

TCO Feedback Process Report

TCO Feedback Process report will be published on a quarterly basis.

Summary table of the types of feedbacks / requests received in 1Q 2018:

Month	Business Proposals	Information Request	Industrial Relations	Open cases
January	5	10	6	9
February	3	9	0	1
March	4	15	3	7
Grand Total	12	34	9	17

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

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.