



УТВЕРЖДЕНО

Ооо МКК «Универсал Кредит»  
Протокол № \_\_\_\_  
от «\_\_\_» \_\_\_\_ 2025г.



## ESG Compliance Assessment Report

Assessment of the Current State of Universal Credit Microcredit Company LLC

Bishkek  
2025

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## Introduction

Universal Credit Microcredit Company (formerly Universal Finance & Credit) is a microfinance institution established as a Limited Liability Company and operating under the legislation of the Kyrgyz Republic since 2006. Over the years, the Company has built a strong reputation as a reliable financial partner, providing affordable and flexible lending solutions to clients across the country.

Our mission is to provide accessible, convenient, and fast microloans that help meet clients' needs, support business development, and improve their well-being.

Guided by the principles of social responsibility, the Company adheres to the values of transparency, ethical business conduct, and actively implements practices that promote sustainable development, encompassing environmental, social, and governance aspects (ESG).

To assess and structure its sustainability efforts, the Company aligns its initiatives with the Sustainable Development Goals (SDGs) adopted by the United Nations General Assembly. Universal Credit's ongoing projects directly contribute to the achievement of several priority SDGs that are most closely connected with its mission and areas of activity:

**SDG 3** – Good Health and Well-being: reflecting the Company's contribution to improving the quality of life of clients and employees, as well as supporting social initiatives.

**SDG 5** – Gender Equality: aimed at ensuring equal opportunities for all clients and employees of the Company.

**SDG 7** – Affordable and Clean Energy: emphasizing the Company's commitment to reducing energy consumption and supporting environmentally friendly solutions.

**SDG 8** – Decent Work and Economic Growth: demonstrating the Company's dedication to providing comfortable working conditions and fostering employees' professional growth.

The selection of these goals is determined by the specific nature of the Company's operations and its tangible contribution to addressing the priority tasks of sustainable development. Universal Credit seeks not only to provide financial products but also to serve as a driver of positive social change, contributing to the creation of a more sustainable, fair, and inclusive society.

This report presents the results of the Company's performance assessment in implementing its priority Sustainable Development Goals. The data and findings reflect the Company's activities as of August 31, 2025.

In accordance with the recommendations of the National Bank of the Kyrgyz Republic, and with the goal of further strengthening its commitment to sustainable development, the Company intends to incorporate specific measures and objectives related to the expansion and reinforcement of the selected SDGs into its Strategic Development Plan for 2026–2030.

## **SDG 3 – Good Health and Well-being**

Universal Credit Microcredit Company contributes to the achievement of SDG 3 – Good Health and Well-being through the development of financial products that improve clients' quality of life, as well as through social initiatives aimed at strengthening the health and well-being of its employees.

The Company's activities cover both economic well-being – through lending that enhances living standards – and social well-being, promoted via sports, environmental, and charitable initiatives that foster a culture of care, support, and active lifestyles.

### **Loans Aimed at Improving Population Well-being**

An analysis of the Company's credit portfolio demonstrates its contribution to improving clients' living standards.

For this purpose, loan categories that directly enhance the well-being of the population were identified. These include financing for agriculture (crop production), livestock farming, trade and commercial activities, as well as loans for housing construction and renovation, and vehicle repair or purchase.

The report presents the total volume of such loans across the Company, along with their regional and branch distribution, allowing for an assessment of geographical coverage and identification of areas for further development.

Out of the Company's 8 224 total loans, 2 321 belong to this category, with a total value of KGS 385,5 million, compared to an overall credit portfolio of KGS 1 151,7 million as of August 31, 2025. These figures confirm the Company's tangible contribution to improving clients' living standards and its active engagement in socially oriented lending.

The analysis was conducted based on data from branches located in the Chui, Issyk-Kul, and Osh regions. The cities of Bishkek and Osh were excluded from the sample, as the focus was placed on assessing the Company's activities at the regional level.

Table 1 – Credit Portfolio by Branches in Chui Region

The analysis includes the following branches: Kant, Tokmok, and Sokuluk.

Chui region		
Loan Purpose	Credit Portfolio	Number of Loans
Agriculture (crop production)	9790586,87	68
Livestock farming	155097684,4	1205
Trade and commercial activities	37788500,41	154
Housing construction and renovation	66287579,56	245
Vehicle repair and purchase	20240914,14	128
	<b>289205265,4</b>	<b>1800</b>

Table 2 – Credit Portfolio by Branches in Issyk-Kul Region

The analysis includes the Karakol branch.

Issyk-Kul region		
Loan Purpose	Credit Portfolio	Number of Loans
Agriculture (crop production)	2042787,34	16
Livestock farming	21012138,07	197
Trade and commercial activities	7265374,00	39
Housing construction and renovation	6784396,00	47
Vehicle repair and purchase	2853339,82	27
	<b>39958035,23</b>	<b>326</b>

Table 3 – Credit Portfolio by Branches in Osh Region

The analysis includes the following branches: Kara-Suu and Kashgar-Kyshtak.

Osh region		
Loan Purpose	Credit Portfolio	Number of Loans
Agriculture (crop production)	355726,00	3
Livestock farming	17884556,24	82
Trade and commercial activities	11134958,11	47
Housing construction and renovation	25426055,00	54
Vehicle repair and purchase	1526484,00	9
	<b>56327779,35</b>	<b>195</b>

The presented data reflect the distribution of the Company's credit portfolio across key areas that contribute to improving clients' well-being. The majority of loans are directed toward agriculture, business development, and household welfare enhancement in the regions. The largest loan volume is observed in the Chui Region, where the portfolio totals KGS 28,9 million with 1 800 active contracts. This is primarily due to the region's higher business activity and the well-developed branch network of the Company.

The Issyk-Kul Region ranks second, with a portfolio of KGS 39,9 million and 326 loans, reflecting stable demand for products that support agricultural development and housing improvement. The Osh Region holds a portfolio of KGS 56,3 million and 195 loans, demonstrating a smaller number of borrowers but higher average loan amounts.

In all three regions, livestock farming remains the dominant area, forming the largest share of the credit portfolio. Given that a significant part of the Kyrgyz Republic's population is engaged in livestock breeding – with every second household owning cattle as a primary source of income – such lending directly contributes to increased income and improved living standards among clients.

A considerable portion of loans is also allocated for housing renovation and construction, underlining the Company's contribution to enhancing the population's quality of life – including home insulation, yard extensions, repairs of deteriorated housing, and replacement of heating and water supply systems.

## Company Initiatives Aimed at Strengthening Employee and Community Health and Well-being

### Football Tournament

The Universal Credit Microcredit Company team annually participates in the Mini-Football Tournament for the Cup of the Association of Microfinance Organizations (AMFO). The competition traditionally takes place in autumn in Bishkek and brings together teams from banks and financial institutions across the country.

The Company's team consists of employees from various departments, which helps to strengthen internal corporate relations, develop team spirit, and promote a healthy lifestyle. The tournament follows a round-robin format and is held over two days (Saturday and Sunday), allowing maximum employee engagement without affecting the work process.

Each year, the Company contributes a membership fee of KGS 20 000 to cover organizational expenses related to the event. At the end of the tournament, an award ceremony is held where participants and winners receive cash prizes, certificates, and individual nominations such as “Best Player,” “Best Goalkeeper,” and “For the Will to Win.”



Figure 1 – Universal Credit team at the football tournament

The Company's continuous participation in sports activities contributes to the improvement of employees' physical and emotional well-being, strengthens corporate culture, and promotes the principles of a healthy lifestyle.

### **Tree Planting Initiative**

The Company actively supports environmental initiatives aimed at creating a healthy and favorable environment. In spring 2025, Universal Credit employees took part in a large-scale tree-planting festival organized jointly with the JASHYL DEM team.

The event was held at the Noorus Ski Resort under the motto "One Tree – One Story!" During the campaign, 1 000 saplings were planted, and the Company plans to continue participating in similar environmental projects.

Such initiatives contribute to environmental improvement, enhance corporate responsibility, and foster employees' awareness of nature conservation and quality of life for future generations.



Figure 2 – Tree Planting by Universal Credit Employees

## Participation in NOMAD SPORT Running Events

Universal Credit employees regularly take part in mass running events organized by NOMAD SPORT, which are held in various regions of Kyrgyzstan and bring together thousands of sports enthusiasts. These events aim to promote a healthy lifestyle and develop a culture of physical activity among the population. Up to 15 employees from the Company participate in each race.

Participation in such runs helps strengthen physical health, foster team spirit, and increase employee engagement.



Figure 3 – Universal Credit Employees Participating in the NOMAD SPORT Run

## Charitable Initiatives

Universal Credit implements charitable initiatives to support children with disabilities living in orphanages and rehabilitation centers, as well as elderly residents in care homes. These actions are held annually or twice a year and represent an important part of the Company's corporate culture.

In 2024, employees visited an orphanage and an elderly care home in Belovodskoe village, providing essential items and gifts.

In 2025, the Company supported the Children's Rehabilitation Center for Children with Disabilities in the same village by donating stationery, books, and toys. Additionally, entertainers were invited on behalf of the Company to create a joyful and festive atmosphere for the children.

For Universal Credit, participation in such initiatives is an essential expression of corporate culture and social responsibility.



Figure 4 – Visit to the Orphanage

## Assessment of Client Well-being and Satisfaction

As part of the Company's performance analysis, a client survey was conducted to assess the level of well-being and satisfaction with services. A total of 221 respondents participated in the survey.

More than one-third of respondents (33,9%) have been clients of the Company for over three years, demonstrating a stable client base and a high level of trust. Another 26,2% have been cooperating with the Company for six months to one year, indicating a steady inflow of new borrowers.

The majority of participants noted a positive impact of loans on their well-being: 57% reported significant improvement, while 37,6% observed positive changes.

In terms of service quality, most clients rated it as excellent (83,3%) and good (14%). Furthermore, 87,8% of respondents expressed willingness to recommend the Company to others – confirming a high level of customer loyalty.

In addition, 63 clients shared detailed feedback on their experience with the Company. Most highlighted the attentiveness, politeness, and efficiency of employees, as well as the convenience of the loan process. At the same time, several respondents suggested improving loan conditions and expanding the branch network. The distribution of responses is presented in Table 4.

Table 4 – Client Feedback and Suggestions on the Company's Performance

Category	% of Total Respondents	Content of Responses
Positive feedback	92,2%	“No disadvantages,” “Everything is fine,” “No complaints,” “Satisfied.” Clients especially mentioned staff politeness, fast service, and convenient loan procedures.
Comments and recommendations	7,8%	Remarks concerned interest rate levels and the need to expand the branch network. One respondent mentioned a lack of clear consultation during the loan application process.

Source: Universal Credit Client Survey, 2025.

Surveyed clients noted in their comments the high quality of service and the positive impact of loans on their quality of life. For a more detailed analysis, data were systematized to identify the specific purposes for which clients obtained loans.

The results show that the Company's loans contribute both to improving living conditions and to developing entrepreneurial activities. Most often, clients used loans for home repair and construction (25%), as well as for purchasing household appliances, furniture, and vehicle repairs (12,7%). The structure of loan fund distribution across the main purposes is presented in Table 5.

Table 5 – Main Purposes of Loan Utilization by the Company’s Clients

Category	% of Total Respondents	Content of Responses
Home repair and construction	25,0%	Repair of houses and apartments, construction works, fences, heating systems, finishing works.
Purchase of household appliances and furniture	23,2%	Refrigerators, washing machines, televisions, gas stoves, furniture, kitchen appliances.
Purchase or repair of vehicles	12,7%	Purchase or repair of passenger cars, trucks, and buses.
Livestock farming and agriculture	8,6%	Purchase of livestock, feed, agricultural materials, development of animal husbandry.
Business and trade	9,1%	Purchase of goods, turnover increase, investments in own business, business development.
Self-employment and equipment	3,6%	Sewing machines, salon equipment, tools for home-based work.
Education and healthcare	5,0%	Payment for children’s education, university tuition, medical services and operations.
Purchase of housing or land	6,4%	Purchase of houses, cottages, or land plots.
Family events	2,3%	Organization of weddings and other celebrations.
Not specified / no changes	4,1%	Responses such as “did not purchase anything” or “repaid the loan.”

Source: Universal Credit Client Survey, 2025.

## SDG 5 – Gender Equality

Universal Credit Microcredit Company adheres to the principles of equal opportunity and inclusive development, ensuring non-discriminatory access to financial services and maintaining a gender balance among clients and employees. The implementation of this goal reflects the Company's commitment to creating a fair and sustainable environment where every client has equal opportunities for growth and self-realization.

### Gender Distribution of Clients as of August 31, 2025

#### 1. Overall Overview

As of August 31, 2025, the Company had 7 787 active clients, including 2 legal entities and 7 785 individual clients.

Among individual clients:

- Women – 4 552 (58,47%)
- Men – 3 233 (41,53%)

### Women Entrepreneurship

The Company places particular emphasis on supporting women entrepreneurs, creating favorable conditions for business development and financial independence. As of **August 31, 2025, 1 078** women entrepreneurs were registered with the Company, highlighting their significant contribution to the overall client base.

The analysis of the client structure shows that the number of female clients exceeds the number of male clients. The pie chart below visually illustrates the gender composition of the Company's clients at the corporate level.

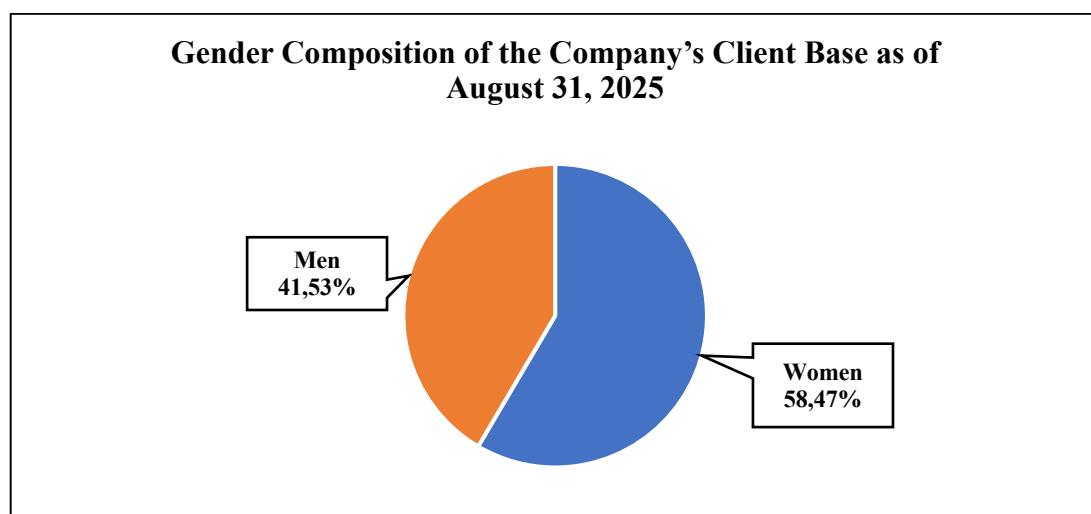


Figure 5 – Gender Composition of the Company's Client Base as of August 31, 2025

## 2. Distribution by Branches

The analysis of the gender composition of clients by branch showed that the structure of the client base by gender varies noticeably across regions.

The bar chart below illustrates these differences and allows for an assessment of the gender balance.

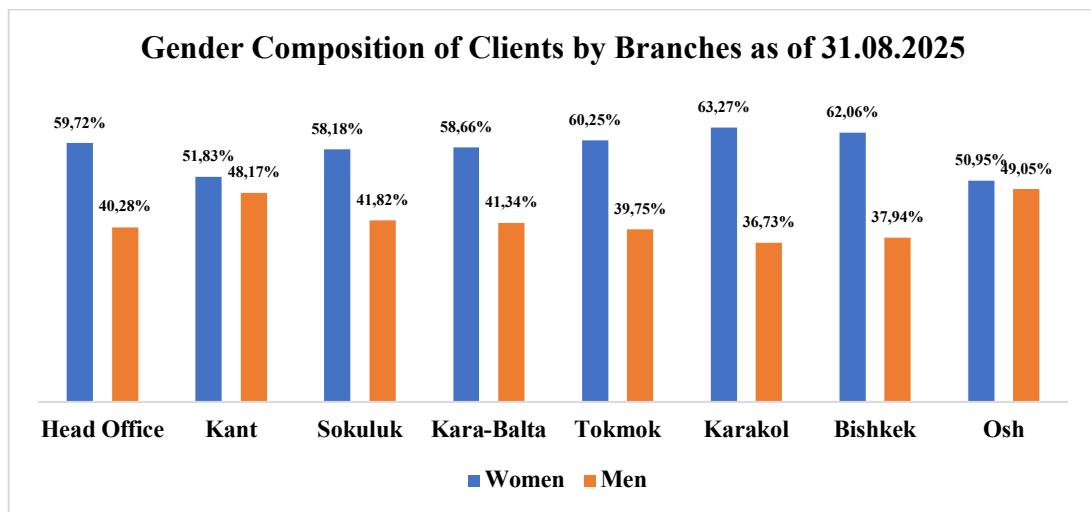


Figure 6 – Gender Composition of Clients by Branches as of 31.08.2025

In the Kant and Osh branches, the proportion of women and men is almost equal: women – 51,83% and 50,95%, men – 48,17% and 49,05%, respectively.

A significant predominance of women is observed in the Karakol, Bishkek, and Tokmok branches, where their share exceeds 60% (Karakol – 63,27%, Bishkek – 62,06%, Tokmok – 60,25%).

The Head Office, Sokuluk, and Kara-Balta branches demonstrate a moderate predominance of women – 59,72%, 58,18%, and 58,66%, respectively.

## Gender Distribution of Employees as of 31.08.2025

### 1. Overall Overview

As of August 31, 2025, the Company employed 70 staff members. Among them, women accounted for 57,14% (40 employees) and men – 42,86% (30 employees). The accompanying chart provides a visual representation of the Company's gender balance.

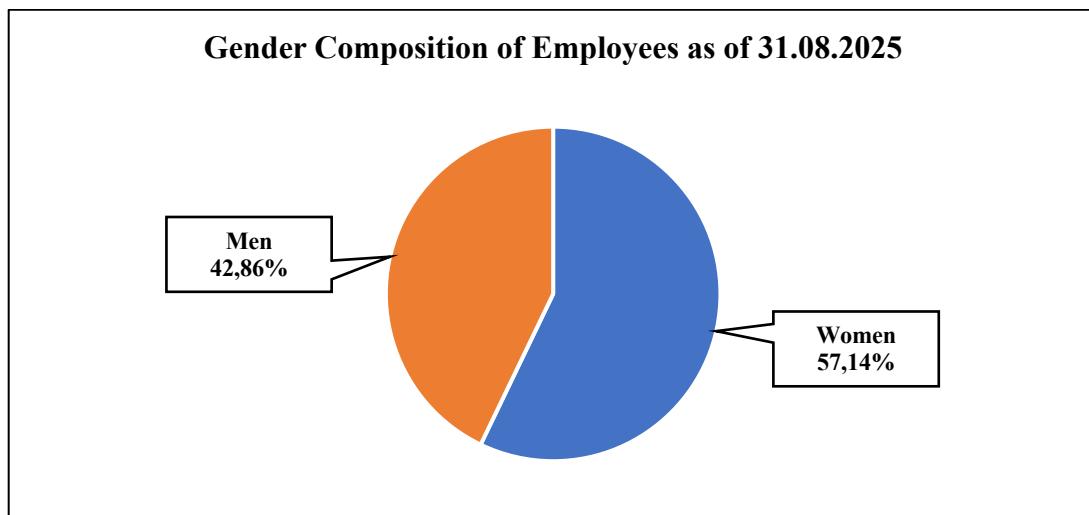


Figure 7 – Гендерный состав сотрудников на 31.08.2025

The presented data indicate that the Company's human resources policy is based on the principle of equality, regardless of gender. Women have equal access to employment opportunities and represent a significant share of the workforce, confirming the absence of gender-based restrictions in recruitment processes.

### 2. Distribution by Branches

For a more detailed understanding of the Company's gender composition, the distribution of employees by branch was analyzed.

The Head Office and Kant branches show the most balanced gender structure: in the Head Office, women account for 51,85% and men for 48,15%, while in Kant the ratio is perfectly balanced (50% – 50%).

The largest gender gap is observed in the Sokuluk, Kara-Balta, Karakol, and Bishkek branches, where the proportion of women exceeds 75% (Sokuluk – 100%, Kara-Balta – 83,33%, Karakol and Bishkek – 75%).

In contrast, the Tokmok and Osh branches show a predominance of men: the share of women is 40% and 20%, respectively, while men account for 60% and 80%, indicating a significant gender imbalance in these branches.

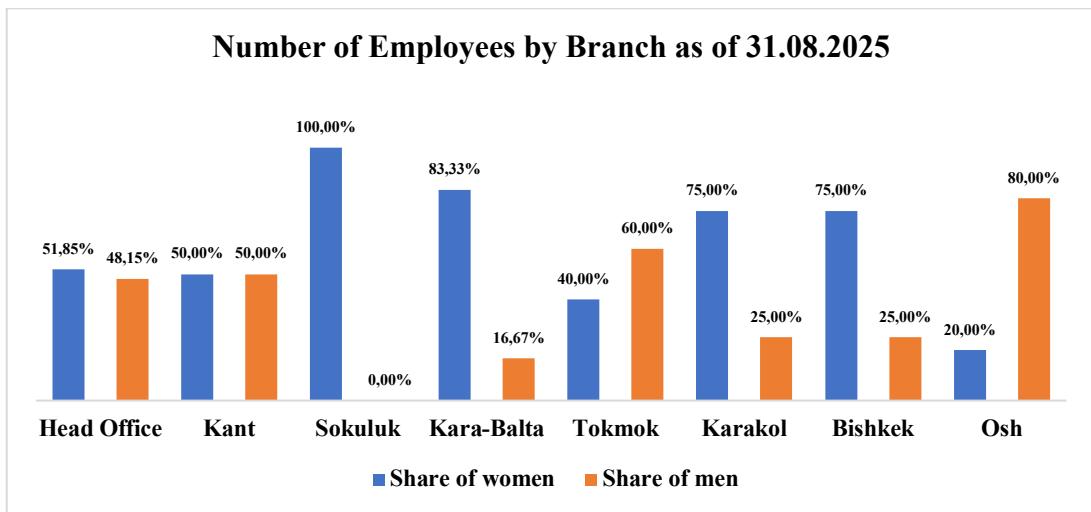


Figure 8 – Number of Employees by Branch as of 31.08.2025

### 3. Gender Ratio in Management Positions

The analysis of the gender composition of employees holding managerial and top-management positions allows assessing the equality of opportunities for women and men within the Company's management structure. Managerial positions include branch directors, while in the Head Office they additionally comprise the Executive Management Board. The top-management level refers to the Members of the Board of Directors.

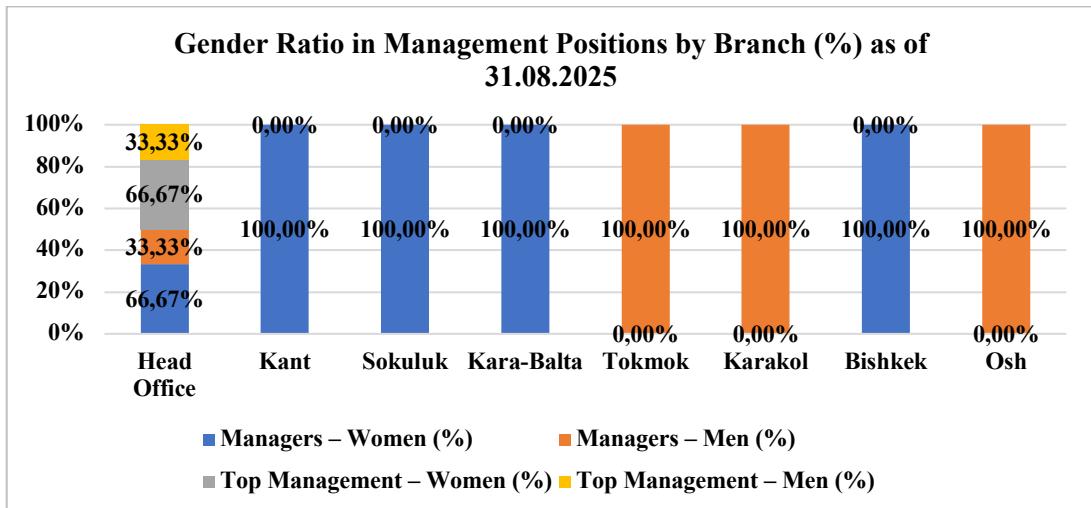


Figure 9 – Gender Ratio in Management Positions by Branch (%) as of 31.08.2025

In the Head Office, where the total number of managers and top executives is 9 people, women occupy 66,67% of positions, while men account for 33,33%. In the Kant, Sokuluk, Kara-Balta, and Bishkek branches, all managerial positions, including branch directors, are held by women. Conversely, in the Tokmok, Karakol, and Osh branches, all leadership roles are occupied by men.

The data illustrate the distribution of genders across management positions and highlight variations among branches, reflecting the presence of gender imbalance in certain divisions of the Company.

## SDG 7 – Affordable and Clean Energy

Universal Credit Microcredit Company supports SDG 7 – Affordable and Clean Energy through the implementation of energy-efficient solutions, reduction of CO<sub>2</sub> emissions, and rational use of resources. Within the Company, a number of measures have been introduced to transition to more environmentally friendly heating sources, reduce paper consumption, and expand the practice of “green loans” aimed at supporting clients’ sustainable initiatives.

### Reduction of Paper Consumption

One of the key areas of the Company’s environmental responsibility is the reduction of paper usage.

Universal Credit is actively implementing digital solutions, including online lending and electronic document management, which contribute to minimizing printed materials and improving internal process efficiency.

For internal workflow, the Company uses a cloud-based system where employees exchange files, maintain work chats, and store electronic archives.

The Company also applies the practice of paper reuse — the reverse side of sheets is used again instead of being discarded. The positive trend in reducing paper expenses, despite the growing loan portfolio, is presented in Table 6.

Table 6 – Dynamics of Paper Expenditures

Year	Number of Loans Issued	Expenses (KGS)	Per Loan (KGS)
31.12.2023	7612	217 500,0	28,6
31.12.2024	8872	153 475,0	17,3
30.09.2025	7747	124 100,0	16,0

Source: compiled based on internal data of Universal Credit Microcredit Company.

The table presents the dynamics of A4 paper expenses and their correlation with the number of loans issued for the period 2023–2025 (data for 2025 are provided as of September 30).

A steady decrease in paper expenses per loan is observed, indicating more rational use of office resources.

## Construction Calculator: Energy-Efficient Projects

An important area of the Company's environmental activity is the implementation of tools that help assess and improve household energy efficiency.

One such tool is the construction calculator, developed to estimate fuel consumption, reduce CO<sub>2</sub> emissions, and lower household energy costs. The effectiveness of the construction calculator's implementation is reflected in Table 7.

Table 7 – Energy Efficiency of Loan Projects

Indicator	Value
Number of projects	6
Total coal savings	20,2 tons
Coal savings (monetary equivalent)	KGS 89 039,08
Prevented CO <sub>2</sub> emissions	54,57 t CO <sub>2</sub>

Source: compiled based on data from Universal Credit Microcredit Company and the emission factor of 2.7 t CO<sub>2</sub> / t coal (National Report of the Russian Federation on the Inventory of Anthropogenic Emissions from Sources and Removals by Sinks of Greenhouse Gases Not Controlled by the Montreal Protocol, 1990–2010, Moscow, 2012).<sup>1</sup>

As a result of applying the construction calculator, the Company assessed 6 loans issued for energy-efficiency home-improvement projects, which enabled the estimation of a reduction in carbon-dioxide emissions of 54.57 tons, achieved through a decrease in coal consumption of 20.2 tons. The reduction occurred following loans granted for thermal insulation of clients' homes.

These results demonstrate the practical benefits of the Company's digital tools in promoting sustainable development and reducing climate impact.

## Impact of Heat Sources on CO<sub>2</sub> Emissions

As part of the environmental efficiency analysis, the influence of heating sources used in the Company's offices on CO<sub>2</sub> emissions was examined. The Company operates 15 offices, of which 3 are coal-heated (total area – 130.0 m<sup>2</sup>), 2 use gas heating (531.4 m<sup>2</sup>), and 10 are powered by electricity (290.1 m<sup>2</sup>). The transition from coal to gas and electric heating has significantly reduced the potential

<sup>1</sup> National Report of the Russian Federation on the Inventory of Anthropogenic Emissions from Sources and Removals by Sinks of Greenhouse Gases Not Controlled by the Montreal Protocol for 1990–2010. Moscow, 2012. Available at: [https://unfccc.int/sites/default/files/resource/RUS\\_NIR\\_2024\\_v1\\_2024-11-08.pdf](https://unfccc.int/sites/default/files/resource/RUS_NIR_2024_v1_2024-11-08.pdf) (accessed: 14.10.2025).

volume of atmospheric emissions. The calculation of prevented CO<sub>2</sub> emissions was performed based on office area, standard heat consumption, and specific emission factors for different fuel types.

The estimates were derived using average specific heat-consumption rates and CO<sub>2</sub> emission factors reflecting the characteristics of various heat sources.

The normative heat consumption was set at 120 kWh/m<sup>2</sup> per year, corresponding to average values established in methodological guidelines for determining specific heat consumption of buildings.

Emission factors per 1 kWh of heat (IPCC Guidelines, 2006)<sup>2</sup>:

- Coal – 0.34 kg CO<sub>2</sub> / kWh
- Natural gas – 0.20 kg CO<sub>2</sub> / kWh
- Electricity – 0.05 kg CO<sub>2</sub> / kWh

Based on the calculations, potential and actual CO<sub>2</sub> emissions were determined for different heating types. The Company's switch to gas and electric heating allowed the prevention of approximately 19.0 tons of CO<sub>2</sub> per heating season, confirming a measurable reduction in the Company's carbon footprint. The calculation results are presented in Table 8.

Table 8 – Results of CO<sub>2</sub> Emission Calculations by Heating Source

Heating Type	Number of Offices	Area (m <sup>2</sup> )	Potential CO <sub>2</sub> Emissions (t)	Actual CO <sub>2</sub> Emissions (t)	Prevented CO <sub>2</sub> Emissions (t)
Gas	2	531,4	21,7	12,8	8,9
Coal	3	130,0	5,3	5,3	–
Electricity	10	290,1	11,8	1,7	10,1

Source: compiled based on internal data of Universal Credit Microcredit Company.

Detailed calculations for each office are provided in Annex 1.

## Green Loans

The Universal Credit Microcredit Company offers a specialized financial product — the “Green Loan”, aimed at supporting projects in the fields of environmental protection, energy efficiency, and renewable energy sources.

The purpose of this product is to expand clients' access to modern, environmentally friendly technologies and to contribute to the promotion of sustainable development.

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<sup>2</sup> 2006 IPCC Guidelines for National Greenhouse Gas Inventories Volume 2 Energy // Intergovernmental Panel on Climate Change URL: [https://www.ipcc-nrgip.iges.or.jp/public/2006gl/pdf/2\\_Volume2/V2\\_2\\_Ch2\\_Stationary\\_Combustion.pdf](https://www.ipcc-nrgip.iges.or.jp/public/2006gl/pdf/2_Volume2/V2_2_Ch2_Stationary_Combustion.pdf) (accessed: 14.10.2025).

Financing is provided both for agricultural initiatives and for energy-efficiency projects, including the installation of solar panels and the purchase of environmentally friendly transport.

To assess the scale of “green loan” implementation, the current status of such loans in the Company’s portfolio as of August 31, 2025 is presented below.

Table 9 – Summary Indicators for Green Loans as of 31.08.2025

Green Loans	
Indicator	Value
Total number of loans	8,224
Number of green loans	2,384
Share of green loans (by quantity)	<b>28,99%</b>
Total loan portfolio	KGS 1,151,668,327.71
Green loan portfolio	KGS 137,587,620.05
Share of green loans in portfolio	<b>11,95%</b>

Source: compiled based on internal data of Universal Credit Microcredit Company.

“Green Loans” contribute to the implementation of environmentally significant projects and the support of energy-efficiency initiatives. Thus, this product makes a tangible contribution to sustainable development and the preservation of nature for future generations.

Table 10 – Structure of Green Loans by Purpose as of 31.08.2025

Loan Purpose	Loan Portfolio (KGS)	Number of Loans
<b>1. Agriculture (crop production)</b>	<b>533454</b>	<b>3</b>
Crop production (planting, irrigation, machinery, sowing, harvesting)	533454	3
<b>2. Livestock farming</b>	<b>1128448,44</b>	<b>6</b>
Livestock farming – dairy production	1128448,44	6
<b>3. Trade / commercial activities</b>	<b>679913</b>	<b>1</b>
Business – other purposes	679913	1
<b>5. Home repair and construction</b>	<b>9169593</b>	<b>55</b>
Purchase of doors and windows	214455	4
Interior repair works	388297	2
Façade repair works	261801	1
Roof construction and repair	938198	1
Installation and repair of heating systems	5327953	31
Home insulation	2038889	16
<b>6. Consumer loans</b>	<b>126076211,6</b>	<b>2319</b>
Purchase of household goods (AAA)	73677096,52	2010
Other purposes	156286	1
Vehicle repair and purchase	52242829,09	308

Source: compiled based on internal data of Universal Credit Microcredit Company.

The largest volume of “green” loans was directed toward housing repair and construction, totaling KGS 9.17 million — primarily for installation and repair of heating systems and home insulation. Significantly smaller volumes were allocated for consumer purposes (KGS 126.1 thousand), livestock farming (KGS 1.13 million), and crop production (KGS 0.53 million).

## SDG 8 – Decent Work and Economic Growth

Universal Credit Microcredit Company places great emphasis on its employees, considering their opinions a key factor in improving internal corporate culture and driving development.

To better understand staff engagement and satisfaction, a survey was conducted to assess employee satisfaction levels, expectations, and suggestions for improving working conditions and processes.

A total of 60 employees participated in the survey, representing about 86% of the Company's total workforce (70 employees). The collected data were summarized and presented in the form of charts and tables, divided into several thematic blocks, providing clear insights into key trends and staff perceptions.

### Material Well-being and Salary

Employees' material well-being directly affects their motivation and engagement. Therefore, the survey examined changes in living standards and employees' assessment of their salaries compared to the market.

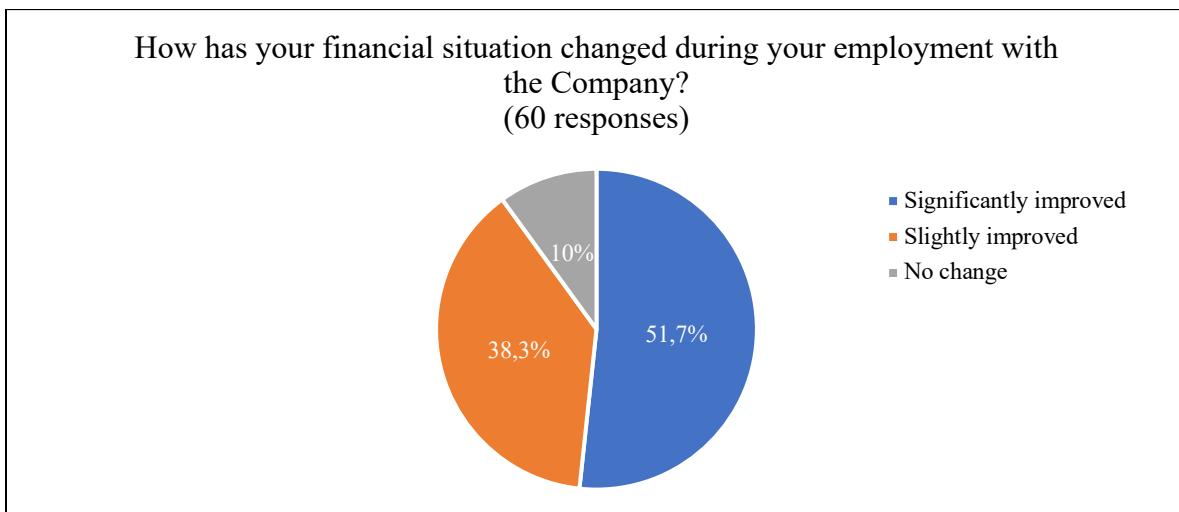


Figure 10 – Employees' Material Well-being

According to the results, more than half of employees (51,7%) reported a significant improvement in their financial situation during their employment with the Company.

Another 38,3% noted slight improvement, while 10% indicated no significant change. The majority emphasized the positive impact of working at Universal Credit on their standard of living.

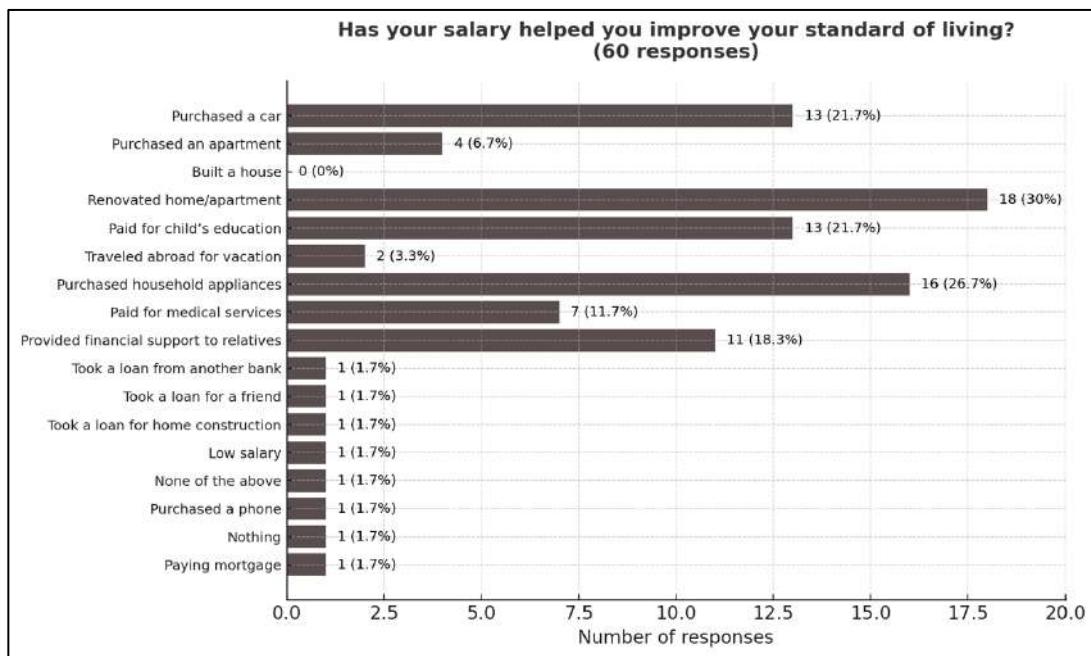


Figure 11 – Impact of Salary on Employees' Quality of Life

Among the most common ways employees used their salaries to improve living standards were:

- Home or apartment renovation (30%)
- Purchase of household appliances (26,7%)
- Purchase of a car (21,7%)

Additionally, 21,7% of respondents stated that they were able to pay for their children's education, 18,3% provided financial assistance to family members, and 11,7% used their income for medical services.

Less frequent responses included purchasing housing (6,7%) and traveling abroad (3,3%), while 4% indicated no change in their living standards.

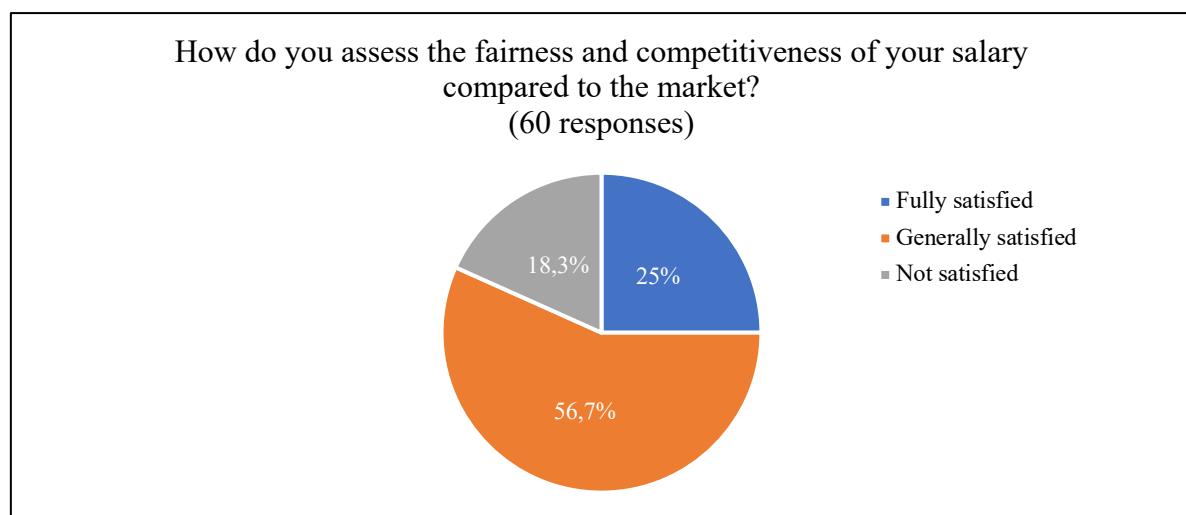


Figure 12 – Fairness and Competitiveness of Salaries in the Company

Regarding salary fairness and competitiveness:

- 25% said they were fully satisfied with their salary level;
- 56,7% were generally satisfied;
- 18,3% expressed dissatisfaction, noting that wages did not meet expectations.

## Professional Development

One of the most significant factors for employees is the opportunity for training and skill enhancement. The survey assessed how the Company's conditions contribute to employees' professional growth.

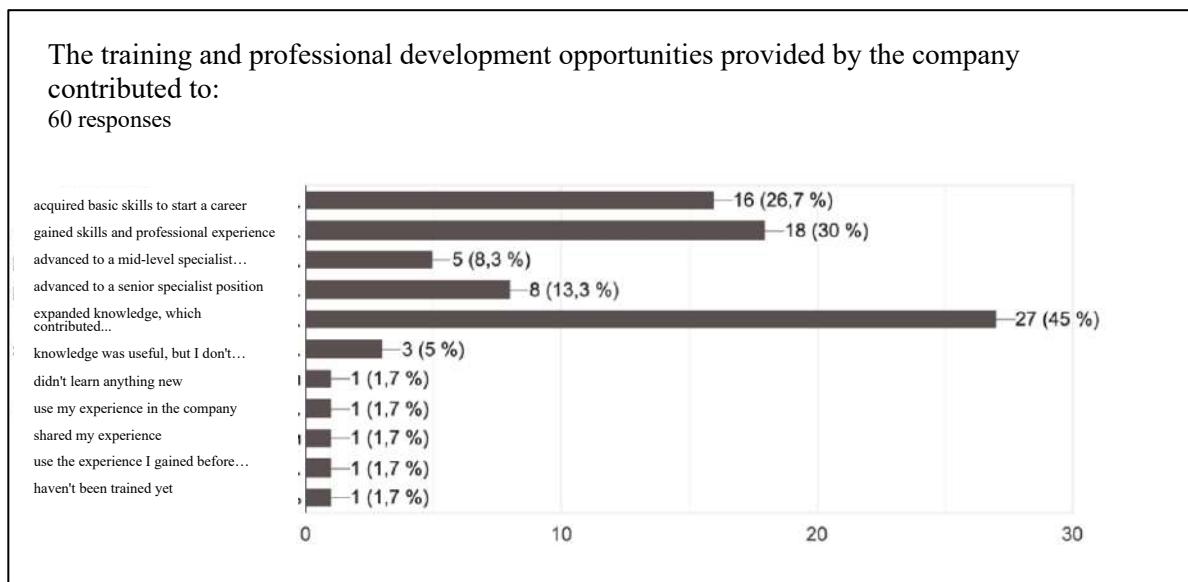


Figure 13 – Effectiveness of Corporate Training and Professional Development

Almost 45% of respondents said that training opportunities helped them expand their knowledge and skills.

Another 30% noted that training enhanced their professional competencies, while 26,7% acquired basic job-related knowledge.

13,3% indicated that training led to career advancement to specialist level, and 8.3% to senior specialist level.

At the same time, 5% reported that the training was useful but did not significantly influence their performance, while a few respondents (1,7% each) mentioned no new knowledge gained, reliance on personal experience, or no training participation yet.

## Working Conditions and Corporate Environment

Comfortable working conditions and a positive team atmosphere are vital for maintaining employee motivation. The survey examined aspects such as workload, teamwork, and work–life balance.

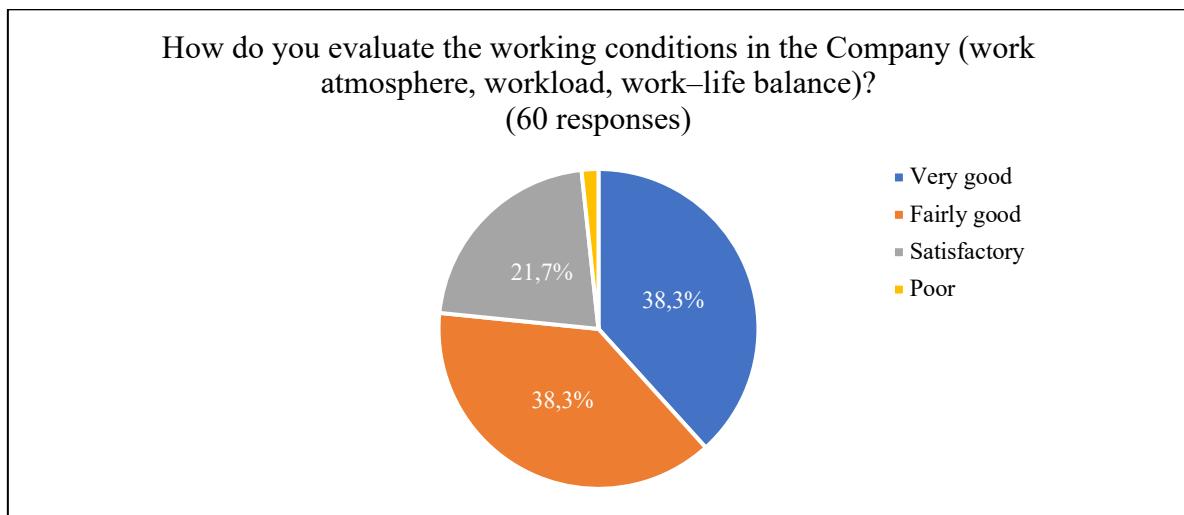


Figure 14 – Working Conditions in the Company

According to the results, 38,3% of employees rated working conditions as very good, and another 38,3% as good.

21,7% assessed them as satisfactory, and only 1,7% (one employee) described conditions as poor.

In addition, employees were encouraged to provide open comments and suggestions.

This section was particularly valuable, offering qualitative insights into employees' expectations and initiatives.

Table 11 – Employees’ Suggestions for Improving Working Conditions

Category	% of Total Respondents	Content of Responses
Salary and financial support	33,30%	Salary increase, inflation indexation, bonuses, social benefits, financial assistance.
Working conditions and infrastructure	16,70%	Comfortable office, furniture and equipment, sanitary conditions.
Training and development	20,00%	Regular trainings and courses, opportunities for career growth.
Corporate culture and motivation	16,70%	Team-building activities, corporate events, respect for employees’ opinions.
Work processes and products	8,30%	Improving software systems, revising payment methods, branch network expansion.
Positive feedback (“satisfied with current conditions”)	25,00%	No suggestions for changes.

Source: compiled based on the results of the employee survey of Universal Credit Microcredit Company, 2025.

The analysis of open responses revealed that: 33,3% of suggestions were related to salary and financial support, 20% concerned training and professional development, 16,7% each addressed working conditions and corporate culture, 8.3% focused on workflow improvements and product development, while 25% of employees indicated that they were completely satisfied with current conditions.

The survey provided a comprehensive picture of the Company’s internal environment. In general, most employees expressed positive assessments of their material well-being, living standards, and working conditions, emphasizing that the Company has a significant positive impact on their welfare and professional development.

Key areas for further improvement include increasing salaries, expanding regular training and career opportunities, and strengthening corporate culture through team events and non-financial motivation programs.

At the same time, a substantial portion of employees reported full satisfaction with existing conditions, indicating a solid foundation for continued development.

Thus, the Company demonstrates both strong achievements in employee care and specific areas for enhancement, which can further improve engagement and overall satisfaction in the future.

## **Conclusions**

Based on the assessment of the current state of Universal Credit Microcredit Company LLC in relation to the principles of sustainable development, the following conclusions can be drawn:

The Company has achieved notable results in advancing the defined Sustainable Development Goals (SDGs).

There is a positive trend in promoting sustainability principles, expanding access to financial services, and implementing energy-efficient solutions.

To further strengthen these achievements, the Company should continue developing its activities under the following SDGs by:

- Expanding regional coverage;
- Supporting women entrepreneurs;
- Increasing the share of green loans;
- Enhancing staff development and professional growth;
- Implementing and further applying the construction calculator;
- Expanding social initiatives and community engagement.

Comprehensive implementation of these measures will ensure the continued resilience of the Company and strengthen its contribution to the socio-economic development of the regions of the Kyrgyz Republic.

## Annex

### Annex 1. Energy Consumption and CO<sub>2</sub> Emission Indicators by Branches

Address	Area (m <sup>2</sup> )	*Annual Heat Consumption (120 kWh/m <sup>2</sup> )	*Potential CO <sub>2</sub> Emissions (t) (0.34 kg CO <sub>2</sub> /kWh)	Heating Type	Actual CO <sub>2</sub> Emissions (t)	Prevented CO <sub>2</sub> Emissions (t)
Bishkek, Gogol St. 129	501,4	60168	20,46	Gas	12,03	8,42
Kainada, 60 Let Oktyabrya St., no number	35	4200	1,43	Coal	—	—
Kara-Suu, Turali Market	30	3600	1,22	Gas	0,72	0,50
Tokmok, Sovetskaya St. 106A	32,6	3912	1,33	Electricity	0,20	1,13
Kemin, Zh. Zholu St. 20	13,72	1646,4	0,56	Electricity	0,08	0,48
Osh, Aytieva St. 6/2	28	3360	1,14	Coal	—	—
Belovodskoe, Frunze St. 153A	34	4080	1,39	Electricity	0,20	1,18
Kant, Lenina St. 90A	40	4800	1,63	Electricity	0,24	1,39
Bishkek, Molodaya Gvardiya Ave. 62	67	8040	2,73	Coal	—	—
Kyzyl-Suu, Manasa St. 213	48	5760	1,96	Electricity	0,29	1,67
Karakol, Torgoeva St. 38/1	25	3000	1,02	Electricity	0,15	0,87
Kara-Balta, Kozhomberdieva St. 128	28	3360	1,14	Electricity	0,17	0,97
Sokuluk, Frunze St. 132-10	20	2400	0,82	Electricity	0,12	0,70
Bishkek, Tabylga Shopping Center	18,8	2256	0,77	Electricity	0,11	0,65
Kashgar-Kyshtak, Karasuiyskaya St. 77B	30	3600	1,22	Electricity	0,18	1,04

Source: compiled based on internal data of Universal Credit Microcredit Company, 2025.