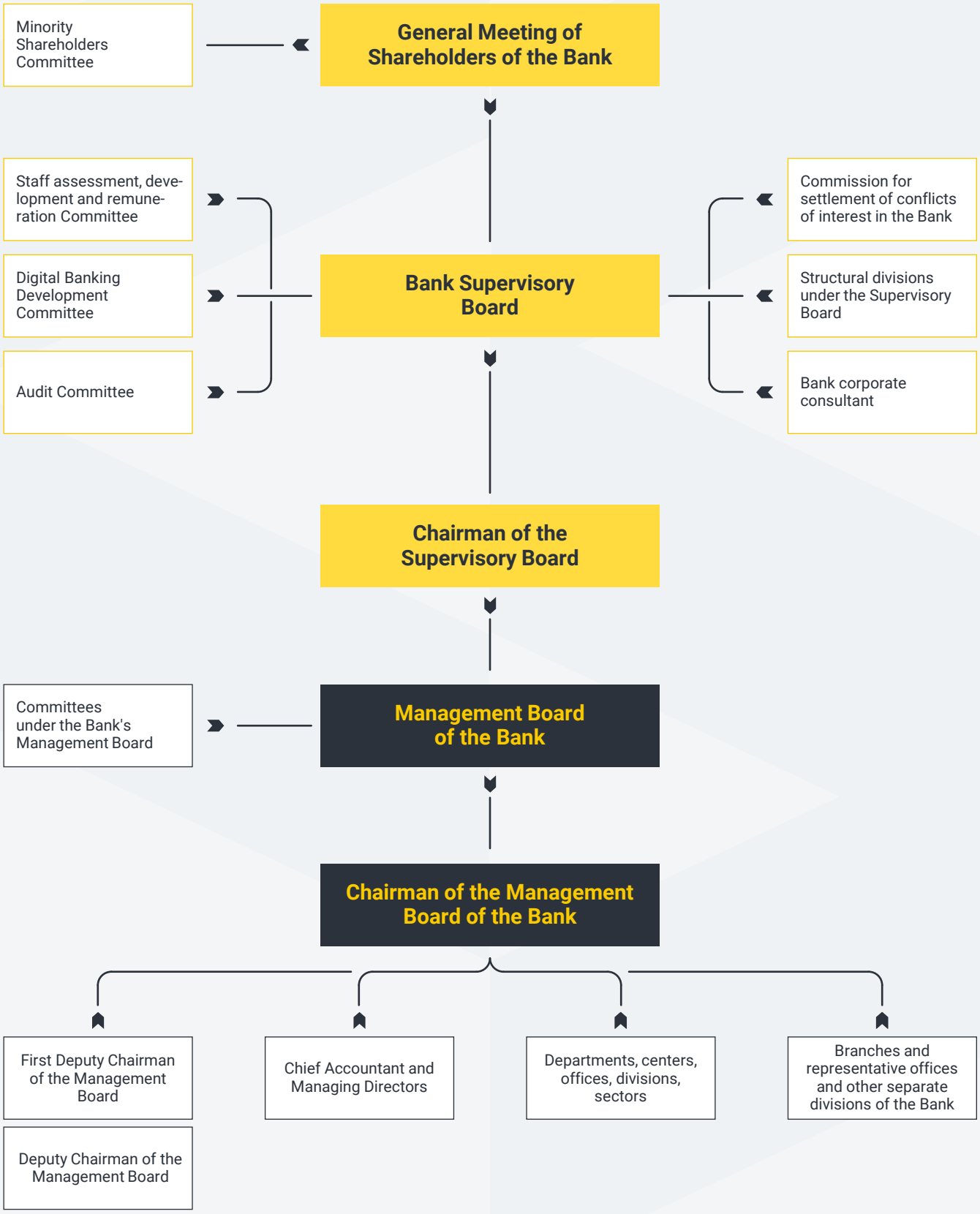
Risk Management and Compliance Control

The bank has risk management services, compliance control, an internal audit subdivision, as well as a corporate secretary who is responsible, in particular, for corporate governance issues.

The Bank cooperates with all local and international organizations on AML and complies with the requirements of the regulator on sanctions issues.

The distribution of functions between the Supervisory Board and the Management Board was carried out in accordance with the legislation of Uzbekistan.

Organizational structure



Management Board of the Bank

Management Board of the Bank is a permanent collective executive body and is accountable to the Supervisory Board.

As of the time of the publication of this Report, the Management Board of the Bank consisted of 7 persons, including 1 woman

Mayevskiy Kirill Leonidovich

Chairman of the Management Board

Ismailov Sardor Samidullaevich

First Deputy Chairman of the Management Board

Glushchenko Alexey Pavlovich

Deputy Chairman of the Management Board

Tyan Konstantin Vladimirovich

Deputy Chairman of the Management Board

Yenikeeva Ekaterina Aleksandrovna

Deputy Chairman of the Management Board

Pachurin Vyacheslav Vladimirovich

Director of the Legal Service Department

Khasanov Kahramon Akhmadzhanovich

Director of the Compliance Control Department

Compliance with the Corporate Governance Code

The Bank has a Corporate Governance Code and Policy

The objectives of the documents are the improvement of corporate governance, ensuring the transparency of management, and confirmation the adherence to standards of good corporate governance.

Business ethics and stakeholders' engagement

Kapitalbank JSCB adheres to ethical and fair business con-duct, compliance with the principles of good faith and openness in conducting a dialogue with stakeholders. The Bank respects and strictly adheres to the applicable legislation, promotes a culture of openness and transparency.

The Bank has Rules for the Ethical conduct of employees, and a Code of Ethical Conduct was developed in 2024.

The Code of Conduct applies to all persons associated with Kapitalbank JSCB and operating both within and outside the jurisdiction of the Republic of Uzbekistan.

The Code is considered as an integral part of the corporate governance system and is designed to help improve the efficiency of each employee, improve interaction and mutual understanding, as well as set the guidelines for behavior in complex, ambiguous situations related to work ethics and a culture of business behavior. The Code of Ethical Conduct contains generally binding rules of conduct that apply to all employees of the Bank, regardless of their position. The Code is designed to help create an open, diverse and inclusive environment in which our employees under-stand what the Bank expects of them.

Business ethics and stakeholders' engagement

Stakeholders	Objectives of the interaction	Mechanisms of interaction
Shareholders and investors	▪ Timely and accurate reporting on financial performance and achievements ▪ Effective management and key decision-making ▪ Receiving feedback on the Bank's activities	▪ General Meetings of Shareholders; ▪ Communication via various communication channels (meetings, presentations, e-mail correspondence); ▪ IR and corporate announcements (press releases, website); ▪ Public reporting; ▪ Participation of the bank's management and representatives in investment events and conferences; ▪ Implementation of corporate governance systems in accordance with international best practices.
Clients	▪ Feedback collection concerning the quality of service in the bank; ▪ Timely and reliable notification of clients about the bank and its services; ▪ Information security and data confidentiality ensuring; ▪ Clients' financial literacy improvement; ▪ Clients' loyalty to the bank increasing	▪ Measurements of satisfaction level with the service in the branches; ▪ Measurements of satisfaction level with the service in the call center; ▪ Internet-banking; ▪ Call center; ▪ Branch and mobile point-of-sale service; ▪ Public reporting; ▪ Publications on the Internet; ▪ Media publications; ▪ The Bank's pages in social networks
Staff	▪ Feedback collection concerning the working conditions at the bank; ▪ Timely and reliable notification of employees about the bank: its strategy and performance results; ▪ Increase the staff loyalty to the bank as an employer.	▪ Employee surveys, including engagement measurements; ▪ Anonymous channel for violations reporting; ▪ Implementation of personnel and social policy; ▪ Education, professional development and advanced training; ▪ Corporate events; ▪ Public reporting.

Business ethics and stakeholders' engagement

Stakeholders	Objectives of the interaction	Mechanisms of interaction
Society	▪ Raising awareness of the Bank's activities and trust in it; ▪ Strengthening the partnerships between the Bank and local communities; ▪ Feedback collection concerning the Bank's activities	▪ Volunteer, social and charity projects; ▪ Educational programs, interaction with educational institutions; ▪ Communication via call center and social networks; ▪ Corporate announcements (press releases, website), ▪ Press conferences, interviews; ▪ Public reporting. ▪ International best practices.
Suppliers and partners	▪ Mutual fulfillment of procurement and contract obligations; ▪ Raising awareness of the Bank's activities and trust in it; ▪ Strengthening the partnerships between the Bank, suppliers and partners;	▪ Cooperation on procurement procedures, information on tenders and procurement plans; ▪ Contractual relations, interaction in the process of work performance or services provision; ▪ Holding conferences, meetings, conference calls, corporate announcements (press releases, website), sending notifications; ▪ Public reporting
State administrative bodies, regulators	▪ Ensuring the full and timely disclosure of information on compliance with the requirements and regulations of legislation in the field of banking, as well as on the results of operations; ▪ Regulatory and operational risks minimization.	▪ Full and timely disclosure of information on compliance with the legislation requirements and regulations in the field of banking, environment and social relations; ▪ Participation in conferences and meetings on the financial sector development and legislation improvement; ▪ Notification by means of communication; ▪ Implementation of all payments and taxes required by the legislation; ▪ Obtaining the required licenses, permits, conclusions, and compliance with the rules of law; ▪ Public reporting.

Anti-Corruption Enforcement

The Bank strives to implement measures to prevent and counteract corrupt practices and minimize cases of illegal, unethical, and corrupt behavior by Bank employees, including in relations with third parties.

In its day-to-day operations, the Bank is guided by the legislation of the Republic of Uzbekistan in the field of anti-corruption enforcement. We strive to ensure adherence to the best anti-corruption standards, including the principles of the UN Global Compact.

The Bank has an Anti-Corruption Policy approved by the Supervisory Board

The Policy requirements are mandatory for all employees of the Bank. The Policy has been developed in order to apply effective mechanisms aimed at countering corrupt practices and minimizing the risks of involving the Bank, as well as its officials and employees in corrupt activities.

We demonstrate zero tolerance for any form of fraud, corruption in any form, violations of competition rules, discrimination or harassment. The Bank does not finance political campaigns, political organizations, trade associations, or other tax-exempt groups whose role is to influence political decisions. We do not finance charitable or sponsorship projects in order to gain commercial advantages in specific Bank projects.

Employees of the Bank are prohibited in any form from committing acts that are considered as corrupt, including, but not limited to: giving bribes, receiving bribes, mediation in bribery, commercial bribery, abuse of authority and other illegal use of their official position contrary to the legiti-mate interests of the Bank in order to obtain financial or other benefits or advantages.

It is envisaged that employees and other persons who have committed acts of corruption will be held accountable in accordance with the legislation of the Republic of Uz-bekistan.

Cybersecurity

Information assets security assurance and their confidentiality protection remain important tasks within the framework of the Bank's activities.

The Information Security Department within the bank deals with issues related to fraud, extortion, theft and leakage of information.

To ensure information security, the systems of protection against data leakage, cyber-attacks, virus activities, unauthorized access to the Bank resources, copying, unauthorized changes, and others are used.

In the future, to ensure information security, the Bank will take measures for systems upgrade and adjustment, antivirus software deployment, as well as keep the rules, policies, and information security protection systems updated.

The ISO 27001 and ISO 27701 and PCI/DSS international certificates obtainment and confirmation, thereby the bank can show all stakeholders that it exercises due diligence and ensures confidentiality, integrity and secure access to its information assets, while being guided by the best international practices.

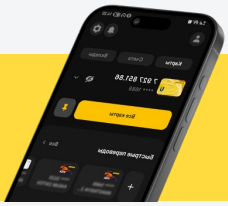
Eco-system

Uzum is the largest ecosystem of e-commerce and fintech in Uzbekistan, aimed at everyday life conditions improvement through technology.

Uzum combines many services focused on the daily needs of consumers and businesses, such as online shopping, an easy and affordable installment service without a down payment, and food delivery to millions of customers in Uzbekistan.

Financial services availability

Digital technologies expand epy access to banking products for remote and low-income sections of the population, contributing to financial inclusion.



UZUM Eco-system

KAPITALBANK

#1 privately-owned commercial bank in Uzbekistan

3 339
Number of employees

81 438
Corporate clients

2 126 407
Individual clients

Uzum Bank

The country's top neobank

13% share of Uzbekistan's online payments market

> 700 ths
Card issued

Uzum Market

Marketplace with a wide selection and fast delivery across the country

19 mln
Orders

12 ths
Sellers

Uzum Tezkor

Fast delivery from cafes, restaurants and shops

2,400
partner cafes, shops and restaurants

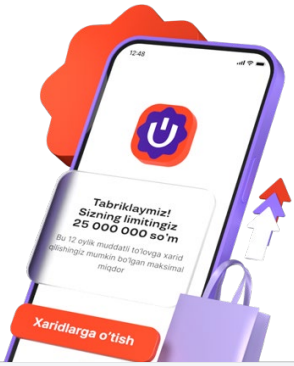
18
cities

Uzum Nasiya

The country's largest instalment payment service

40% market share in BNPL in Uzbekistan

$421 mln
Total installment and microloan volume



Uzum Business

All-in-one platform for entrepreneurs that brings together all the services in our ecosystem.

Uzum Avto

A platform for buying and selling cars with an up-to-date listing database and instant online loan approval from partner banks in just 2 minutes. More than 120 partner dealers across Uzbekistan country.

Online services

Remote banking services (RBS) is a key element of the digital transformation of the financial sector. It allows clients to access banking services without having to visit branches using online banking, mobile applications, contact centers, and other digital channels.

Modern technologies make RBS convenient, fast and safe, improving the quality of service and providing significant benefits for both clients and the bank itself. In addition, it promotes sustainable development by reducing the environmental impacts, improving financial accessibility, and increasing the resource management efficiency.

Environmental friendliness

Renunciation of paper-based document flow reduces the consumption of natural resources, reduces deforestation, and saves water needed for paper production. Reduction in the number of visits to offices reduces CO2 emissions, reducing the burden on transport infrastructure and improving the environmental situation. Branches operation optimization also reduces electricity consumption and operating costs.

Resources saving

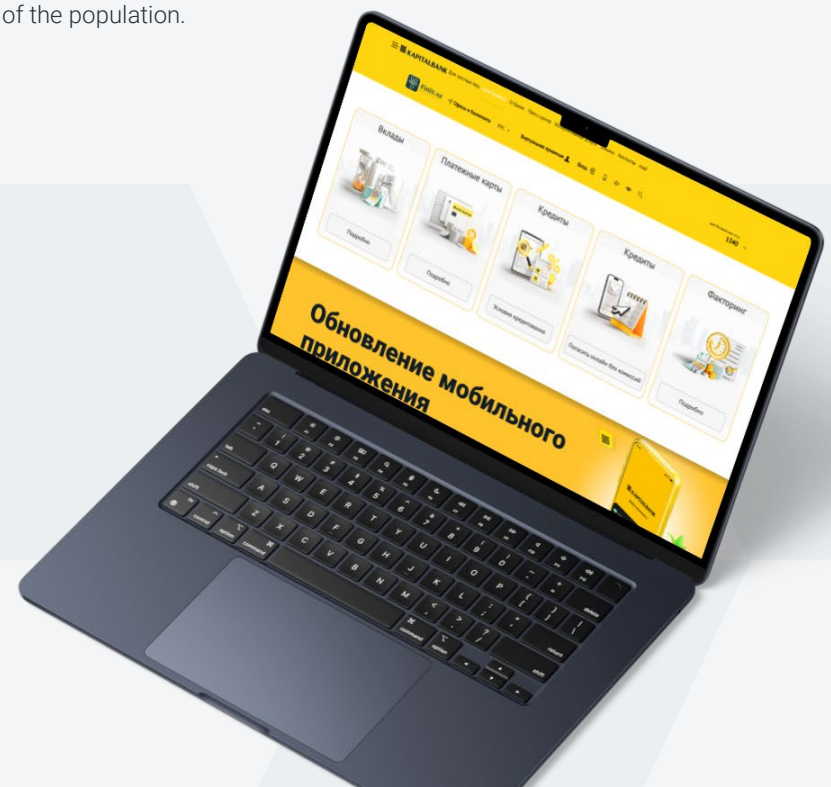
Digitalization reduces the office rental and maintenance costs, as well as minimizes the cost of paper documents processing. Process automation speeds up clients servicing, optimizes the work of the staff, and reallocates the bank's resources to more important tasks.

Availability

Online banking provides equal opportunities for all clients, including people with disabilities and residents of outlying regions. Financial services are becoming available 24 hours a day, which is especially important for working users and businesses. Electronic payments and mobile applications simplify the financial management and contribute to improve the financial literacy of the population.

Security and transparency

digital technologies increase the level of control over financial transactions and minimize the incidence of fraud. Elimination of paper-based document flow reduces the risks of loss, forgery, and leakage of confidential data. Artificial Intelligence and Big Data analysis make it possible to identify suspicious transactions quickly and prevent financial crimes.



Social Responsibility

Personnel management

Being one of the largest employers in the financial sector, the Bank understands and regularly works on improving approaches to personnel management, introducing the best optimal tools, while not forgetting to preserve the best practices that have proven their effectiveness.

One of the Bank's priorities is to form and maintain a staff of employees who meet the Bank's qualification requirements, aimed at achieving the strategic goals and objectives of the Bank.

Provision of equal opportunities to employees, regardless of individual characteristics such as nationality, gender, so-cial status, and others, is an important priority for the Bank's personnel policy. We strive to use this approach at all stages of an employee's relationship with the Bank.

Gender ratio

Men	Women
65,3 %	34,7 %

Social protection

The Bank's staff social support policy is aimed at stabilizing the team and taking care of each employee. The Bank provides its employees with benefits and compensations included in an extensive social package, in accordance with the Regulations on Remuneration and Financial Incentives for employees of Kapitalbank JSCB.

The Rules provide for the following types of social support for Bank employees:

01 Financial assistance

Financial assistance is paid to employees in the following cases:

- in connection with the marriage;
- in connection with the birth of a child/adoption of children;
- in connection with the treatment/surgery of an employee or persons who are members of his /her family;
- in connection with the death of an employee/employee's family members.
- in other cases, related to the loss of personal property, during a fire and other natural disasters, as well as due to special personal circumstances.

02 Parental leave

03 Bonuses for public holidays

04 Trade Union Committee

The Bank has an active Trade Union Committee as a representative of the bank's employees' body, which they trust to represent and protect their interests.

- The Bank's Trade Union Committee arranges trip vouchers to sanatoriums and children's summer camps to support the health of employees and their children. 50% of the ticket price is paid from the Trade Union's fund and 50% of the trip voucher price is paid by the employee.

Staff training and development

One of the Bank's basic tasks is to form and maintain a staff of employees who meet the Bank's qualification requirements, aimed at achieving strategic goals and objectives of the Bank.

We strive to continuously improve existing training and development programs, while introducing new ones, taking into account the needs of the business and staff. Modern technologies are used, increasing the convenience of training.

In 2024, a momentous event took place. Kapitalbank opened an academy for staff training.

At the Kapitalbank's Academy, employees can receive free training in a variety of areas to develop their professional and personal skills. Staff development is one of the key factors determining the quality of services provided and the level of clients satisfaction. Investing in personnel development helps Kapitalbank to strengthen its market position, increase competitiveness and strengthen team spirit in the collective.

Kapitalbank has arranged a series of professional events that brought together specialists from the country's leading companies.

This year, the bank has arranged

5 reference visits

for HR specialists based on Kapitalbank Academy

The key objective of such visits arrangement is the exchange of experience between HR specialists. For example, the participants of the meeting shared the results of their activities for 2023 and outlined plans for the development of HR functions for 2024, as well as presented project presentations that clearly reflected the basic points of growth and development in the field of HR.

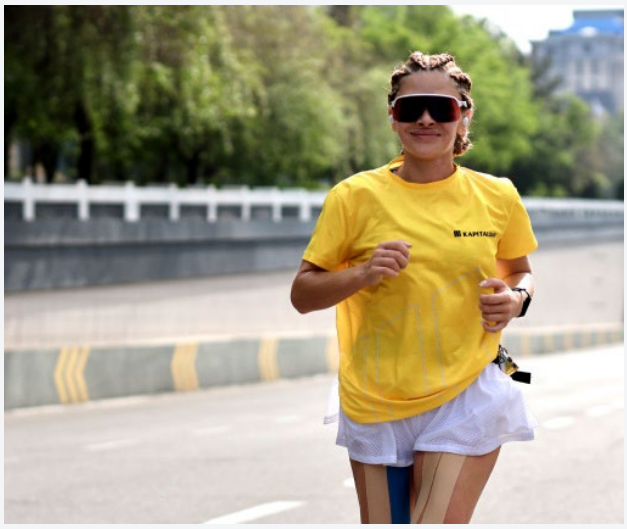
Kapitalbank became the first Bank in Uzbekistan that successfully pass an HR process audit and receive a Top employer certificate confirming the compliance with international standards.

Top Employers Institute, together with the BDO international auditing company conducted an audit of Kapitalbank's HR business processes and HR practices for compliance with international standards. According to the audit results, Kapitalbank became the first Bank in Uzbekistan that receive Top Employer certification.

Top Employers Institute is an international organization that has been certifying the best employers for more than 30 years.

Volunteering and Corporate Events

Support for sports and a healthy lifestyle



1 In 2024, more than 350 employees of Kapitalbank took part in five international races - the 6th Tashkent International Marathon, the City Run Kokand, the annual Samarkand Marathon, the marathon in Zaamin, and the annual marathon in Bukhara.

3 The Uzbekistan Open 2024 International Golf Tournament was held in Tashkent on September 27-29 with the support of Kapitalbank. This year, 120 athletes from 12 countries participated in the tournament.

2 Kapitalbank has become a participant in a large-scale patriotic project arranged by Uzbekistan's Club in support of the Uzbek Olympic football team, selected among the 16 best teams in the world to participate in the 2024 Summer Olympic Games in Paris.

4 A charity match for football veterans was held on November 30. The facilitators of the match, which was attended by players from 70 to 80 years old, were Kapitalbank and the Tashkent Football Association.

5 As a part of the annual Global Money Week, Kapitalbank, together with the Central Bank of Uzbekistan, held seminars among young people in 25 schools and 2 universities in Andijan, Bukhara, Jizzakh, Navoyi and Samarkand.

Investments in charity

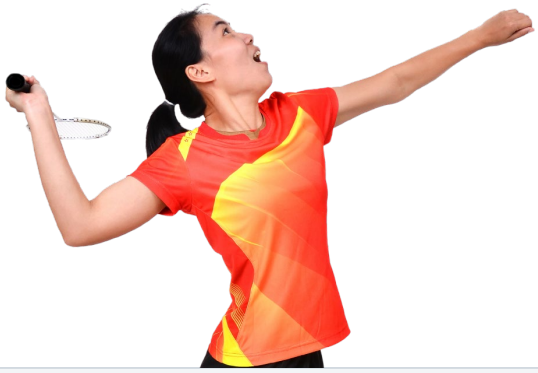
Kapitalbank JSCB regularly invests in various foundations and organizations for charitable purposes.

Investments in sport

> 3 mln $

Primary beneficiaries:

1. Uzbekistan Fencing Federation
2. Uzbekistan Badminton Federation
3. National Olympic Committee
4. Federation of Extreme and Mountain Tourism
5. Uzbekistan Wrestling Association



Investments in art

> 1 mln $

Primary beneficiaries:

1. Foundation for the Development of Art and Culture of Uzbekistan
2. State theaters of Uzbekistan
3. Ministry of Public Education, for the New Year's events arrangement

Population support

1,5 mln $

Primary beneficiaries:

1. Public Charitable Foundation "WAQF"
2. Trade Union Committee
3. Investments through the Mahalla Committees
4. "ONA" Foundation

"Green City" Projects

Kapitalbank JSCB, as a part of its policy, is deeply committed to environmental issues and respect for the environment.

As a part of the nationwide project of the Ministry of Ecology, Environmental Protection and Climate Change of the Republic of Uzbekistan "Yashil Makon", the bank's employees planted 40 thousand trees in 2024.

> 40 ths

Trees

One of the key achievements of the bank this year was receiving the First National Award "Oltin Chinor" for the "Air" project.

As a part of this initiative, Kapitalbank has installed modern air quality monitoring sensors throughout the country. This project allows not only to monitor the condition of the atmosphere in real time mode, but also to involve the community in understanding and solving the environmental problems.

Sensors were installed in

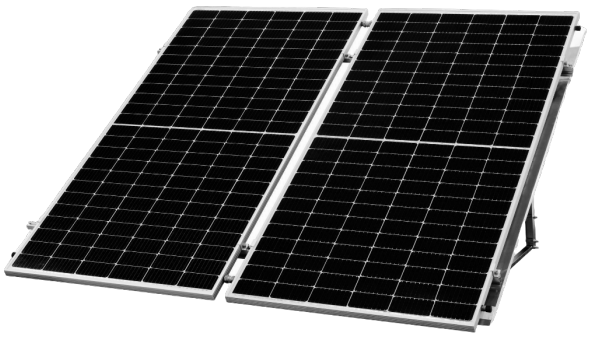
30 locations

The Bank has installed solar panels on the roofs of branches throughout the republic.

This project makes it possible to obtain an alternative, environmentally friendly energy source for the bank's branches, as well as to share surplus energy with other entities in need.

A process to reduce plastic and paper waste is underway.

Also, the abandonment of plastic bottles in favor of glass ones



Electronic Document Management

In line with the Bank's commitment to environmental sustainability, the main focus is on digital solutions. This approach aims to significantly reduce paper consumption and dependence on the use of physical materials throughout the organization.

This implementation allowed not only to optimize the processes, but also to significantly reduce the amount of paperwork in the Bank, as well as demonstrate the desire for a more environmentally and sustainable future.

Advantages of Electronic Document Management

Reduced paper consumption

Within a year, the wide introduction of digital systems helps to significantly reduce the volume of paper products. During 40 years the paper consumption has increased by 400%, which increases the burden on ecosystems, biodiversity and climate. More than 35% of cut-down trees are used for paper production, so it is important to look for environmentally friendly alternatives.

Less CO2 emissions

Traditional document management is often carried out using vehicles, such as courier deliveries, which in turn leads to emissions of CO2 and other pollutants into the air.

Effective document management and waste reduction

Electronic Document Management simplifies information management and storage, reduces waste, and facilitates data retrieval, archiving, and editing. Digital documents do not deteriorate and are accessible from any device.

In 2025, we plan to save about

≥ 1 000 000

sheets of A4 paper

which is equivalent to

150-200

mature trees

All Kapitalbank ATMs have the opportunity to contribute to the environment by refusing to print a check

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to the website