



OUR MISSION

From the Heart of Eurasia
we are building one of the
finest airlines in the world

CONTENTS

Air Astana & Fly Arystan	3 p.
Our team	4 p.
Fleet & Routes	5-6 pp.
Company's benefits:	7-11 pp.
- Salary and bonuses;	7 p.
- Vacation and accommodation;	8 p.
- Medical insurance;	9 p.
- Discounts on air travel;	10 p.
- Discounts on different services.	11 p.
Career in Air Astana	12 p.
Kazakhstan information	13-16 pp.
- Air Astana bases	16 p.

Who we are

our shareholders

Air Astana is the leading airline in Central Asia offering full-service and low-cost carrier options

51%

Kazakhstan
National Welfare Fund



49%

British
corporation

BAE SYSTEMS

One airline. Two brands.



Our full-service carrier operates a fleet of comfortable, young aircraft since 2002



Our high-quality, low-cost carrier was launched in May 2019, as first and only in Kazakhstan

Awards

"Best Airline in Central Asia and India" in the Skytrax World Airline Awards 2019 for the eighth consecutive year

"Best Airline in Central Asia" by Skytrax World Airline Awards 2021



Best Employer in Central Asia by Universum



On 15th May 2022, Air Astana celebrates the 20th anniversary of its first commercial flight from Almaty to Nur-Sultan.

Five Star Major Airline Award from APEX for the third time



Tripadvisor Travellers' Choice Award in category "Regional Airlines in Asia" for the third time



Winner of the MRO Russia & CIS Award for "Aircraft Maintenance achievements in Central Asia"

Our team

5, 550
Employees

We have created a truly diverse workforce through the employment of highly skilled people across many countries and continents with diverse ethnic backgrounds, faiths and beliefs.

Hospitable

We treat every person with whom we come into contact, customer or colleague, as a guest. We are warm, friendly and tactful, always willing to help.

Efficient

We are professional people who produce high quality results with knowledge and style. We maximise our skills and use our time efficiently.

Active

We anticipate and respond to the needs of customers and colleagues. We do things to the very best of our ability and are always looking for ways to improve.

Reliable

We produce reliable and consistent quality in all of our activities. We always keep our promises.

Trustworthy

We are honest people who never compromise our integrity. Customers and colleagues can trust us.



Our culture

HOW WE ENGAGE

- Employee pulse surveys (to measure emotional concerns and identify worries)
- Regular (weekly/monthly) communication from the CEO and President
- Employee Social Stability Index surveys, which measure labour relations, well-being and workplace satisfaction
- Management conference with YouTube broadcast for non-managers
- Face-to-face communication with Management
- Feedback platform for mutual recognition among employees
- HEART Employee Recognition Programme (HEART Awards)
- Mobile application for sharing ideas and communicating news and initiatives
- Corporate magazine
- Performance reviews



THE  HEART WAY

Fleet & Routes

36 Aircraft in the fleet 3.6 Average fleet age

Domestic routes 30



69 International routes



FLY ARYSTAN routes

Fleet & Routes

There are different fleets in Air Astana:

- Boeing 767, Airbus A320/ 321 series, and Embraer E190-E2

We have high-standard maintenance

The number of boards will increase by the end of 2022



Boeing 767



Airbus 321NEO



Embraer 190

SALARY, BONUSES

STABLE SALARY:

- Base salary+ flight hours allowance

CP's salary range: base salary
with 75 block hours= around
7000 EUR gross

FO's salary range: base salary
with 75 block hours= around
4500 EUR gross

- Annual increase of the base salary by seniority
- The salary is fixed and paid in tenge (KZT) equivalent to euro amount that is monthly converted according to the current euro rate.

Year End bonus

Year End bonus (equal to one month salary (base+average monthly flying pay) which is paid on condition that per the Estimated Profit, the company will be profitable after payment of the extra month's salary. It is paid in December of the bonus year.

Airline Performance bonus

Airline Performance bonus with the maximum quantum of two months' salary (base+average monthly flying pay) in case the Company hits the corporate targets set for the bonus year. It is paid upon the announcement of the Audited Profit within April-May of the year followed after bonus year.

Three-years Retention bonus

The pilots are eligible for enrollment in three-year retention bonus after one year of service. Every month KZT 187,500 (approx. EUR 400) will be contributed for the period of 3 years. After completion of this period accumulated amount will be paid as a lump-sum.

VACATION

Total 50 vacation days (including 10 block days off) can be splitted throughout a year (e.g. commute 5 time a year by 10 days).

6/2 roster, which applies for Captains and First Officers with flight hours more than 2000 hrs or has been on contract for 3 years continuous service with Air Astana

ACCOMMODATION

During first 2 weeks of being at the base, the company provides hotel accommodation. After the 2 weeks, accommodation fee is self-paid.



MEDICAL INSURANCE

Medical starts functioning from the first day in the company after signing the contract.

It includes:

- Visiting the doctors
- Use dental services
- Receive medications



Loss of License insurance coverage

“Air Astana” JSC provides an insurance coverage for pilots in the event of the loss of license due to the Permanent Total Disablement or Temporary Total Disablement. This particular type of insurance is included to the social benefits package of pilots and provides an additional financial support.



DISCOUNTS ON AIR TRAVEL

Discounts of 50% and 90% on air travel for you and your closed relatives (defined in accordance with Staff travel policy) for Air Astana and ZED agreement airlines.

1

If the employee is married, discounts on flights apply to spouse and children

2

If the employee is not married, then 2 close relatives can use air travel discounts: either parents or siblings

DISCOUNTS ON FITNESS CLUBS/ SPA, HOTELS, RESTAURANTS

HOTELS

Certain number of hotels in Kazakhstan and abroad provide discounted room rates. Employees who have passed the probation period have the right to book hotels for personal purposes to self and the family members.

FITNESS CLUBS

Air Astana employees are offered discounts to the most prestigious fitness clubs in the country.

TRANSPORT

There is no shuttle provided for the crew members but the transport allowance is fixed and paid pro rata monthly.



CAREER IN AIR ASTANA

PROMOTION TO CAPTAIN

- Total flight time 3500 hours on multiengine airplanes in a fleet performing international operations.
- Minimum of one year or 500 hours on type.
- Maximum age of 54 years and 364 days.

PROMOTION TO GROUND INSTRUCTOR

An applicant for a GTI shall:

1. hold a CPL or ATPL pilot licence on the applicable aircraft category;
2. have completed 1 000 hours flight time as a pilot on multi-pilot aeroplanes;
3. hold an ICAO Level 4 English proficiency or above.

PROMOTION TO TRI INSTRUCTOR

An applicant for a TRI certificate shall:

1. hold an ATPL pilot licence on the applicable aircraft category;
2. have completed 4 000 hours flight time as a pilot on multi-pilot aeroplanes;
3. have completed 500 hours flight time as a PIC;
4. have completed, within the 12 months preceding the date of application, 30 route sectors, including take-offs and landings, as PIC;
5. hold an ICAO Level 4 English proficiency or above.

Kazakhstan

- Kazakhstan is the largest country in Central Asia and the ninth largest in the world.

The capital city is Nur-Sultan.

The official languages are Kazakh and Russian.

English is the common language in Air Astana. Also easy to communicate in English for social interaction in big cities.

- Cost living may be found by the link: <https://clck.ru/r6GDk>
- Kazakhstan has diverse natural landscapes – steppes, mountains, deserts and forests. All 4 seasons are distinctively pronounced – everyone can find its best season to enjoy



- The Republic of Kazakhstan is a typical multi-ethnic country, where, besides Kazakhs, other ethnic groups are represented, who keep their linguistic, historical and cultural values.



Air Astana & Fly Arystan bases

Almaty, Nur-Sultan, Shymkent, Aktau, Atyrau

Almaty

Almaty is the largest metropolis of Kazakhstan, the scientific, educational, cultural, historical, financial, economic, banking and industrial center of the country. The city located in the south-east of Kazakhstan, at the foot of the northernmost ridge of the Tien-Shan-the Trans-Ili Alatau.

- **Climate**- a humid continental climate with hot summers and cold winters.
- **Population**- about 2 million people.
- **Transportation**- taxis, buses, trams, underground, bicycles.
- **Main city attractions**- First President's Park; Medeu; Shymbulak; Big Almaty Lake; Kök Töbe; Park of 28 Panfilov Guardsmen
- **Almaty International Airport** located 15 kilometres (9+1/2 mi) northeast of the city centre.
- **Renting apartment**- Apartment (1 bedroom) in City Centre- 450\$; Apartment (2 bedrooms) in City Centre- 650\$



Nur-Sultan

Nur-Sultan previously known as Astana is the capital city of Kazakhstan. It is located in the north-central part of the country, along the Ishim River. Nur-Sultan's economy is based on trade, industrial production, transport, communication and construction. Nur-Sultan was included in the list of top 21 intelligent communities of the world.



- **Climate**- an extreme continental climate with warm summers and long, very cold, dry winters.
- **Population**- about 1.2 million people.
- **Transportation**- taxis, buses, bicycles.
- **Main city attractions**- Baiterek, Khan-Shatyr, Nurjol Boulevard, The Palace of Peace and Reconciliation; Duman and others.
- **Nursultan Nazarbayev International Airport** located 17 kilometres (11 mi) south-east of the city center
- **Renting apartment**- Apartment (1 bedroom) in City Centre- 350\$; Apartment (2 bedrooms) in City Centre- 550\$

Air Astana & Fly Arystan bases

Almaty, Nur-Sultan, Shymkent, Aktau, Atyrau,

Shymkent

Shymkent is the third largest city in Kazakhstan (South Kazakhstan Region) and a major industrial and cultural centre, as well as an important railway junction.

The city has large lead, automatic-press, and cement works, with a chemical industry and food and light industries.

- **Climate**- temperate warm climate, summer is hot and dry, winter- cold.
- **Population**- about 1.1 million people.
- **Transportation**- taxis, buses, bicycles.
- **Main city attractions**- Independence Park, Ordabassy Square, Sayram and it's mausoleums, Citadel of Shymkent.
- **Shymkent International Airport** located 13 kilometres of the city center
- **Renting apartment**- Apartment (1 bedroom) in City Centre- 150\$; Apartment (2 bedrooms) in City Centre- 250\$



Aktau

Aktau, one of Kazakhstan's youngest cities and the second largest city in western Kazakhstan; located on the eastern shore of the Caspian Sea. Aktau is the center of the oil and gas industry.



- **Climate**- a cold desert climate, with warm to hot dry summers and cold winters.
- **Population**- about 180 000 people.
- **Transportation**- taxis, buses, bicycles.
- **Main city attractions**- Aktau Beach, Second World War II Eternal Flame Memorial, MiG Monument at the Victory Mall, The Drama Theatre, Yntymak Square.
- **Aktau International Airport** located 30 kilometres of the city center
- **Renting apartment**- Apartment (1 bedroom) in City Centre- 200\$; Apartment (2 bedrooms) in City Centre- 300\$

Air Astana & Fly Arystan bases

Atyrau

Atyrau is a transcontinental city, at the mouth of the Ural River on the Caspian Sea.

- **Climate**- sharply continental, extremely arid, with hot summers and moderately cold winter.
- **Population**- about 200 000 people.
- **Transportation**- taxis, buses, bicycles.
- **Main city attractions**- Sarayshik, Atyrau Regional Museum, Art Museum, Isatay and Makhambet Square, Inder Lake.
- **Atyrau International Airport** located 8.2 kilometres of the city center
- **Renting apartment**- Apartment (1 bedroom) in City Centre- 250\$; Apartment (2 bedrooms) in City Centre- 600\$

