



ALA Almaty
International
Airport



a TAV and
Groupe ADP airport

Corporate Social Responsibility Policy

CORPORATE SOCIAL RESPONSIBILITY POLICY

At Almaty International Airport, we are committed to fostering a sustainable and inclusive future by integrating Corporate Social Responsibility (CSR) into every facet of our operations. Our CSR strategy prioritizes the needs of our employees, passengers, and surrounding communities, with a strong focus on environmental stewardship and ethical business practices as key guiding principles. This approach aims to position Almaty International Airport as a respected and valued “neighbor of choice” for the local community.

By emphasizing community engagement, promoting sustainability, and creating inclusive opportunities for both employees and local communities, we aspire to make a lasting, positive impact on Almaty and strengthen our relationship with the surrounding neighborhoods.

Key Principles of CSR

1. Achieving Environmental Responsibility:

- Transforming operations to reduce carbon emissions, including becoming carbon neutral by 2050.
- Implementing energy-saving technologies such as LED lighting, efficient HVAC systems, and renewable energy projects.
- Promoting the circular economy by increasing waste sorting, recycling, and recovery rates.
- Monitoring and mitigating pollution (air, soil, and water) through infrastructure upgrades and the promotion of sustainable mobility options.
- Maintaining biodiversity programs that preserve and restore local ecosystems.
- Driving the aviation industry’s environmental transformation through leadership and collaboration.
- Ensuring future expansions are sustainable, reducing the environmental footprint of development projects, including design, construction, and renovation.
- Expanding accreditation in the Airport Carbon Accreditation (ACA) program.

2. Creating Value for Local Communities:

- Contributing to the improvement of living conditions in local communities, including investing in noise-reduction initiatives and maintaining transparent communication with residents about airport operations.
- Building long-term relationships with local stakeholders through transparent communication and meaningful engagement.
- Supporting education and training programs to foster local talent and prepare the workforce for future opportunities in the aviation sector.
- Prioritizing health and safety of employees, passengers, and local residents.
- Encouraging and supporting volunteer activities, understanding that community engagement helps create meaningful social impact.
- Spreading the benefits of airport activities for local communities.
- Enhancing the positive impact of airport operations by monitoring potential environmental and social effects on local habitats, taking necessary precautions, and implementing improvement actions.
- Promoting local cultural institutions through advertising in the airport terminal, such as supporting the Almaty City Museums Association, aligning with broader commitments to enhance the cultural experience of passengers and visitors.
- Fostering community engagement and healthy lifestyles through supporting sport-related initiatives, including developing modern recreational facilities, ensuring that local sport communities, schools, and sports organizations receive the necessary resources to nurture talent and promote physical activity.

- Extending our commitment to CSR and social responsibility beyond financial contributions; and engaging employees, stakeholders, and partners in volunteering, mentorship, and coaching programs that make a lasting impact on young athletes and their communities.
- Collaborating with local authorities, schools, and non-profit organizations to promote physical education, youth leadership through sports, and equal opportunities for all children to engage in active lifestyles.
- Empowering local communities by investing in sports infrastructure, organizing inclusive sports events, and creating sustainable programs that encourage community participation and social cohesion.
- By adding this to the CSR policy, Almaty Airport is solidifying its commitment to supporting a valuable social project.

3. Achieving Best Employment Management:

- Fostering an inclusive workplace that values diversity and gender equality.
- Investing in professional training and career development for employees to meet the challenges of tomorrow.
- Promoting employee well-being through workplace wellness programs and quality-of-life initiatives.
- Guaranteeing integrity and health and safety at work to ensure a safe and supportive environment.

4. Achieving Operational Excellence and Innovation:

- Applying green building standards in infrastructure projects (e.g., EDGE certification).
- Leveraging technology to improve operational efficiency, reduce waste, and enhance the passenger experience.
- Engaging with airlines, tenants, and service providers to ensure sustainability goals are integrated throughout the airport ecosystem.
- Fostering a culture of innovation, proactively identifying and prioritizing solutions to operational challenges.
- Collaborating with key stakeholders and providing regular updates to senior management on innovation initiatives.

5. Enhancing Governance and Accountability:

- Developing and disseminating CSR policy through communication, training, and awareness programs for all employees.
- Establishing a CSR Committee to oversee the implementation and monitoring of this policy.
- Ensuring exemplary governance that meets the highest standards and manages risks to protect the company and its employees.
- Regularly engaging with stakeholders to ensure their needs and concerns are addressed.
- Publishing an annual CSR report aligned with international standards, such as the Global Reporting Initiative (GRI).

Goker Kose

President of International Almaty Airport

