

## 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 2Q 2018:

Month	Community Grievance	Business Proposals	Information Request	Industrial Relations	Open cases
April	1	1	10	4	0
May	0	3	12	10	0
June	0	6	9	2	0
<b>Grand Total</b>	<b>1</b>	<b>10</b>	<b>31</b>	<b>16</b>	<b>0</b>

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.