



**Non-commercial Joint-Stock Company
«Shakarim University of the City of Semey»**

Outsourcing Fairness and Worker Rights Policy

Semey 2024

1. General Provisions

Shakarim University reaffirms its commitment to upholding high ethical standards in labor practices and to protecting the rights of all workers—both university employees and those employed by third-party organizations. All outsourced services must adhere to the principles of fairness, equality, and respect for human rights that guide the university's internal operations.

2. Purpose

To ensure that when services are outsourced to third-party organizations, the working conditions and rights of their employees are equivalent to those of Shakarim University staff.

3. Scope

This policy applies to all types of outsourcing, including contracts, contractor services, and partnership agreements. It covers all stages of the outsourcing process—from provider selection to ongoing monitoring of compliance.

4. Key Principles

- Equal Treatment and Non-Discrimination

All workers—both internal and outsourced—must receive fair and respectful treatment, equal opportunities, and protection from discrimination.

- Equivalent Working Conditions

Contractors must provide their employees with conditions comparable to those of university staff, including fair wages, safe working environments, regulated working hours, and access to necessary social benefits.

- Compliance with Labor Standards

The university cooperates only with providers that comply with national legislation and international labor standards.

- Transparency and Accountability

Contracts must include clear requirements regarding the protection of workers' rights.

5. Procedures

- Provider Selection

An assessment of the labor practices of potential contractors is conducted to ensure their compliance with the university's standards. Providers that fail to meet labor-rights requirements are not eligible for cooperation.

- Contractual Obligations

Contracts must include guarantees of fair wages, occupational safety, compliance with working hours, and non-discrimination.

- Monitoring

The university regularly monitors the working conditions of contractor employees, conducts sociological surveys to identify problem areas, and performs inspections to verify compliance with legal norms. When violations occur, corrective actions are required, up to and including contract termination.

- **Complaints and Grievances**

Accessible channels for filing complaints are provided for workers, including the option to submit concerns anonymously.

- **Investigation of Violation**

All complaints are reviewed promptly and objectively. If violations are confirmed, the contractor is required to remedy them.