

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 2021:

| Month | Community Grievances | Business Proposals | Information Request | Industrial Relations | Open cases |
|--------------------|----------------------|--------------------|---------------------|----------------------|------------|
| January | 0 | 0 | 1 | 2 | 0 |
| February | 0 | 0 | 0 | 5 | 0 |
| March | 0 | 1 | 3 | 1 | 0 |
| Grand Total | 0 | 1 | 4 | 8 | 0 |

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.