



SOCIAL STABILITY INDEX (SSI)

The Social Partnership Centre at Samruk-Kazyna JSC (Centre) annually compiles a Social Stability Index (SSI) for KMG Group companies. In 2019, the Centre conducted an SSI survey involving 25 KMG subsidiaries (6,906 respondents). The sample reflects the headcount structure at KMG and its subsidiaries at the social/demographic, organisational/territorial, and hierarchical levels.

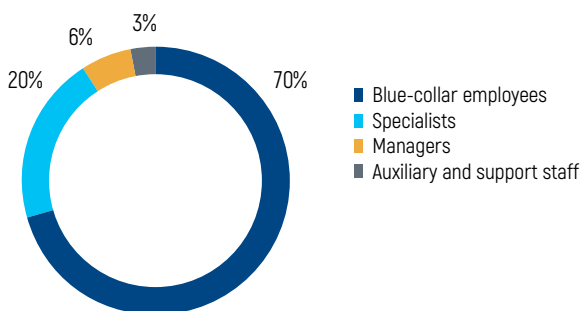
The study suggests that KMG’s SSI improved from 61% in 2014 to 72% in 2019 (“above average” score), reflecting, according to the methodology, the Company’s increased focus on social development. Based on reports for each facility, an Action Plan is prepared to eliminate or minimise the areas of concern identified by the study.

The study covered 14% of the total headcount.

Following the study, the most alarming areas of concern requiring prevention measures were presented for every subsidiary and associate. Based on reports for each facility, an Action Plan for 2019–2020 was prepared to eliminate or minimise the areas of concern identified by the study.

The Action Plans provided for measures to increase employee satisfaction and their confidence in management actions, build a feedback-loop system, improve working conditions, and arrange for housing and catering, as well as measures to ensure decent working conditions, supply high-quality uniforms and personal protective equipment, improve catering arrangements, provide training and professional development opportunities, a more effective feedback mechanism, a motivation and incentive system, etc. The planned activities were completed in 2019.

RESPONDENTS, %



72%
social stability index