

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 2016:

Month	Business Proposals	Information Request	Industrial Relations	Open cases
January	20	11	1	
February	19	13	1	
March	24	9		
April	22	8		
May	28	16	1	
June	12	7	1	
July	2	4	1	
August	1			
September	6	4	1	
October	12	9	1	
November	16	5	1	
December	5	3		
Grand Total	167	89	8	0

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.