

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 3Q 2018:

Month	Community Grievance	Business Proposals	Information Request	Industrial Relations	Open cases
July	3	5	2	6	0
August	0	13	5	7	0
September	0	3	11	7	1
Grand Total	3	21	18	20	1

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.