

TCO Feedback Process Report

TCO Feedback Process report published on the website on a quarterly basis.

Summary table of the types of feedbacks / requests received in 1Q 2019:

Month	Community Grievances	Business Proposals	Information Request	Industrial Relations	Open cases
January	0	0	6	4	0
February	0	4	0	3	0
March	1	1	5	4	1
Grand Total	1	5	11	11	1

Definitions of the types of feedbacks / requests shown in the table above:

Community Grievances: feedbacks, comments, suggestions or questions from the community in regard to TCO or its contractors' operations.

Business proposals: commercial proposals on goods and services from Kazakhstani and foreign companies that would like to build business relationship with TCO.

Information request: information requests from community members and businesses related to Human Resources, Supply Chain Management, Projects, Marketing etc.

Industrial Relations: feedbacks / requests received from TCO Contractor and Subcontractor companies employees on working / living conditions.