



**SOLVa**

**SUSTAINABILITY  
REPORT**



**2021**

# Letter from the Supervisory Board Chairman



«Our Company is one of the leaders in the microfinance market in Kazakhstan. We are guided by the principles of responsibility, transparency and technological efficiency, providing our customers with a wide range of products»

## Dear employees, partners and customers!

I am glad to present you our first Solva Sustainability Report. The release of the Report is an important step on our way towards establishing sustainable practices in our Company. The Report outlines our approach to managing sustainability issues and demonstrates the impact of our business on the economy, employees, society and the environment.

Launching new products for entrepreneurs was one of the priorities of Solva's development in 2021. In the SME segment, the success of the chosen strategy was confirmed by a threefold increase of the credit portfolio. Its share in the total volume of issued microloans amounted to 30%. The Company is actively working to attract various categories of entrepreneurs introducing new products. In particular, we launched a microloan product for the self-employed, factoring services and special products for individual entrepreneurs and limited liability partnerships.

We are committed to developing our business responsibly, supporting employees with equal opportunities, helping local communities, strictly complying with the law, applying the principles of responsible lending and minimizing our negative impact on the environment.

Our Company is committed to responsible lending by providing our customers with complete, clear and transparent information about the loan terms and conditions and the various Solva products. We are always glad to help our customers when they have a difficult situation or questions, using a personal approach.

Our Company has an Ombudsman Liaison Office who always help to solve any disputable or non-standard situation on the borrower's side. We take the protection of our customers' information and personal data seriously, so we regularly improve our information security system.

We are committed to a zero-tolerance approach to corruption and fraud, for this purpose our Company has an anti-corruption policy which is mandatory for all employees. 100% of our employees are familiar with the policy. We also regularly inform our employees and customers about possible fraudulent schemes in an effort to prevent them, and in the case of fraud we take the investigation seriously.

Employees are Solva's main value. Our HR practices are aimed at creating a comfortable working environment, ensuring market-standard salaries, growth and development of our employees' professional skills.

Social responsibility is also an important area for our Company. For several years, in partnership with government agencies and private organizations we held free financial literacy webinars in many regions of Kazakhstan for various categories of citizens, such as entrepreneurs and people with disabilities. We also support various charitable foundations and jointly implement social and environmental initiatives aimed at improving the lives of citizens of Kazakhstan. We pay special attention to gender equality issues and actively develop initiatives to provide women with equal opportunities in financing their business projects: for example, 70% of loans in the SME portfolio are issued to women entrepreneurs.

We try to minimize the negative impact of the Company's activities on the environment. We are proud to be the first carbon-neutral company in our sector.

We have big plans ahead: increase the share of small and medium-sized businesses in the loan portfolio, develop financial products for companies of agrobusiness, expand our geographic footprint and improve the technological efficiency of our services. We also plan to obtain a banking license which will enable us to offer new services to a wider range of clients.

We will strive to ensure the sustainable growth of our business by maintaining an open and responsible corporate culture and contributing to agenda for sustainable development.

**Boris Batin,**  
Chairman of the Supervisory Board  
of Microfinance Organisation OnlineKazFinance LLP

# Letter from the Independent Member of Supervisory Board



**«We believe that the success of our business depends as much on our contribution to the social and environmental sector as it does on the growth of our financial and operational performance and the quality of our products»**

## Dear colleagues, partners, friends!

As one of the leaders in the microfinance market in Kazakhstan, we inseparably associate the sustainable development with the conduct of our corporate activities.

We are pleased to present to your attention our first Sustainability Report for 2021 which reflects our contribution not only to the economic development of Kazakhstan, to the improvement of the well-being and prosperity of the population and to environmental protection, but also to the general achievement of the international UN Sustainable Development Goals.

For us, 2021 was a year of dynamic development in the Small and Medium Enterprise sector: we launched new products and showed rapid growth of our credit portfolio in the SME segment. We are especially proud of our success in developing a product range for different categories of entrepreneurs, as a large proportion of SME sector participants have limited and complicated access to financial resources.

We believe that by creating comfortable and simple conditions for obtaining microloans and improving our technology, we help our entrepreneurs – customers to develop their businesses and improve the well-being of their families and the economy as a whole.

By strengthening our focus on SME customers, we pay special attention to women entrepreneurs, among whom we see great demand for our financial products. Around 70% of our loans in the SME sector were granted to businesses led by women. We plan to maintain a high percentage of microloans to women entrepreneurs to give them ample opportunities to finance their business projects. We also plan to launch a multifunctional platform, creating a community of women entrepreneurs in Kazakhstan.

Our focus for the coming year will also be on developing a product range and microloan terms for SMEs involved in agriculture. We have planned a large scope of work in this area.

Of course, in our day-to-day business we pay great attention to observing the principles of responsible lending and taking care of our customers, strictly complying with the laws of Kazakhstan, countering corruption and adhering to the rules of business ethics. This Report details our approach and contribution to all aspects of responsible business conduct.

In the social sphere we work hard to develop employee care programs and provide them with comfortable working conditions, implement our programs to improve financial literacy of the population of Kazakhstan and extend support to underprivileged citizens.

I would like to thank all our employees, partners and customers who help us to get better every day. I believe in our team, and we will continue to achieve the ambitious goals we have set for ourselves, while adhering to the principles of sustainable development and responsible business conduct.

## Sadyrov Shukhrat

**Independent Member of Supervisory Board  
of Microfinance Organization OnlineKazFinance LLP**

# Contents

1.0	About Report	5	3.8	Respecting and protecting human rights	33
2.0	About Company	6	4.0	Employee Care	35
2.1	Key financial highlights	12	4.1	Motivation and remuneration	36
2.2	Corporate governance structure	13	4.2	Training and development	38
2.3	Risk management	16	4.3	Occupational health and safety	39
2.4	Our contribution to Sustainable development	17	5.0	Environmental Care	40
2.5	Stakeholder engagement	18	5.1	Climate change	41
3.0	Responsible business	21	6.0	Social initiatives	42
3.1	Countering corruption and fraud	22	6.1	Financial literacy	43
3.2	Professional Ethics	25	6.2	Promoting women's entrepreneurship	46
3.3	Conflict of interests	25	6.3	Charity	48
3.4	Responsible marketing	25	7.0	Appendix . Contribution to the UN SDG	52
3.5	Data security and confidentiality	27	8.0	Appendix. Performance in the reporting period	55
3.6	Taking care of customers	28	9.0	Contacts	57
3.7	Counteracting laundering of proceeds and financing of terrorism	32			



# About Report

**Microfinance Organization Online KazFinance LLP (hereinafter - Solva, the Company)** for the first time publishes a Sustainability Report (hereinafter - Report).

The Report has been prepared in a free-form format and discloses the results we achieved in 2021 in the areas of business development, responsibility to our employees, customers and society, and environmental protection.

We hope that this Report will become an important channel of communication with our internal and external stakeholders, and we plan to continue publishing Sustainability Reports in the future.

The Solva logo is displayed in white text on a red rounded rectangular background. The word "SOLVa" is written in a bold, sans-serif font, with the 'V' being significantly larger than the other letters. The 'a' is lowercase and smaller than the 'V'.

SOLVa

The information contained in this Report covers the period from January 1 to December 31, 2021.

The Report is prepared in Russian, English and Kazakh and is published on the Company's official website <https://solva.kz/>.

The Report has been reviewed and approved by the Company's General Director and Chairman of the Supervisory Board.



# About Company

Solva is the leading digital finance provider in Kazakhstan

We are the first microfinance organisation in Kazakhstan to provide microloans online with tenors for up to five years. We have also become the fastest growing lending business in Kazakhstan in recent years.

We have been operating since 2016 and have been helping our customers and partners achieve their goals for over 6 years, offering financial solutions. We confirm our brand name (to solve) in practice.

## Our mission:

To introduce and develop convenient, accessible and high-tech financial services that make it possible to obtain credit in the shortest possible time anywhere with internet access and to promote financial literacy of the population.

## Our plans:

Going forward, the Company intends to maintain a leading position in the segment of high-tech financial services in the financial market of Kazakhstan. To further diversify our product range to better serve customer needs, the Company plans to transform into a fully-licensed bank by mid 2023.



**528m \$**

Loan originated in Kazakhstan



**17m \$**

Monthly origination



**7 min**

On average to complete the application



**1.8m**

User applications processed in 3 years



**70k**

New customers registering in our services monthly



**74%**

NPS (Net Promoter Score)



# About Company

Solva works with two main client segments:

## Small & Medium Enterprise (SME):

- ▶ Microfinancing of SMEs, loan amount up to 14 million tenge for a period from 1 to 5 years
- ▶ Accounts receivable financing with Solva Factoring - amount up to 20 million tenge for a period up to 120 days

## Individuals:

- ▶ Consumer microfinancing of individuals up to 5 years, loan amount from 200 thousand tenge to 5 million tenge
- ▶ Refinancing of credits up to 4 million tenge for a period from 6 months to 5 years

## What makes us different:

- ▶ Fastest credit scoring in all customer segments
- ▶ Extensive expertise of credit risks: 50% of Kazakhstani residents assessed for creditworthiness since Company's launch
- ▶ Custom-tailored products for various customer needs: cheques from 50 thousand tenge to 35 million tenge, for a period from 30 days to 5 years
- ▶ In-house technology: team of software developers and engineers



# About Company

## Our key business differentiators



### FAST

simple processing with a minimum of source documents

### CONVENIENT

no need to visit office – everything can be done in the app online

### UNSECURED

no need to pledge property or engage guarantors

### FOR ANY PURPOSE

business development, working capital replenishment or cash gap

# About Company

## Geographical presence

The Company's main office is located in Almaty. Solva's 120 customer service offices are located throughout Kazakhstan: 59% in rural areas and 41% in cities



**120**  
Offices



# About Company

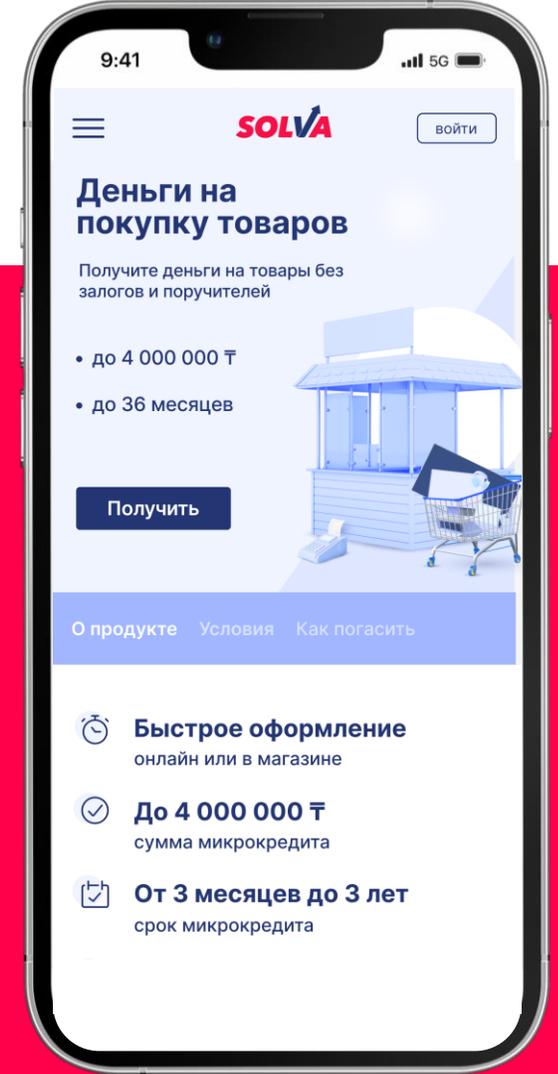
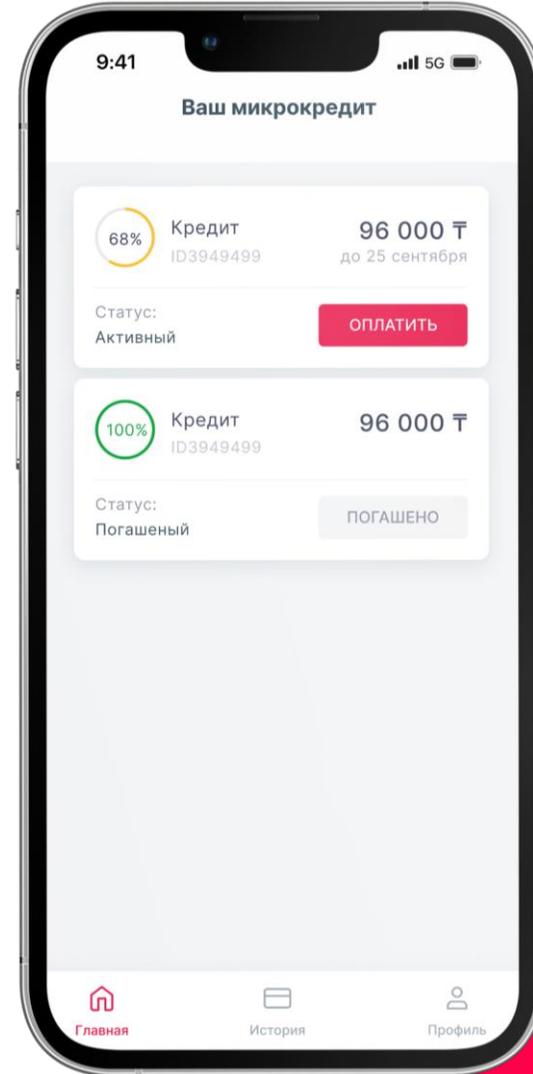
## Our online services

We continue developing digital engagement with clients

- ▶ Our website <https://solva.kz/>
- ▶ Solva mobile app

In our online services every customer can **conveniently, easily and securely** apply for a microcredit, read all the terms and conditions and have regular access to information about their microcredit and 24/7 online support.

More than 50,000 new users start using our app every month.



# About Company

## Our principles

We are guided by the following principles in our operations:

- ▶ **Responsible lending:** We are sure that the lender should not mislead the customer by using small print and other tricks. Applying the customer-oriented approach, we do not just provide quick processing of user requests through technical support but we also openly and transparently inform customers about all microcredit terms and conditions.
- ▶ **Compliance with legislation:** The Company actively cooperates with national and international financial regulators to create a legal framework for the benefit of financial consumers and companies. Our priority is strict compliance with all legal requirements in Kazakhstan.
- ▶ **Implementation of advanced technologies:** The Company's services are provided using advanced and high-tech innovative solutions, including artificial intelligence, computer-assisted learning, big data, behavioral biometrics and others.
- ▶ **Improving financial literacy:** The use of the Company's products and services involves improving the financial literacy of customers. The Company regularly holds free events aimed at improving the financial literacy of population of Kazakhstan.
- ▶ **Charity and social responsibility:** The Company regularly provides various types of assistance to the poor, financial aid to young athletes, and support to veterans. We carry out these activities independently and in partnership with various charities.

S&P Global  
Ratings

«B» level  
Outlook «Stable»

## Our awards in 2021



Solva received the prestigious “Industry Leader 2021” award for its significant contribution to the state budget and strong financial performance. The Company’s achievements were recognized by the National Business Rating in Kazakhstan in an independent inquiry.



Solva received the “Top 100 Eminent People and Brands of Modern Kazakhstan” award during the national forum of Kazakhstani modern achievements “Made in Kazakhstan” in Turkestan with the support of the Supreme Council of the European Business Development Association.

# About Company

## Key financial highlights



	2019, ths. ₹	2020, ths. ₹	2021, ths. ₹	2021 vs 2020
Credit portfolio	17,243,564	34,718,389	61,237,292	76.4%
Capital	4,823,958	10,822,993	13,676,711	26.4%
Revenue	5,532,100	16,373,321	20,568,540	25.6%
Finance operating expenses	3,853,230	13,049,406	15,527,346	19.0%
Operating income	1,678,870	3,323,915	5,207,414	56.7%
Income before income tax expense	1,449,100	3,606,249	5,239,868	45.3%
Net income	1,180,470	2,841,611	4,449,449	56.6%
ROE	46.8%	36.3%	36.9%	
ROA	9.6%	9.1%	8.2%	

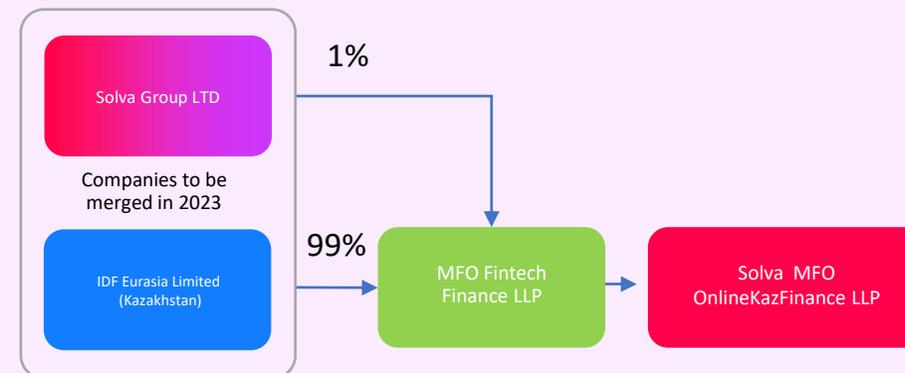
# About Company

## Corporate governance structure

We are guided by the following principles in our corporate governance structure:

- ▶ The principle of the Company's effective management
- ▶ Principle of transparent, timely and objective disclosure of information about the Company's operations
- ▶ The principle of legality and ethics
- ▶ The principle of an effective human resources management policy
- ▶ The principle of environmental care
- ▶ The principle of the corporate conflicts settlement

## Shareholding structure



Previously\* Solva was a part of the holding structure - IDF Holding, however, in July 2022, the transformation of the shareholding structure of the organization was completed, within which all operations conducted in Kazakhstan became legally independent from business in other countries. The role of the holding company after the transformation of the shareholding structure was performed by Solva Group Ltd., registered in the Astana International Financial Center (AIFC).

Corporate transformations in the Company and simplification of the shareholding structure allowed not only to reduce regulatory and operational risks, but also to move closer to the goal of transformation from an MFI into a licensed bank, which will become the first financial institution in Kazakhstan to work with micro and small businesses.

Prior to the restructuring, IDF Eurasia included not only Kazakhstan and Solva, but also several companies in other CIS countries, so within the scope of this Report some data is presented collectively for IDF Eurasia. In such case, we will indicate this separately for ease of reference.

\* We think that it is very important to reflect this information in the 2021 Report, since this Report was prepared in the fall of 2022

# About Company

## Corporate governance structure

The main management bodies of the Company are: The General Meeting of Members, the General Director and the Supervisory Board.

The supreme governing body of the Company is the General Meeting of Members who meets at least once a year. Their tasks include making decisions on the most significant issues of the Company's operations including business development strategy and planning of its long-term development.

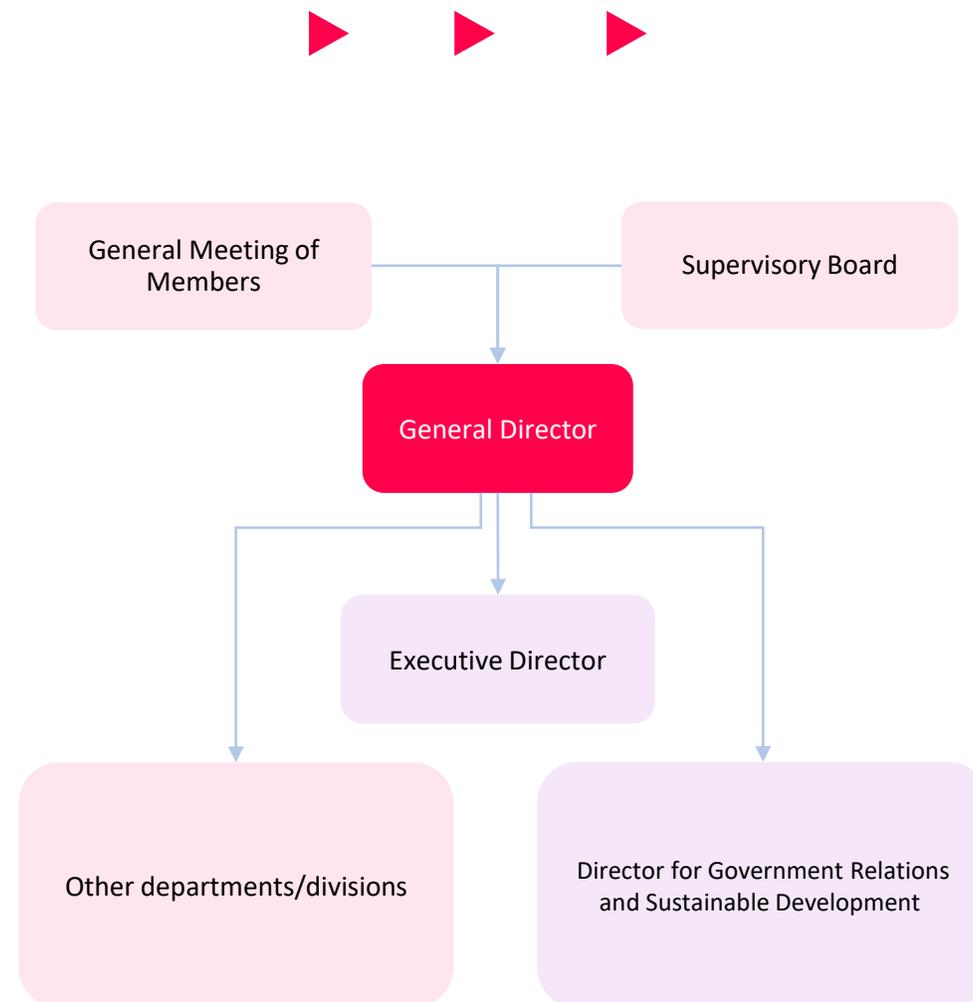
The General Director is responsible for the general management of the Company's operations. She determines priorities, approves all internal policies and regulations and decides other issues related to the Company's operations.

The Company and its executive bodies are controlled by a three-member Supervisory Board, comprised of two Company representatives and one independent member.

The Director for Government Relations and Sustainable Development is responsible for the management of sustainable development issues in Kazakhstan.

The Company has designated responsible persons for managing sustainable development issues. General coordination of the Company's activities in the field of sustainability and operational management of these issues is carried out by the Sustainability Director.\* Implementation of projects in Kazakhstan and regular interaction with government authorities is carried out by the Director for Government Relations and Sustainable Development.

Some functional units (HR, Internal and Economic Security Department, etc.) are also involved in the implementation of sustainability projects.



\* This position appeared in 2022, however we think that it is very important to reflect this information in the 2021 Report, since this Report was prepared in the fall of 2022 and the changes are very significant for managing ESG issues in the Company

# About Company

## Risk management



We are developing risk management processes in the Company to ensure the stability of its operations and the sustainability of its business. We take a risk-based approach to our work.

The Company currently has four main risks: credit risk, liquidity risk, market risk and operational risk.

The General Director is responsible for overall risk management in the Company:

- ▶ Approving the main principles of risk management and evaluating the Company's organisational structure for adequacy and compliance with these principles
- ▶ Supervising of the Company's risk management units activities, identifying gaps in risk management and taking appropriate measures

Financial risk management is carried out by setting limits on transactions compliance with which is mandatory for the relevant departments and officials of the Company authorised to conduct these transactions. The Company's structural subdivisions prepare regularly management reporting forms to provide the management bodies with the necessary information to make decisions.

# About Company



## Risk management

<b>Credit risk</b>	The risk that a borrower will be unable to repay a debt in full on due date	For transactions with high credit risk restrictions are set in the form of limits by borrowers/credit products/other sections of the credit portfolio. The Company has also automated the process of managing limits and restrictions in order to monitor and eliminate credit risks in a timely manner.
<b>Liquidity risk</b>	Liquidity risk is the risk of a mismatch between the maturity of applications on active transactions and liabilities	Liquidity risk is managed by monitoring cash shortages/ surpluses and allocating and reallocating funds depending on maturity, liquidity reserves and cost conditions.
<b>Market risk</b>	The risk that the market value of future cash flows from crediting and raising investments will fluctuate due to changes in market conditions	We assess the impact of interest rate and exchange rate movements as a key parameter within this risk. The Company manages its currency risk by balancing financial assets and financial liabilities denominated in USD and EUR. The Company also hedges currency risk by entering into forward contracts for the most volatile currency.
<b>Operational risk</b>	Risk of system failure, human error, fraud, etc.	The Company cannot eliminate all operational risks but through its control framework and monitoring and response system it manages these risks. The control system provides for effective segregation of duties, access rights, approval and reconciliation procedures, staff training, and evaluation procedures, including internal audits.

# About Company

## Our contribution to Sustainable development



We are committed to the principles of sustainable development. Going beyond the conventional lending, we place a lot of emphasis on the economic, social and environmental responsibility of business.

Solva supports the UN Sustainable Development Goals (SDGs), adopted in 2015 by the UN General Assembly and seeks to contribute to their achievement. Having analyzed the Company's activities for the purpose of the Sustainable Development Goals and internal targets, we have identified three priority SDGs where Solva's core activities have the greatest impact.

In addition, we have identified 5 additional SDGs where the Company can also contribute to positive change



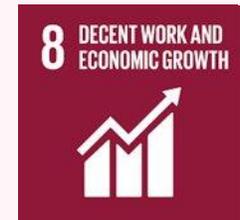
You can read more about our contribution to each of the SDGs in the Appendix to this Report.



We implement training programs to improve the level of financial literacy of the population of Kazakhstan. We also provide all our employees with professional training opportunities.



One of our goals is to give women better access to leadership opportunities, quality employment and finance. We are therefore adapting our crediting processes to increase the proportion of SME customers led by women. We also have a 65% share of women employees in our Company.



We strive to develop a cohesive and skilled team, provide decent working conditions and create conditions for career and professional growth. We are also working to expand our product range for SMEs to improve access to finance and contribute to the well-being of the people of Kazakhstan.

# About Company

## Stakeholder engagement

Effective stakeholder engagement is a sustainability priority for Solva. The Company's key stakeholders include employees, customers, government authorities and relevant communities, partners and suppliers, local communities, shareholders and investors.

We use a variety of communication channels to effectively engage with each stakeholder group.

### Stakeholder issues and interests

### Forms and tools of engagement

#### Employees

- ▶ Employment
- ▶ Remuneration for work
- ▶ Social support
- ▶ Safe and comfortable working conditions
- ▶ Opportunities for professional and career development
- ▶ Training and development

- ▶ Employment in full compliance with the Labor Code of the Republic of Kazakhstan
- ▶ Transparent wage and bonus pay system
- ▶ Implementation of compensation and benefits programs
- ▶ Voluntary medical insurance system
- ▶ Provision of safe and comfortable working conditions in the office
- ▶ Training of employees in occupational health and safety and fire safety
- ▶ Transparent staff appraisal system and setting of annual targets
- ▶ Training opportunities, training events and seminars
- ▶ Language courses for employees
- ▶ Corporate events

# About Company

## Stakeholder engagement

### Stakeholder issues and interests

#### Customers

- ▶ Providing customers with a wide range of high quality products
- ▶ Ensuring prompt and easily accessible customer engagement
- ▶ Information security, customer personal data protection and responsible marketing practices
- ▶ Ethical business practices
- ▶ Prevention of fraud

#### Government authorities and relevant communities

- ▶ Operational and regulatory issues in the sector
- ▶ Carrying out licensed activities in accordance with legal requirements  
Tax legislation compliance
- ▶ Collaboration with authorities and relevant agencies to support national projects and improve national industry legislation

### Forms and tools of engagement

- ▶ Expanding the range of products and adapting them to customers' needs
- ▶ Improving methods of engaging customers including the website and mobile app
- ▶ Ensuring information security and personal data protection
- ▶ Easy and quick interaction in case of any issues
- ▶ Ombudsman's work through a virtual borrower rights liaison office
- ▶ Provision of individual conditions for debt repayment (debt restructuring)
- ▶ Introducing strict standards for communication with customers, including when dealing with arrears
- ▶ Regular assessment of NPS
- ▶ Strict compliance with applicable laws of the Republic of Kazakhstan, including those on advertising
- ▶ Informing customers about fraudulent schemes through articles, video-courses, information posters
- ▶ Payment of remuneration to the person who reported the fraud

- ▶ Comply with all requirements of the legislation of the Republic of Kazakhstan
- ▶ Make regular tax payments to the budget of the Republic of Kazakhstan in accordance with tax law  
Carry out licensed activities strictly and only in accordance with legal requirements
- ▶ Holding meetings of working and expert groups, commissions, committees, personal meetings and negotiations
- ▶ Membership in the Association of Microfinance Organizations of Kazakhstan
- ▶

# About Company

## Stakeholder engagement

### Stakeholder issues and interests

#### Partners and suppliers

- ▶ Transparent engagement and procurement conditions
- ▶ Compliance with ethics and anti-corruption standards

#### Local communities

- ▶ Implementation of financial literacy programmes
- ▶ Implementation of various charitable programmes
- ▶ Informing about the Company's current activities and development plans

#### Shareholders and investors

- ▶ Business performance
- ▶ Strategy implementation
- ▶ Corporate governance

### Forms and tools of engagement

- ▶ Transparent procurement procedures
  - ▶ Prompt response in case of problems
  - ▶ Protection of confidential information
  - ▶ Compliance with Company anti-corruption policies
- 
- ▶ Holding regular seminars, lectures and trainings on financial literacy for different groups of population
  - ▶ Development of women entrepreneurship support program in Kazakhstan
  - ▶ Implementation of various social projects, cooperation with charitable foundations
  - ▶ Publications in mass media and on the Company's web site
  - ▶ Issuance of the first Sustainability Report
  - ▶
- 
- ▶ Preparation of corporate reports, including annual and half-yearly financial results
  - ▶ Meetings with investors and regular communications
  - ▶ Presentations to professional communities and investors
  - ▶ Publications and mandatory internet and media disclosure

# Responsible business

Solva's corporate culture is built on the principles of honesty, openness, responsibility, fairness and respect. Adherence to business ethics and anti-corruption principles is fundamental to the long-term success of our business.

## Countering corruption and fraud

Bribery and corruption are unacceptable to Solva: they are inconsistent with our corporate values, can put our reputation at risk and are harmful to society.

We apply all possible measures to minimize and prevent the risk of corruption and fraud. We strictly comply with the statutory regulations applicable to the industry in Kazakhstan, including the Law on Countering Corruption, which prohibits providing material remuneration, gifts or favors to persons who hold a responsible public position or are authorized to perform public functions or equivalent, as well as bribing these persons by providing property (non-property) benefits and advantages and other inappropriate payments to obtain business advantages. All subdivisions of the Company and all employees are responsible for complying with Solva's ethical and anti-corruption principles.

The Company has Rules for the Prevention of Corruption and Fraud, which aims to prevent fraudulent and corrupt practices by establishing a system of values and moral anti-corruption conduct guidelines for Company employees.

This Rules also contains the Solva Anti-Corruption Standards for Solva employees, which detail all standards of behavior to prevent and eliminate the causes of corruption. All employees are required to read and comply with these Anti-Corruption Standards, and managers at all levels ensure compliance with these standards and organize anti-corruption activities among their subordinates.

**100%** of our employees have been made aware of the Rules for the Prevention of Corruption and Fraud. The Internal and Economic Security Department also conducts anti-corruption and anti-fraud training for each new employee.

Our employees are aware that they are obliged to report any breach of the Rules for the Prevention of Corruption and Fraud. Any breaches of this Rules are investigated immediately by the Internal and Economic Security Department.

# Responsible business

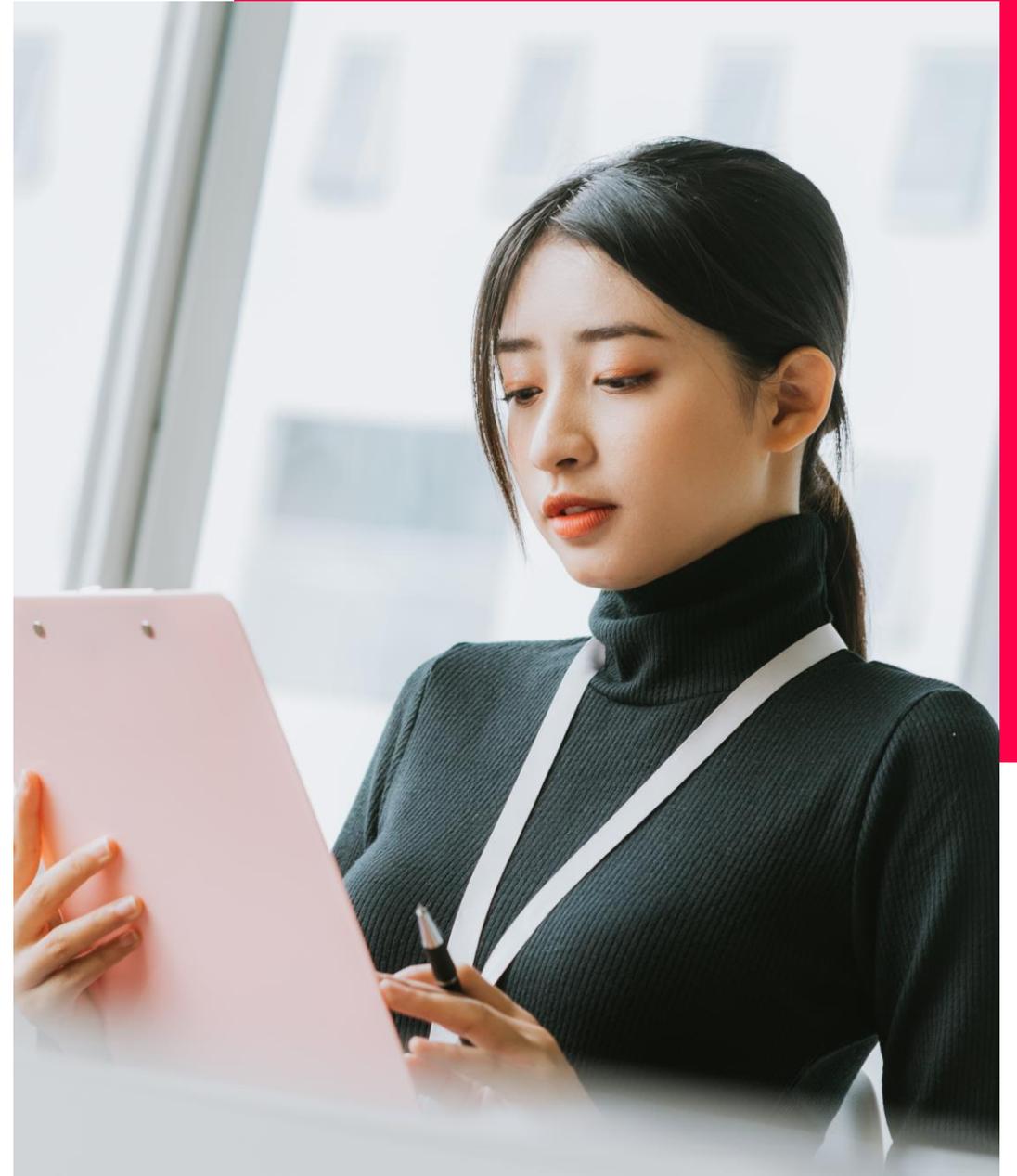
## Countering corruption and fraud



The Company also has a Confidential Information Protection and Trade Secrets Policy, to which is annexed the Statement of Understanding of the Risks Associated with Illegal Remuneration, Disclosure of Confidential Information and Acceptance of the Importance of Keeping Trade Secrets. The Statement includes not only rules to ensure data confidentiality and prevent corruption, fraud and conflicts of interest, but also rules for dealing with the media, principles of fair treatment and equal opportunities, a description of impermissible actions and information on channels for reporting breaches. This Statement is to be signed by all employees at the time of hire and at the time of termination of employment contract.

We take cases of potential fraud, whether committed by the Company's employees, third parties or intermediaries, very seriously.

Our employees are aware that any fraudulent schemes are unacceptable. If fraud is suspected to be perpetrated by an employee, an investigation is carried out and, based on its findings, proposals are made to minimise the risks identified and, depending on the extent of the breach, disciplinary action is taken against the employee, up to and including dismissal or referral to law enforcement authorities.



# Responsible business



## Countering corruption and fraud

We also regularly inform our customers about the most common fraud schemes. Our website regularly publishes articles on the topics of fraud detection and fraud types and video tutorials in Internet, as well as informative signages on the topic at each of our point of engagement with customers. We inform our customers that the Company does not charge any fees for applying for and receiving a microcredit from the Company and does not require the payment of any money to any intermediary person or organization. Every our customer while registration of the microcredit signs a document which confirms that he /she did not pay anybody for providing the microcredit. In case he/she has encountered fraud, he/she is recommended to apply to law enforcement agencies. We are also the first Company which pays out reward up to 100 thousand tenge to the person who informs us about fraud by employees or agents of the Company.

**100 000 ₸**

**Reward for reporting fraud**





Helpline

**+7 (701) 345 74 64**



E-mail address of the department  
of internal and economic security

**[sb@solva.kz](mailto:sb@solva.kz)**

# Responsible business

## Countering corruption and fraud



We recognize that there are a lot of fraudulent schemes involving third parties and intermediaries. We regularly investigate these schemes to keep the Company, our employees and our customers safe. We take seriously the investigation of all fraud cases encountered by our customers. If the investigation reveals that a microcredit was granted to a customer without his/her knowledge/consent and a fraudulent scheme was used, we write off the customer's entire debt, make the appropriate adjustments to the Credit Bureau, and contact the law enforcement agencies ourselves.

Reports about actual or suspected violations can be sent by email to the Internal and Economic Security Department ([sb@solva.kz](mailto:sb@solva.kz)), by calling our hotline (+7 7013457464) or, for employees, by contacting their direct supervisor. We guarantee complete confidentiality when you contact us.

Employees, customers, counterparties and any third party who has experienced a violation of the Rules for the Prevention of Corruption and Fraud or a corrupt or fraudulent practice may contact us through these communication channels.

# Responsible business

## Solva's Code of Ethics

Our Company has a Code of Professional Ethics (hereinafter - Code), which defines the corporate standards of business conduct and allows us to work in accordance with our values.

The Code defines the basic principles of interaction within the Company and with our customers and partners, measures to avoid conflicts of interest, anti-corruption measures, and other ethical issues.

Solva employees should be aware of the Code's requirements and follow it in their work. All new employees are acquainted with the Code when they join the Company.

## Conflict of interest

Every day, our employees make decisions that affect colleagues, customers, partners and other third parties. That is why we pay special attention to regulating these issues. Our Code of Professional Ethics requires our employees to avoid situations where their personal, family or financial interests may conflict with interests of the Company.

If a situation arises where there is a conflict of interest, employees should report it and seek resolution from their line manager, Human Resources or Internal and Economic Security Departments.

## Responsible marketing

Solva is one of the leaders in the microfinance market in Kazakhstan. We are constantly developing our brand and increasing its recognition, including through innovation and strengthened marketing competencies.

As a responsible business, we strictly comply with the legislation of Kazakhstan in the sphere of marketing communications and advertising.

We are careful in our marketing communications, and do not offer to take a microcredit if it does not match the customer's real financial capabilities.

In the event of a dispute over marketing communications and product promotion, we always adhere to more conservative and strict rules.

# Responsible business

## Data security and confidentiality

Information security and confidentiality of customer data are among Solva's key priorities. We recognize the importance and need to develop and improve information security measures and tools.

Information security in our Company is regulated by our Information Security Policy. The Policy defines our approach to information security, as well as the main principles, guidelines and requirements for information security. The provisions of this Policy apply to all Company employees who have access to Company information assets or are involved in information exchange processes.

The Company has an Information Security Department that ensures data protection and security, and manages all matters in this area.

The Company conducts quarterly internal audits of data warehouse security to minimise the risk of leakage. Periodically, we invite an external relevant organisation to audit our security infrastructure.

We regularly test our mobile and web application and information systems infrastructure for vulnerabilities. This allows us to continuously improve the security of our systems where personal data is processed.

All employees are committed not to disclose any confidential information they become aware of in the course of their work including when they leave and terminate their employment with the Company.





# Responsible business

## Dealing with personal data



Solva fully respects citizens' rights and freedoms in matters related to the processing of personal data and protects the right to personal privacy. We strictly comply with all legal requirements of the Republic of Kazakhstan which regulate personal data protection and processing.

All our customers give an informed consent to provide personal data in which we provide detailed information about the scope of collected data, its use, policy of exchange and mechanism of revocation of provided personal data.

All personal data is stored and transmitted exclusively within the scope of the “Rules on Security of Protected Information, Processing of Personal Data and Classification of Protected Information” and in encrypted form. We use three independent databases to ensure a heightened security when storing data.

# Responsible business

## Taking care of our customers

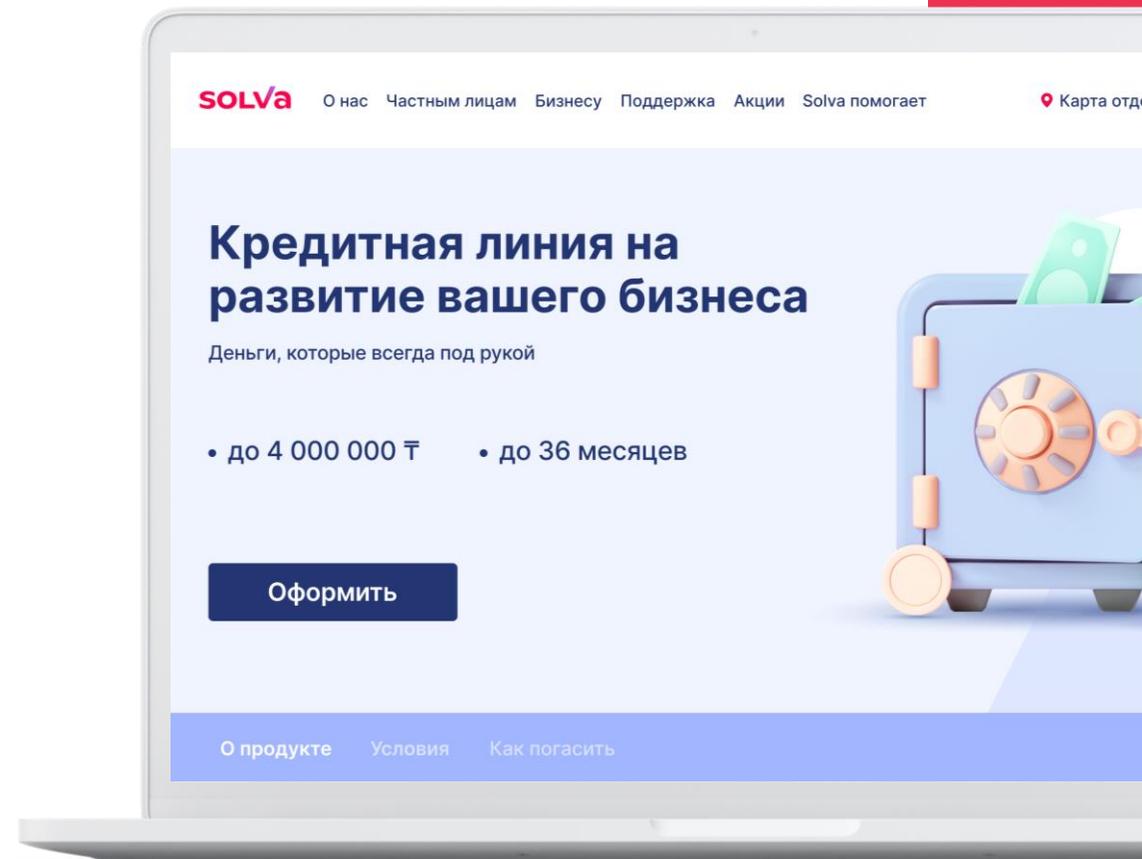
Loyal customers and the provision of high quality products and services are our main priorities.

Customer satisfaction is important to us, that is why we measure the NPS (Net Promoter Score) customer loyalty index on a regular basis. Based on the data we receive, we carry out an analysis during which we carefully examine the collected questionnaires and comparing them with the results of previous periods. In the event of a deterioration of the indicator, we identify possible causes which are subsequently eliminated.

In 2021, the indicator was 74.

We also process customers comments through all communication channels, including social media, on a regular basis. Thanks to feedback, we improve the quality of our products and services, and develop and introduce new products. For example, we launched a revolving line of credit for SME customers registered as sole proprietors, precisely after communicating with them.

We believe that responding quickly to customers' needs and being attentive to their problems enables us to build a sustainable and responsible business.

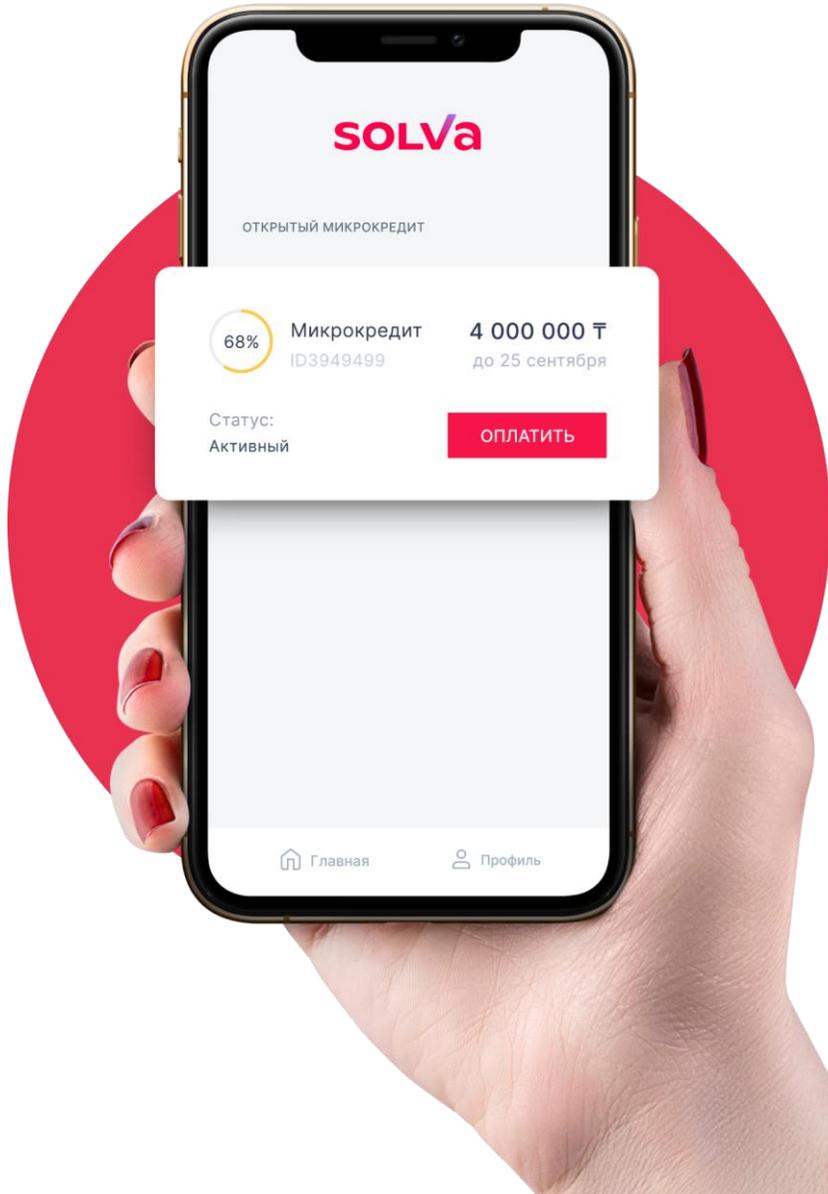


# Responsible business

## Responsible lending

We adhere to strict standards in the way our employees engage and communicate with our customers. Our business ethics do not tolerate any form of aggression, abusive or disparaging words, suppression or threats. Our communications are always based on the principles of respect, openness, honesty and loyalty. We always strive to minimize the risk of unethical behavior by our employees through regular monitoring and training.

We approach customers engagement based on the principles of transparency, openness and honesty. We believe that a credit lender should not mislead a customer by using small print and other gimmicks. We strictly adhere to the principle that all microcredit terms and conditions should be transparent, understandable and accessible to each of our customers. During the application procedure, each of our customers can get acquainted with the terms and conditions of the microcredit as well as with the Agreement. We are always glad to answer any question that arise and provide a personalized approach to the solution of problem.



# Responsible business

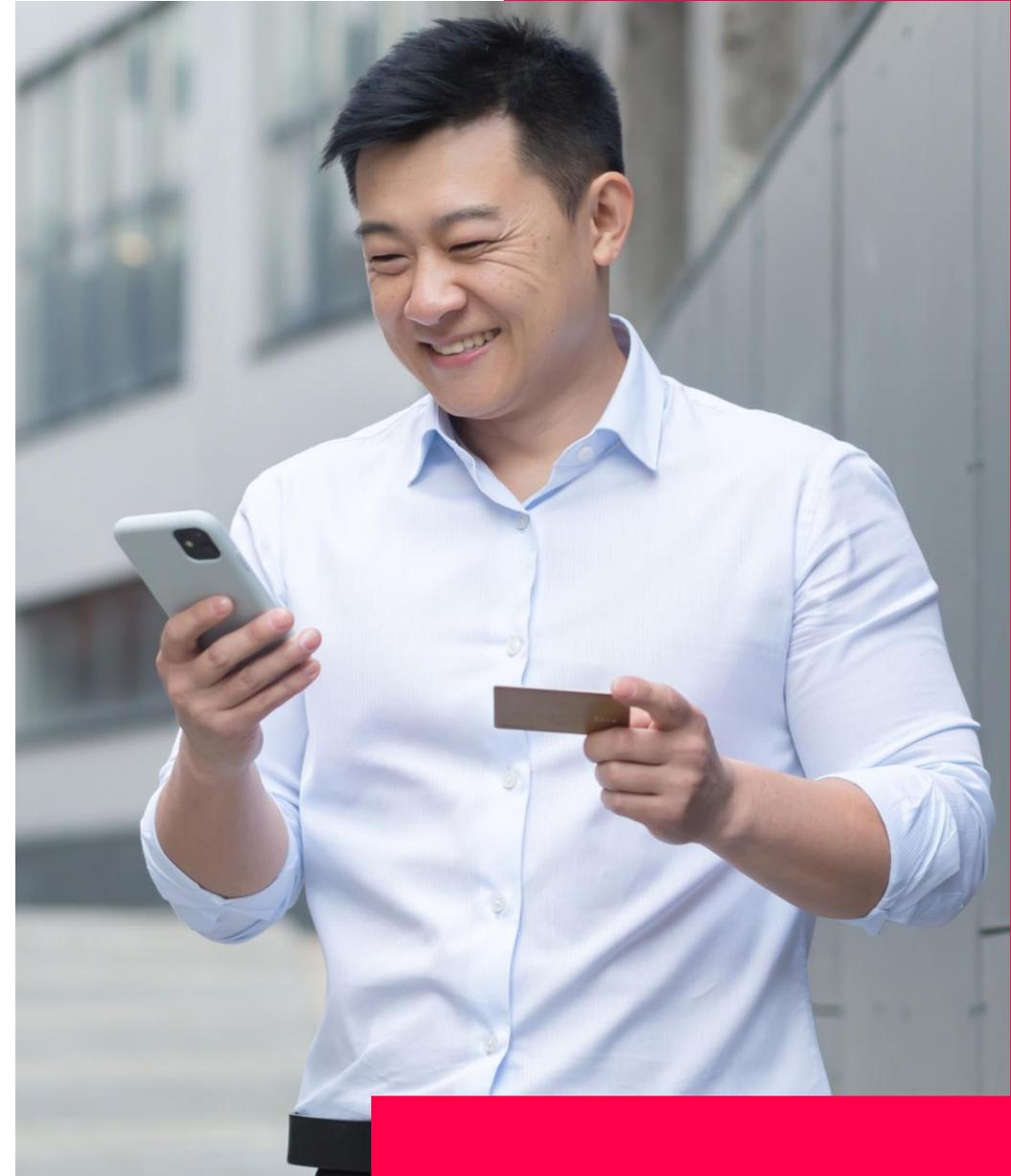
## Responsible lending

We strictly follow the legislation of Kazakhstan and our own norms and standards. We thoroughly examine the financial capacity of the customer to obtain the requested microcredit. In accordance with internal rules on granting microcredits the borrower is obliged to confirm his/her income in one of the proposed ways so we can make sure that the requested amount corresponds to his/her financial capacity. If during the check we see that the requested amount exceeds the capacity of the customer, we either propose alternative microcredit terms which correspond to the income level of the borrower or refuse the services.

In the case of the situations which make it difficult to fulfil the obligations of the borrower our Company carries out an ongoing procedure of settling the overdue debt on a case-by-case basis. We always find a way to accommodate the requests of our borrowers, take maximum support measures if necessary, and consider providing individual repayment schedules. In 2021, more than 300 customers\*\* were granted individual schedules with deferral and restructuring of payments, including for principal debt.

\* The Report was prepared in autumn 2022, so some important information is also presented for the year 2022

\*\* At the time of the Report (autumn 2022), there are approximately 1,100 such customers.



# Responsible business

## Borrower's Rights Ombudsman Liaison Office

We are ready to investigate each individual case by providing an opportunity to contact our in-house Financial Ombudsman Service.

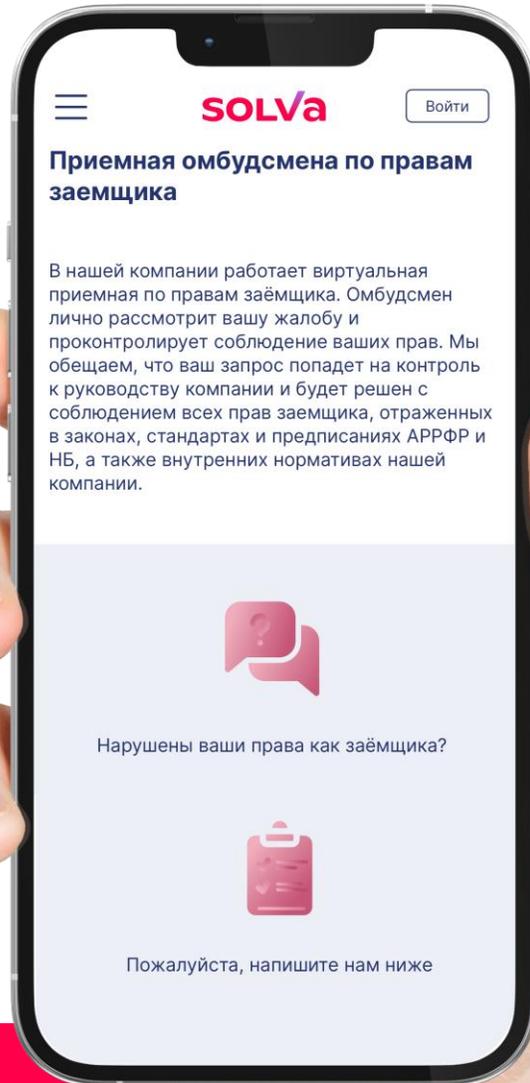
The Ombudsman personally reviews each complaint received and monitors the borrowers' rights as stipulated by the regulations of the Republic of Kazakhstan, including resolutions and explanatory statements of the Agency for Regulation and Development of the Financial Market of the Republic of Kazakhstan, as well as internal regulations of the Company. The appeal is reviewed within no more than 3 days, after which a reply is received to the email of the appellant.

Any of our borrowers can contact the Ombudsman for help or advice on our official website. You should make an appeal through the Borrower's Rights Protection Form in the "Support" section

[\(https://solva.kz/ombudsman/\)](https://solva.kz/ombudsman/).

The events of January 2022\* in Kazakhstan directly affected our customers: hundreds of entrepreneurs suffered property and financial losses, and we could not stand aside. We developed a set of measures for borrowers who found themselves in a difficult situation. We also provided direct financial assistance, granted a deferral of liabilities and offered clients an anti-crisis financial product.

\* The Report was prepared in autumn 2022, so some important information is also presented for the year 2022



# Responsible business

## Counteracting legalization (laundering) of proceeds obtained through criminal means and financing terrorism

The Company takes all possible preventive measures to establish and maintain business relationships only with reliable customers and counterparties who are engaged in legitimate activities and receive income only from legitimate sources. The Company has developed internal control rules and instructs employees in accordance with the “Counteracting Legalization (Laundering) of Proceeds Obtained through Criminal Means and Financing Terrorism” training and education programme. The Company also carries out measures to identify and check public officials and customers before accepting them for service and to identify suspicious transactions and unusual transactions. When identifying and pre-check customers and partners, it is necessary to ensure that there is an understanding of the specifics of their business and the source and purposefulness of the use of funds.

Scheduled offline and online training and knowledge testing of the Company's employees on this topic was conducted. A total of 131 employees participated. At the end of the training, a knowledge test was conducted to verify the knowledge gained.





# Responsible business

## Respecting and protecting human rights

We believe that conducting business with integrity requires respect for and protection of human rights and freedoms and non-discrimination of any kind, irrespective of race, nationality, social class, gender, political opinion or legal status. We strictly comply with all provisions of laws and regulations of the Republic of Kazakhstan.

We treat our employees, customers and all partners with respect and responsibility and do not tolerate aggressive or degrading behavior. Any verbal abuse, threats, unwelcome sexual offers and intimidation are strictly unacceptable to us in our work and communications.

Solva takes every step necessary to avoid any form of discrimination and human rights violations. The relevant provisions are enshrined in our Code of Business Ethics, which is binding for all employees.

Any employee may report cases of misconduct to his or her line manager, any member of senior management or Human Resources. In this case, we categorically do not tolerate any form of retaliation or threat of retaliation against an employee who reports an alleged violation of the Company's policies and procedures.

# Employee care

Our Company's main value is our employees. We strive to become one of the best employers who cares about the well-being of employees, provides equal opportunities and creates conditions for each team member to realise his or her potential. Our Company consistently maintains an atmosphere of mutual respect, trust, cooperation and open dialogue.

Our HR Department is responsible for managing our human resources, incentives and compensation, recruitment, selection, on-boarding, training and development.

There is a database of normative documents which our Company created to ensure that we are able to effectively regulate issues related to personnel management:

- ▶ Regulations on personnel recruitment
- ▶ Code of Professional Ethics
- ▶ Regulation on bonus payment to employee
- ▶ Regulation on labour remuneration
- ▶ Internal rules and regulations



# Equal opportunities employer

## Staff composition

**65%**

women

**35%**

men

**268**

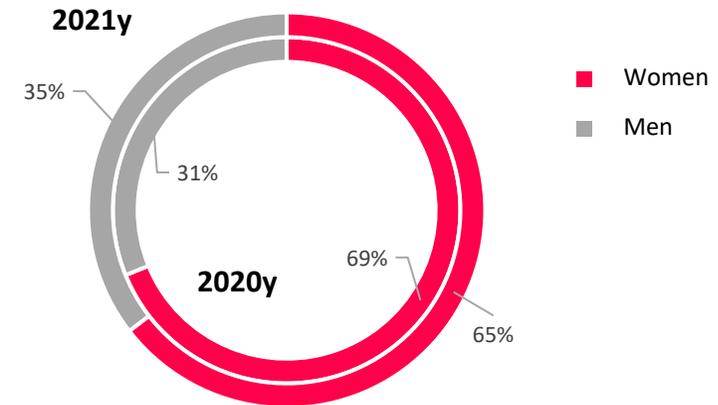
Number of full-time employees in 2021

**178**

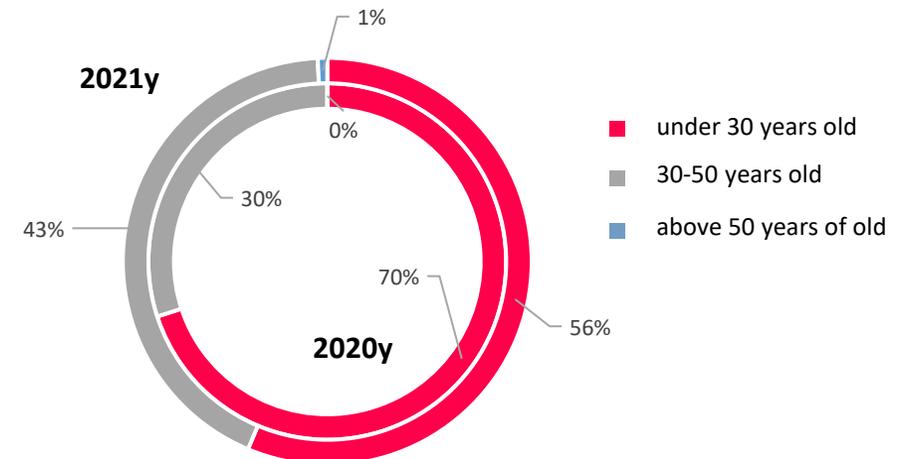
new employees were recruited in 2021

In 2021, Solva employed 268 people, of whom 65% were women. Among managers, 53% were women. The majority of our employees are under 30 years of old (56%).

### Number of employees by gender



### Number of employees by age group



# Employee care

## Motivation and remuneration

We aim to provide employees with the remuneration that they deserve, as well as creating the right conditions for them to grow and develop their potential. The Company has developed Regulations on Remuneration and the Regulations on Bonuses Payment for Employees which set out the procedure and conditions for remuneration of employees.

We offer competitive salaries and a fair system of remuneration to employees, irrespective of their gender or age. The salary of each employee depends solely on his or her qualifications, the complexity of the work performed and the quantity and quality of labour put in.

The Company has a system of setting goals and assessing personnel (KPIs). Each employee, together with his/her line manager, sets annual goals which are then reflected in the internal Bamboo platform to which the employee has regular access. At the end of the year, achievements are discussed and feedback is given to the employee, both from the manager and from other employees. Based on the results of the appraisal process, a decision is made to change the employee's remuneration for the following year and to pay an annual bonus.

There is also a grading system, from L9 to L1. Depending on the level of an employee, his/her annual bonus is determined. This policy is transparent and known to all our employees.



# Employee care

**Our motivation system includes not only material incentives, but also a number of nonfinancial incentives:**

- ▶ Voluntary medical insurance (VMI): After the probation period, each employee joins the corporate VMI system, which includes outpatient care, dental services, elective and emergency treatment, and compensation for the purchase of medicines
- ▶ Life insurance
- ▶ Additional holiday days: we provide employees with 28 days of paid holidays in a year, which is 4 days more than stipulated by the Labour Code of the Republic of Kazakhstan
- ▶ New Year gifts for children of employees
- ▶ Financial aid in the case of the death of a relative.



# Employee care

## Training and development

We support the professional and personal development of our employees by offering advanced training, educational programmes in communication skills and language skills.

Managers determine the training and development needs of employees in their departments, for example all of our employees who negotiate with customers are trained on a regular basis.

We run a number of trainings for middle-ranking managers, for example, training in feedback, communication skills, SMART goal-setting, information structuring, etc.\*

Free English language courses are also available to our employees.

If an employee requires advanced training to improve his/her performance, we can compensate this training at a third-party organisation. The necessity for such training is additionally agreed with the line manager and on an individual basis.

We are currently working on improving our employee training system: in the near future, we plan to connect a training platform with various courses to our internal corporate system. This will allow each employee to choose the courses that best suit their needs and desires.

\*These trainings were introduced at the beginning of 2022, and we think that it is important to highlight these innovations in this Report, as it was prepared in the fall of 2022

# Employee care

## Occupational health and safety

The health and safety of employees is one of the top priority for Solva. The Company adheres to the following approaches in the area of occupational health and safety:

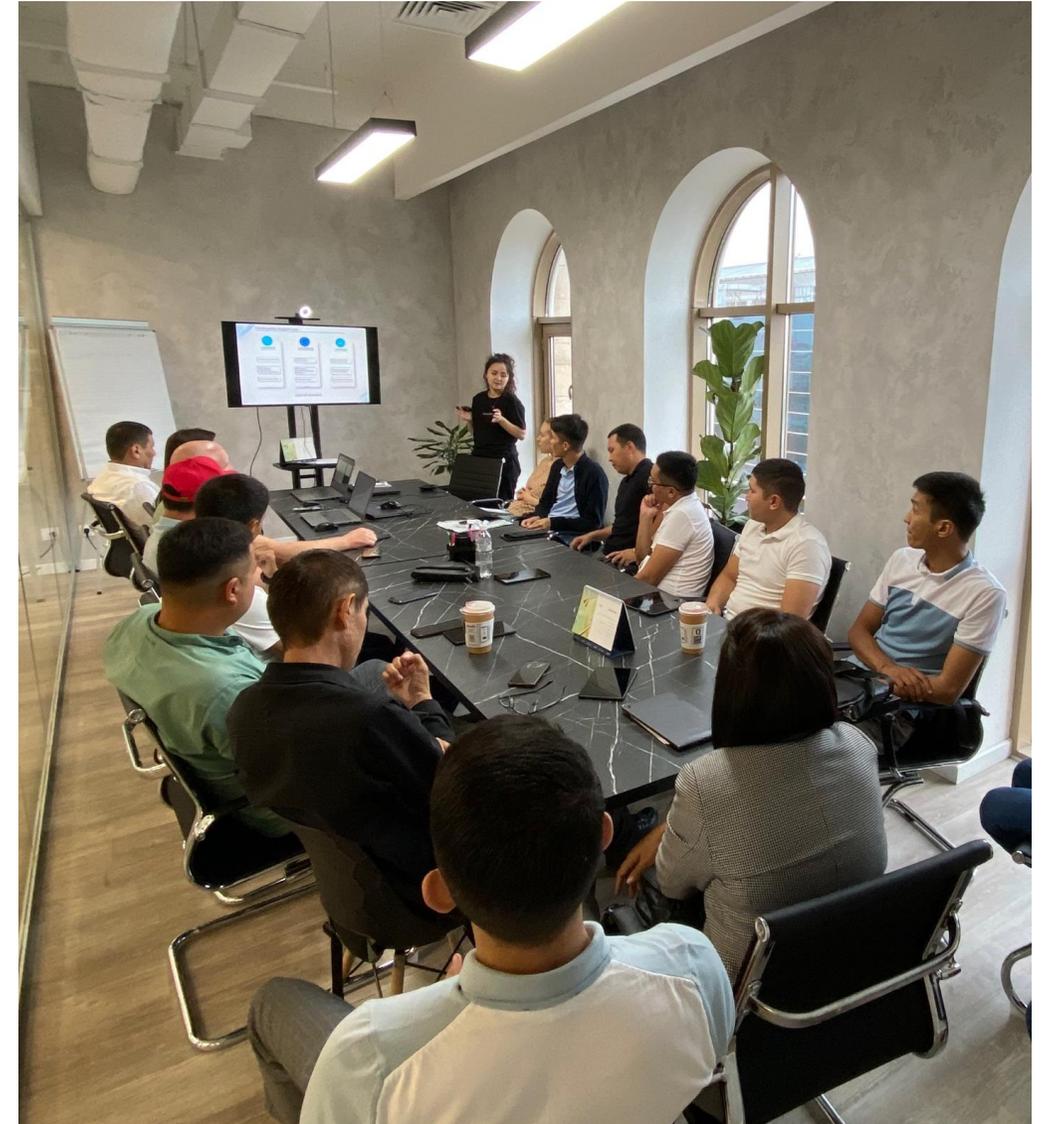
- ▶ The Company's goals and objectives can only be achieved by complying with all established health and safety regulations
- ▶ Recognizing and ensuring the priority of life and health of employees and other persons in the process of obtaining business results

Occupational health and safety guidelines are set out in the Occupational Health and Safety Regulations approved by the General Director.

Every newly hired employee is required to undergo health and safety and fire safety briefing before starting work. These briefings take place at the Company on a weekly basis.

In accordance with current legislation and the Labour Code of Kazakhstan, the Company investigates all accidents that occur to employees during the performance of their duties, regardless of their severity. Based on the results of the investigation, measures are developed to eliminate the causes of the accident and maximum efforts are made to minimise the risk of a recurrence. No accidents were recorded in 2021.

Since the spread of the COVID-19, we have effectively disinfected our offices, provided employees with personal protective equipment and monitored their state of health, including through mandatory testing at the Company's expense.



# Environmental care

The Company's activities have no direct negative impact on the environment. Nevertheless, we declare our commitment to the following principles in the field of environmental protection:

- ▶ Minimising impacts on biological and physical natural systems
- ▶ Optimal use of limited resources
- ▶ Application of energy-saving technologies

We strive to use natural resources responsibly and with care. Our office is located in a modern and well-equipped business center, and we use energy-saving light bulbs. Also, our employees adhere to the rules of careful and environmentally friendly attitude to resources in the office, such as electricity and water.

We minimise the use of paper in our work processes and try to give up paper-based media. We also recycle used paper and further recycled paper is brought to us.

**254,46\***

Total office water  
consumption, ths. m3

**28 333,2\***

Electricity  
consumption, GJ

\*Our office has been located in the Turar business center since July 2021, so the data is presented only for the period from July to December 2021

# Environmental care

## Climate change

In October 2020, the British Consulting Company Carbon Footprint Ltd conducted a carbon audit of the IDF Eurasia Group (Solva was part of the Group until July 2022), resulting the Group has become the first carbon-neutral company in its sector. The independent assessment showed that 40% of the negative environmental impact from the Company's operations is related to air travel by employees as part of their work duties. The remaining 60% is generated by the use of electricity by the Group's offices in Almaty, Moscow and Kazan. To offset its negative impact on the environment, IDF Eurasia has joined a number of projects in various countries proposed by Carbon Footprint Ltd. In particular, the Company has already begun financing the installation of solar panels in China, which will enable the local population to use solar energy for everyday needs instead of fossil fuels, thus avoiding CO2 emissions. The project has made it possible to fully offset the carbon dioxide emissions generated by the Company's operations.

We plan to conduct a similar audit of our environmental impact again and confirm our status.



# Social initiatives

## Financial literacy

We believe that the active development of financial education is the only way to improve welfare of the population of Kazakhstan. Our Company actively supports initiatives to develop financial literacy. Together with our partners we regularly organize free trainings on finance all over the Republic, involving experienced experts and lecturers. Our financial literacy projects help citizens fill in their knowledge gaps, receive professional advice from financial experts and use it to improve their quality of life.



# Social initiatives

## Financial literacy

Main activities for 2021:



On April 12-13, 2021 the Company, together with the School of Financial Literacy № 1 and Association of Microfinance Organizations of Kazakhstan, held a two-day free seminar on financial literacy for entrepreneurs in Turkestan in Kazakh language

On June 12-14, 2021 we organized a three-day seminar on financial literacy in Ust-Kamenogorsk together with the Agency for Regulation and Development of the Financial Market of the Republic of Kazakhstan. During the seminar the problematic issues of financial literacy in the region and entrepreneurship were elaborated

On June 28-29, 2021 more than 60 adults and children living in Bereke City Foundation's homes were trained in basic financial literacy with support of our Company and the Agency for Regulation and Development of Financial Market of the Republic of Kazakhstan

On July 12-15, 2021 we held seminars on financial literacy in Oskemen. The seminars were attended by individuals, self-employed Kazakhstani citizens and sole proprietors of Oskemen. The lectures were held in Kazakh and Russian with the participation of experienced financial experts

## Main activities for 2021:

In September 2021, the Company, together with the ITeachMe Public Foundation and the Agency for Regulation and Development of the Financial Market of the Republic of Kazakhstan, launched an online course, “Financial Literacy”, for people with disabilities over the age of 18. From September 9 to October 12, classes were given for students of the first cohort. The online course should help participants take the first steps towards building a plan to achieve their own financial goals and provide the tools to build a foundation for independent living. The long-term goal of the course is to motivate people with disabilities to start their own businesses, accumulate capital and be financially independent. The course participants not only improved their level of financial literacy but also gained practical skills in IT technology. As a result of the training, two trainees were hired by the Company.



# Social initiatives

## Financial literacy

On our website <https://solva.kz/>, we regularly publish useful articles and video courses in the public domain that are aimed at raising awareness and financial literacy. For example:

- ▶ [Article](#) “Internet Crime: How Not to Become a Victim of Financial Scams”.
- ▶ [Video-course](#) “Financial and Digital Literacy” consisting of several useful blocks
- ▶ [Article](#) “Financial Pyramid Schemes: How to Spot the Criminals”, etc.
- ▶ [Video-course](#) “Financial and Internet Fraud”



# Social initiatives

## Promoting women's entrepreneurship

We take gender equality seriously and actively develop initiatives to provide women with equal opportunities to finance their business projects.

70% of the loans in the SME portfolio are given to women entrepreneurs, which equates to approximately \$85 million. We also plan to introduce rules into the lending process to ensure that at least half of the monthly issuance in the SME segment go to women entrepreneurs.

We plan to actively develop the community of women entrepreneurs in Kazakhstan within the framework of the Women's Business project. We are creating a multifunctional platform that allows women to have access to mentoring and educational programs and also to be among likeminded people.





# Social initiatives

## Promoting women's entrepreneurship

We also know that success in the implementation of your own business project and material well-being directly depend on the level of financial education. Together with partners, we are implementing a project to train women entrepreneurs in financial literacy.

We believe that these initiatives will help to expand the economic rights and opportunities of women and ensure gender equality, as well as improve the well-being of the population and economic growth in the country. We also adhere to the principles of the 2 X Challenge initiative (<https://www.2xchallenge.org/>), observing the criteria recommended by them.



# Social initiatives

## Charity

The Company regularly provides various types of support to the poor and financial assistance to young athletes, as well as supporting veterans of the Great Patriotic War.

The following events were held in 2021:

- ▶ On 29 April 2021 our employees and the children of the “Miloserdie” Voluntary Fund, with the support of the “Lukomorie” Garden Centre, planted over 30 fruit trees and shrubs, as well as over 60 ornamental plants for landscape gardening of the Centre. “Miloserdie” is involved in educating children with autism, helping special children to socialise and become productive members of society. Our landscape gardening project helped not only to beautify the area, but also to teach the children important skills
- ▶ In May 2021, to support Kazakhstani entrepreneurs, the Company held a competition among its customers with prizes worth 500 million tenge. For example, in June 2021, we held a competition entitled “Half a million for a business story!”. The competition was held among Solva’s customers - companies from the SME sector. To participate, entrepreneurs had to honestly tell their story of how the business was created, share what challenges they faced in developing their own business, and the path to success. The finalists received a cash prize of half a million tenge each
- ▶ A charity screening of the comedy “My Big Kazakh Family” for people with disabilities was held in Nur-Sultan on December 23, 2021.
- ▶ The Company supported the National Forum of Achievements of Kazakhstan “Made in Kazakhstan” in Turkestan. The Forum brought together leaders of the business community, which helped to expand and strengthen business relations and positively influence the development of entrepreneurship

# Social initiatives

## Competition «Credit for Business Development»



In mid-2021 we held the “Credit for Business Development” competition which was aimed at supporting small and medium-sized enterprises across Kazakhstan. Participants were entrepreneurs who had applied a microcredit for business purposes with Solva. Also, each participant told a free-form, honest story about the creation of their business and sent it to us. At the end of the month, we selected a winner by voting, and awarded him/her the grand prize of 500 thousand tenge to repay the microcredit.

Throughout the contest, we published the results and stories of our winners on our website. Six entrepreneurs won the contest.



A man in a grey suit and dark tie is seated at a desk. He is holding a black pen in his right hand, poised to write on a document. His left hand is raised in a gesturing motion. On the desk in front of him are several papers, a clipboard, and a smartphone. The background is a blurred office setting with a window.

# Appendices



# Appendix

## Contribution to the UN SDG



UN SDG	Goal	Our contribution
	<p>3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all</p>	<ul style="list-style-type: none"><li>▶ Implementation of a voluntarily medical insurance (VMI) programme for all Company employees</li><li>▶ Provision of free in-office check-ups and tests and free vaccination to willing employees during the COVID-19 pandemic</li><li>▶ Provision of preventive medical care to employees</li></ul>
	<p>4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship</p> <p>4.6 By 2030, ensure that all youth and a substantial proportion of adults, both men and women, achieve literacy and numeracy</p>	<ul style="list-style-type: none"><li>▶ Training programmes and advanced training courses for employees</li><li>▶ Giving foreign language classes</li> <li>▶ Implement a programme to increase financial literacy among the population (schoolchildren and students, socially vulnerable groups, self-employed, women, entrepreneurs)</li><li>▶ Publication of educational articles and video courses on financial literacy and fraud detection in the public domain (on the website and YouTube)</li></ul>

# Appendix



## Contribution to the UN SDG

UN SDG	Goal	Our contribution
	5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life	<ul style="list-style-type: none"><li>▶ No discrimination in recruitment, remuneration and career development</li><li>▶ 65% of women employees work for Solva</li><li>▶ 53% of women in leadership positions within Solva</li></ul>
	5.7 Undertake reforms to give women equal rights to economic resources, as well as access to ownership and control over land and other forms of property, financial services, inheritance and natural resources, in accordance with national laws	<ul style="list-style-type: none"><li>▶ Increasing the proportion of women in the Small and Medium Enterprise (SME) crediting segment; about 70% of the customers are women-led businesses</li><li>▶ Introducing changes to the lending process so that at least 50% of monthly microloans are issued to women-led businesses</li><li>▶ Conducting financial literacy seminars and trainings for women as part of our "Women's Business" community of women entrepreneurs in Kazakhstan</li></ul>

# Appendix

## Contribution to the UN SDG



UN SDG	Goal	Our contribution
	8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services	<ul style="list-style-type: none"><li>▶ Conduct training activities for employees, including foreign language classes</li><li>▶ Conducting competitions among customers, e.g. “Credit for Business Development”</li><li>▶ Developing and improving the product range for lending to SMEs for easier access to financial resources</li><li>▶ Launch a revolving line of credit for SMEs registered as sole proprietors</li></ul>
	8.4 Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework of Programmes on Sustainable Consumption and Production, with developed countries taking the lead	<ul style="list-style-type: none"><li>▶ Reduce consumption of paper in offices and use recycled paper</li><li>▶ Achieving carbon-neutral Company status</li></ul>
	8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value	<ul style="list-style-type: none"><li>▶ Compliance with labour laws on employment of people with disabilities and elderly people</li><li>▶ Ensuring equal pay conditions for men and women</li><li>▶ Transparent evaluation and bonus system</li><li>▶ Transparency and equal opportunities in career development</li></ul>
	8.10 Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all	<ul style="list-style-type: none"><li>▶ Membership in the Association of Microfinance Organisations of Kazakhstan to ensure sustainable public access to financial services in order to reduce poverty and support economic growth</li></ul>

# Appendix

## Contribution to the UN SDG



UN SDG	Goal	Our contribution
	9.3 Increase the access of small-scale industrial and other enterprises, in particular in developing countries, to financial services, including affordable credit, and their integration into value chains and markets	<ul style="list-style-type: none"><li>▶ Increase the share of business in lending specifically to SMEs</li><li>▶ Expanding the product range for SME customers, including the provision of a revolving line of credit</li></ul>
	12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse	<ul style="list-style-type: none"><li>▶ Reduce use of paper in business processes and paper documents going into archives</li></ul>
	13.2 Integrate climate change measures into national policies, strategies and planning	<ul style="list-style-type: none"><li>▶ Implement CO2 offsetting programme by financing the construction of solar panels in China</li><li>▶ Participate in landscape gardening and planting of trees and shrubs</li></ul>
	16.5 Substantially reduce corruption and bribery in all their forms	<ul style="list-style-type: none"><li>▶ Monitor compliance with corporate ethics principles and policies, including anti-corruption</li><li>▶ Existence of a range of mechanisms for reporting violations relating to the provisions of anti-corruption policies</li><li>▶ Investigation of violations of anti-corruption policies</li></ul>

# Appendix

## Performance in the reporting period



Table 1. Number of employees by employment contract, employment type and gender

	2020	2021
<b>Number of employees with indefinite term employment contract</b>	<b>90</b>	<b>258</b>
Including women	62	163
Including men	28	95
<b>Number of employees with fixed-term employment contracts</b>	<b>-</b>	<b>10</b>
Including women	-	10
Including men	-	-
<b>Number of employees working full-time</b>	<b>90</b>	<b>262</b>
Including women	62	170
Including men	28	92
<b>Number of employees working part-time</b>	<b>-</b>	<b>6</b>
Including women	-	3
Including men	-	3

Table 2. New employees by gender and age

	2020			2021		
	under 30 years old	30-50 years old	above 50 years of old	under 30 years of old	30-50 years of old	above 50 years of old
<b>Number of new employees</b>	<b>23</b>	<b>17</b>	<b>-</b>	<b>94</b>	<b>82</b>	<b>2</b>
Including women	18	12	-	65	46	-
Including men	5	5	-	29	36	2

Table 3. Parental leave

	2020	2021
<b>Number of employees on parental leave</b>	<b>-</b>	<b>1</b>
Including women	-	1
Including men	-	-

# Appendix

## Performance in the reporting period

Table 4. Socio-cultural diversity of managers and employees by gender and age

	2020			2021		
	under 30 years of old	30-50 years of old	above 50 years of old	under 30 years of old	30-50 years of old	above 50 years of old
<b>Managers</b>	<b>9</b>	<b>11</b>	-	<b>8</b>	<b>27</b>	<b>1</b>
Including women	6	7	-	5	14	-
Including men	3	4	-	3	13	1
<b>Employees</b>	<b>54</b>	<b>16</b>	-	<b>143</b>	<b>88</b>	<b>1</b>
Including women	39	10	-	101	53	-
Including men	15	6	-	42	35	1

Table 5. Employee turnover rate

	2020	2021
<b>Employee turnover rate</b>	<b>40%</b>	<b>60%</b>

The high turnover rate is related to turnover among collection employees, which is traditional in this area, but we are actively working to reduce this rate through employees motivation and training. The increase in the turnover rate compared to 2020 is due to the rapid growth of the team and the development of the SME segment.



# Contacts



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Web site: <https://solva.kz/>

