

## 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 3Q 2019:

Month	Community Grievances	Business Proposals	Information Request	Industrial Relations	Open cases
July	0	1	3	4	0
August	0	5	5	7	0
September	0	1	3	0	0
<b>Grand Total</b>	<b>0</b>	<b>7</b>	<b>11</b>	<b>11</b>	<b>0</b>

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.