

Report on Stakeholder Engagement Plan for 2013

OBLAST	COMMUNITY	KEY PROJECT FACILITIES /IMPACT NEAR COMMUNITY	TYPE OF INFORMATION	LOCATION OF ENVIRONMENTAL and SOCIAL INFORMATION DISCLOSED and CONSULTATION	NAME CONTACT PHONE	SOURCE OF DISTRIBUTION OF INFORMATION
1	2	3	4	5	6	7
Pavlodar	Pavlodar city	Employees	Labor and health safety.	1.Company's office 140 000, Pavlodar, 27 Krivenko street and also North Industrial zone: CHP-3, CHP-2, Ekibastuz CHP 2.Company's website: www.pavlodarenergo.kz	Reception of "PAVLODARENERGO" JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz Top managers of the enterprises of "PAVLODARENERGO" JSC: HR Department of "PAVLODARENERGO" JSC The head L.A. Smirnova Tel.: +7(7182)399509 Public relations department Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S. Shomshekov, Trust line: +7(7182)399550	The Company posts information about the employees of the enterprise in the external mass media, this way the Company posted 5 materials in 2013.
	Ekibastuz city		Disclosure of information on the Company's activity			

			<p>Pavlodar, 140 000, 27 Krivenko street, office 504 Tel.: 8(7182)399785</p>	<p>Pavlodar, 140 000, 27 Krivenko street, office 504 Tel.: 8(7182)399785 e-mail: profkom_pv@bk.ru</p> <p>Public relations department Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S.Shomshekov,</p> <p>Trust line: +7(7182)399550</p>	
Local communities	<p>Impact of the enterprise activity.</p> <p>Public hearings on approval of tariff estimates.</p>	<p>Republic of Kazakhstan, Pavlodar, 140 000, 27 Krivenko street.</p> <p>Reception of “PAVLODARENERGO” JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz</p> <p>Public relations departments Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S.Shomshekov, The head of the public relations department.</p> <p>Company's website: www.pavlodarenergo.kz</p> <p>Official profile of the Company in the social networks “Facebook”, “Odnoklassniki”, “My world”, “Vkontakte”, “LinkedIn”.</p>	<p>Reception of “PAVLODARENERGO” JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz</p> <p>Public relations department Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S.Shomshekov,</p> <p>Trust line: +7(7182)399550</p>	<p>Totally, “PAVLODARENERGO” JSC received and proceeded 32 729 requests from the consumers in 2013. Including 1255 complaints by the trust line.</p> <p>Posting in external mass media information on executed public hearings, briefings, round tables, conferences, and press-tours.</p> <p>In 2013 the Company conducted: 3 round tables on the theme of protection of consumers’ rights in Pavlodar and Ekibastuz (March, August), 1 press conference of “Pavlodar Heating Networks” LLP on the completion of the second stage of reconstruction of heating networks in Pavlodar city and reconsideration of requests for obtaining technical conditions within all districts of regional center (June), 2 public hearings of the reports on execution of investment obligations of the group of enterprises of “PAVLODARENERGO” JSC (April), 4 public hearings of reports on approval of tariff estimates for generation, supply, and transmitting of heat and electric power (during a year), 2 public hearings of reports on environment action plans for obtaining permit for emissions into the environment within the excavation of clay materials at the sites Kuat and Zhili su (June), environment action plan for obtaining permit for emissions into environment for the project “Construction of plant-wide collector DU-1000”, 2 press tours for objects of modernization of the enterprises of “PAVLODARENERGO” JSC, visit of Akim of Pavlodar region to the Ekibastuz CHP together with regional and republic mass media.</p> <p>Presenting data of the events is executed in the local regional and city printed mass and TV channels, as well as at news lines: «Zakon.kz» - http://www.zakon.kz; informational website «Meta.kz» - http://meta.kz; informational website«Pavlodarnews.kz» - http://pavlodarnews.kz; informational agency «I-news.kz» - http://i-news.kz.</p> <p>More detailed content of the publications is presented in weekly and monthly “Report on resource monitoring”, information on submitting the investment project for state environmental expertise is posted in the form of advertisements in newspapers “Zvezda Priirtyshia” and “Sariarka Samali”.</p> <p>Weekly posting of information on repair works, turn offs of heat and electric power, obtaining technical conditions at the website of the Company.</p>	

					Top management of “Pavlodarenergosbyt” LLP conducted 101 consultations of consumers, the General director conducts consultations on personal issues in Ekibastuz city once a month.
	State authorities	Reduction of enterprises impact on the city an region. Preparation for the heating season.	Republic of Kazakhstan, Pavlodar, 140 000, 27 Krivenko street. 1. Reception of “PAVLODARENERGO” JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz 2. Company’s website: www.pavlodarenergo.kz	Reception of “PAVLODARENERGO” JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz Top managers of the enterprises of “PAVLODARENERGO” JSC. Public relations department Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S.Shomshekov, Trust line: +7(7182)399550	In 2013 “PAVLODARENERGO” JSC received 4 138 requests and letters from state and controlling authorities, 3 867 of which had responses, the other requests were awareness rising. The top managers of the enterprises of “PAVLODARENERGO” JSC (or authorized responsible executives) participate in the meetings of the headquarters on preparation of housing for the heating season together with state and controlling authorities. After completion of the heating season, the Company posts the requirements of obligatory actions for timely and qualitative preparation of heat supply system for the next heating season in mass media and at the corporate website. The Company signed memorandum of cooperation between Akim of Pavlodar region and “PAVLODARENERGO” JSC. There is a daily monitoring of the web log of Akim of Pavlodar region for the presence of complaints from consumers related to the structural departments of the Company: http://blog.pavlodar.gov.kz . The complaints are addressed to the top management of “Pavlodarenergosbyt” LLP, the responses are sent to the editor of the web log of Akim of Pavlodar region for publication. In 2013 there were 157 requests received by the web log of akim, which were related to the activity of the Company, all responses were provided. The Company regularly posts information on scheduled and emergency shutdowns of electricity supply at the corporate website, the terms are identified. Information on execution of public hearings, change of working time of cashiers is posted in mass media of Pavlodar city and Ekibastuz city: “Zvezda Priirtyshia”, “Sariarka samali”, “Irbis TV”, “Golos Ekibastuza”, “Ekibastuz city TV company”. Visits of official delegations from the state authorities: - Visit of the chairman of the Agency on regulation of natural monopolies of the Republic of Kazakhstan M.M. Ospanov to the objects of modernization of “PHN” LLP, “PREDC” JSC (29.03.13); - Visit of Akim of Pavlodar region to the Ekibastuz CHP. The top management of “PAVLODARENERGO” JSC enounced about increase of funding for repair works at ECHP (03.05.13); - Acting Akim of Pavlodar region D.N.Turganov, akim of Pavlodar city A.F.Verbnyak visited Ekibastuz CHP of “PAVLODARENERGO” JSC (14.07.13); - Offsite meeting of the party control of Ekibastuz affiliate of “Nur Otan” PDP at the site of Ekibastuz CHP: deputy chairman of the affiliate of “Nur Otan” PDP – S. Ramazanov, city maslikhat deputies – K. Ibrayev, M. Bazarbayev, director of “Diola EK” LLP – M. Elubayev, head of department of “GRES-1” named after B. Nurzhanov – M. Saitenov

					<p>(20.07.13); - Visit of the parliamentarians of the Republic of Kazakhstan – M.M. Begeneyev and A.A. Begeneyev to “Pavlodarenergosbyt” LLP. Familiarity with the Service center (07.12.13).</p> <p>«Regulations on complaint processing» is at the phase of development, it will reflect the order of processing requests, complaints from external and internal interested parties.</p>
	Controlling authorities	Execution of investment obligations. Reduction of impact of enterprise on the city and region.	<p>Reception of “PAVLODARENERGO” JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz</p> <p>Company’s website: www.pavlodarenergo.kz</p>	<p>Top managers of the enterprises of “PAVLODARENERGO” JSC.</p> <p>Reception of “PAVLODARENERGO” JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz</p> <p>Public relations department Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S.Shomshekov,</p> <p>Trust line: +7(7182)399550</p>	<p>Environmental and social action plan (ESAP) for 2013 is posted at the corporate website, by the following link: http://www.pavlodarenergo.kz/ru/ekologiya/otchetnost.html</p> <p>Top managers of “Pavlodarenergosbyt” LLP presented the official reports on protection of consumers’ rights at the meeting in Pavlodar city with participation of the head of the agency of protection of consumers’ rights (March).</p> <p>The Company conducted press-tour to the objects of “PHN” LLP on target usage of funds, received from tariff growth. Together with the Department of the Agency on regulation of natural monopolies of Pavlodar region (August).</p> <p>The Company issued press release: “PAVLODARENERGO” JSC is completing a campaign for preparation of Pavlodar CHP-2 and CHP-3 for the heating season of 2013-2014, and is modernizing environmental technologies”, which claimed about reduction of impact of the enterprise on the environment as the result of execution of investment obligations (September).</p> <p>The Company conducted public hearings on approval of tariff estimates for generation, supply, and transmission of heat power for 2014.</p> <p>In 2013 internal mass media published 31 materials on cooperation of the Company with controlling authorities.</p>
	Suppliers, contractors, customers	Transparency of tender execution.	<p>Republic of Kazakhstan, Pavlodar, 140 000, 27 Krivenko street.</p> <p>Company's office Republic of Kazakhstan, Pavlodar, 140 000, 27 Krivenko street.</p> <p>Material management department of “PAVLODARENERGO” JSC.</p> <p>Company’s website: www.pavlodarenergo.kz</p>	<p>Reception of “PAVLODARENERGO” JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz</p> <p>Deputy head of the Material Management Department of «PAVLODARENERGO» JSV O.V.Egorov Tel.: +7(7182)399585.</p> <p>Public relations department Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz</p>	<p>Publication of tender announcement in the republic printed press “Aikyn” (5 days a week) in 2013 counted 158 announcements. Organization and conducting tenders is executed in compliance with the norms and rules of acting legislation. Summarizing the results of the competitions and tenders is executed publicly at the Company’s office, by opening the envelopes in the presence of the participants and all volunteers.</p> <p>There is a form of feedback mechanism at the corporate website “Anticorruption hotline”, which provides an opportunity for consumers to make complaints or proposals. All messages, which are received by the public relations department, are addressed to the Chairman of the Board of “PAVLODARENERGO” JSC for further consideration; in 2013 there is 1 complaint, according to the results of conducted inspection, the Company applied disciplinary measures related to the employee.</p>

				A.S.Shomshekov, Trust line: +7(7182)399550	
	Universities, colleges, employment centers	Conducting internship and recruitment of the graduates	<p>Republic of Kazakhstan, Pavlodar, 140 000, 27 Krivenko street.</p> <p>HR Department of “PAVLODARENERGO” JSC The head L.A.Smironova Tel.: +7(7182)399509</p> <p>Information on vacancies is at the website of the Company: www.pavlodarenergo.kz</p> <p>Official profile of the Company in the social networks “Facebook”, “Odnoklassniki”, “My world”, “Vkontakte”, “LinkedIn”.</p>	<p>Reception of “PAVLODARENERGO” JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz</p> <p>HR Department of “PAVLODARENERGO” JSC The head L.A.Smironova Tel.: +7(7182)399509</p> <p>Public relations department Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S.Shomshekov,</p> <p>Trust line: +7(7182)399550</p>	<p>Participation in recruitment fair of the Universities, colleges, employment centers:</p> <ol style="list-style-type: none"> 1. Pavlodar State University (PSU) named after S. Toraiyirov (end of April – beginning of May); 2. Innovative Eurasian University (IEU), (third decade of April); 3. Ekibastuz Engineer Technical Institute (EETI) named after Satpayev, Ekibastuz city (first decade of June); 4. College of PSU named after S. Toraiyirov (second decade of March); 5. College of IEU (third decade of April); 6. Ekibastuz College of ETI named after Satpayev (third decade of May); 7. Department of employment and social programs of Pavlodar city (September-October). <p>Providing production internship for 205 students:</p> <ol style="list-style-type: none"> 1. Pavlodar State University (PSU) named after S. Toraiyirov; 2. Innovative Eurasian University (IEU), (third decade of April); 3. Ekibastuz Engineer Technical Institute (EETI) named after Satpayev, Ekibastuz city; 4. College of PSU named after S. Toraiyirov; 5. College of IEU; 6. Ekibastuz College of ETI named after Satpayev.
	Mass media	Information on the Company's activity.	Public relations departments Tel.: +7(7182)399850 Email:	<p>Reception of “PAVLODARENERGO” JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788;</p>	<p>Issuing printed materials and videos in regional, city, and republic printed press, totally in 2013 there were 288 publications on the Company's activity:</p> <ul style="list-style-type: none"> - 150 publications in local and republic printed mass media; - 107 publications in internet press (informational websites, agencies, news aggregators,

				<p>pr@pavlodarenergo.kz A.S.Shomshekov, The head of the public relations department.</p> <p>Company's website: www.pavlodarenergo.kz</p> <p>Official profile of the Company in the social networks "Facebook", "Odnoklassniki", "My world", "Vkontakte", "LinkedIn".</p>	<p>Email: pavlodarenergo@pavlodarenergo.kz</p> <p>Public relations department Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S.Shomshekov,</p> <p>Trust line: +7(7182)399550</p>	<p>web portals); - 31 videos in local, republic TV channels.</p> <p>Trails of important events of the Company, links to the press releases, invitations for press events, operational comments on new events. Development of the website as the main source of information on enterprise for external interested parties. Improvement of the website in social networks is executed by posting hyperlinks of the most important publications.</p> <p>Posting information on repair works at the website www.pavlodarnews.kz (monthly). Posting articles at the www.pavon.kz (weekly). Posting information on the Company's activity at the website of the Company www.pavlodarenergo.kz (twice a week).</p>
	NGO	Environmental issues, social activity and etc.	<p>Public relations departments Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S.Shomshekov, The head of the public relations department.</p> <p>Company's website: www.pavlodarenergo.kz</p> <p>Official profile of the Company in the social networks "Facebook", "Odnoklassniki", "My world", "Vkontakte", "LinkedIn".</p>	<p>Reception of "PAVLODARENERGO" JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz</p> <p>Environmental department of "PAVLODARENERGO". T.A.Koval, the head of the environmental department.</p> <p>Deputy Chairman of the Board of "PAVLODARENERGO" JSC B.O.Kurmanbayeva</p> <p>Public relations department Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S.Shomshekov,</p> <p>Trust line: +7(7182)399550</p>	<p>Participation of representatives of NGO in press tours, public hearings conducted during the year.</p> <p>05.05.2013 – the Company conducted an event with participation of veteran organization of Pavlodar city, devoted to the celebration of the 9th of May: wreath-laying ceremony, visit to the military glory museum, celebration lunch.</p> <p>05.12.2013 г. – together with the Business chamber of Pavlodar region, the Company conducted an excursion to the site of CHP-3 for the students of "Pavlodar Technological College".</p> <p>The representatives of "Consumer protection agency" NGO participate in all public hearings, organized by the enterprises of "PAVLODARENERGO" JSC.</p>	

<p>North Kazakhstan</p>	<p>Petropavlovsk</p>	<p>Employees</p>	<p>Labor and health safety.</p> <p>Disclosure of information on the Company's activity</p>	<p>1. Company's office. Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street.</p> <p>Also Petropavlovsk CHP-2.</p> <p>2. Company's website: www.sevkazenergo.kz</p>	<p>Reception of "SEVKAZENERGO" JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: info@sevkazenergo.kz</p> <p>Top managers of "SEVKAZENERGO" JSC.</p> <p>HR Department of "SEVKAZENERGO" JSC. The head of HR department S.V. Ovchinnikova Tel.: +7 (7152)41-03-29 Fax.: +7 (7152)41-28-29 (130)</p> <p>Public relations department Tel.: +7 (7152) 41-29-39 e-mail: vopros_oso@sevkazenergo.kz A.Y. Semenchuk Acting head of public relations department</p>	<p>Informing employees about the Company's activity in outside environment; about organization of leisure and rest activities for employees; about social package; activity of labor unions, veterans organization, charity; presentation of sport, festive events, publication of technical safety rules; about employees and significant events within the Company's life; new amendments into HR Policy and changes in the staff of the top management by the mean of corporate newspaper «Energetik Severnogo Kazakhstan» (issued once a month) and corporate website www.sevkazenergo.kz (new materials are posted at the website minimum 3 times a week).</p> <p>The following are posted at the informational boards: advertisements, top management congratulations, schedules of sport events, information on occupational safety and health, the rules of labor disputes' consideration, information of labor union committees, policy of the Company in the field of quality, energy management, environment and etc.</p> <p>The Company regularly conducts direct emails to the employees about the most significant events and achievements.</p> <p>Consultation of the employees for personal issues with the top management is conducted by previous appointment.</p> <p>There is acting feedback mechanism:</p> <ol style="list-style-type: none"> To write a letter to email: info@sevkazenergo.kz. The secretary delivers all received messages to the top management's view. To send a message by the mean of feedback mechanism at the website www.sevkazenergo.kz ("Feedback", "Anticorruption hotline"). Press service delivers all received messages to the top management, who further assigns corresponding services to prepare responses, or invites the author to the consultation. <p>Acting email address for employees requests: S.Ovchinnikova@sevkazenergo.kz, trust line – 8(7152) 41-03-29, 4-46.</p> <p>The order of solving labor disputes is fixed by the Regulations on the order of solving labor disputes (# 02.098.2013 dated 04.04.2013).</p> <p>Labor disputes are solved at the Conciliation Committee, with participation of labor unions, HR department, and top managers. The meetings are held every Thursday starting 3.00 PM till 6.00 PM.</p> <p>The employees may discuss all dispute issues prior to the meeting, making appointment for visiting the Chairman.</p> <p>The Company posts information about the employees of the enterprise in the external mass media, this way the Company posted 6 materials in 2013.</p>
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	Labor union	<p>Execution of collective agreement.</p> <p>Organization of leisure and rest activities.</p>	<p>Labor union committee of «SEVKAZENERGO» JSC.</p> <p>Republic of Kazakhstan, Petropavlovsk city, 150 000, 28, Gasheka street, CHP-2.</p> <p>Labor union committee of «NK EDC», Petropavlovsk city, 150 000, 144 Shazhimbayev street, 105 office.</p> <p>Labor union committee of «PHN» LLP, Petropavlovsk city, 150 000, 23 Stroitel'naya street.</p> <p>Representative of the employees of «Sevkazenergosbyt» LLP Petropavlovsk city, 150 000, 66 Zhumabayev street.</p>	<p>Chairman – A.Y. Shpak Tel.: +7 (7152)52-02-87</p> <p>Chairman – N.V. Gridneva Tel.: +7 (7152) 31-42-17</p> <p>Chairman – V.B. Burakova Tel.: +7 (7152)52 26 77</p> <p>N.I. Tabachuk Tel.: +7 (7152) 36-61-56</p>	<p>Collective agreement of the group of companies of “SEVKAZENERGO” JSC are signed for 2014-2016.</p> <p>Collective agreements are developed by the commissions, the opinion of the employees is represented by labor union committee (“Professional organization of the employees of energy system of “SEVKAZENERGO” NGO), and the employer is represented by the heads of the departments of the Company. After signing the documents there is an official registration in the social protection authorities.</p> <p>According to the results of 9 months of labor agreement’s validity, at the general meeting the Company conducts analysis of collective agreement’s validity, the amendments are made, if necessary, by the mean of signing cooperative document by the Parties, which is executed in the form of additional agreement to the Agreement and is regarded as its integral part.</p> <p>There are personnel conferences conducted within the structural departments (once in 5 years), the report of the chairman of labor union is presented, the election of the chairman is executed.</p> <p>Annually there is a presentation of the reported on performed work of labor union at shop-floor conferences.</p> <p>Presenting the activity of labor union is conducted regularly by the mean of newspaper “Energetik”, corporate website www.sevkazenergo.kz and informational boards.</p> <p>In 2013 labor union conducted 7 sport and cultural events, which were presented in the newspaper “Energetik Severnogo Kazakhstana”, and at the website of the Company. The information on organization of entertainment and leisure time of the employees is posted in external mass media, in 2013 there were 24 materials.</p>
	Local communities	<p>Impact of the enterprise activity.</p> <p>Public hearings on approval of tariff estimates.</p>	<p>Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street.</p> <p>Reception of “SEVKAZENERGO” JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: info@sevkazenergo.kz</p> <p>Public relations department Tel.: +7 (7152) 41-29-39 e-mail: vopros_oso@sevkazenergo.kz A.Y. Semenchuk Acting head of public</p>	<p>Reception of “SEVKAZENERGO” JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: info@sevkazenergo.kz</p> <p>Public relations department Tel.: +7 (7152) 41-29-39 e-mail: vopros_oso@sevkazenergo.kz A.Y. Semenchuk Acting head of public relations department</p>	<p>Totally, “SEVKAZENERGO” JSC received and proceeded 300 requests from the consumers in 2013, including 47 complaints.</p> <p>Posting in external mass media information on executed public hearings, briefings, round tables, conferences, and press-tours.</p> <p>In 2013 the Company conducted: 1 round table on the situation of the heating season of Petropavlovsk city (January), 1 round table on execution of investment program of “NK EDC” JSC (March), 1 public hearing on signing agreement on investment obligations for CHP-2 of “SEVKAZENERGO” JSC with the Ministry of industry and new technologies of the Republic of Kazakhstan (April), 4 public hearings of reports on approval of tariff estimates for generation, supply, and transmitting of heat and electric power (during a year), 1 press conference of “Sevkazenergosbyt” LLP on the theme of installation of building-level meter, 6 press tours for objects of modernization of the enterprises of “SEVKAZENERGO” JSC, as well as opening of new service-center of “Sevkazenergosbyt” LLP and putting into operation of turbine # 4 at CHP-2 of “SEVKAZENERGO” JSC.</p> <p>Presenting data of the events is executed in the local regional and city printed mass and TV channels, as well as at news lines: http://tengrinews.kz/,</p>

			relations department Company's website: www.sevkazenergo.kz		<p>http://www.inform.kz/ , http://zonakz.net/ ,http://www.bnews.kz/ http://www.zakon.kz/ .</p> <p>More detailed content of the publications is presented in weekly and monthly "Report on resource monitoring.</p> <p>Weekly posting of information on repair works, turn offs of heat and electric power, obtaining technical conditions at the website of the Company.</p> <p>Top management of "Pavlodarenergosbyt" LLP conducted 150 consultations of consumers on personal issues.</p>
	State authorities	Reduction of enterprises impact on the city an region. Preparation for the heating season.	<p>Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street.</p> <p>Reception of "SEVKAZENERGO" JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: info@sevkazenergo.kz</p> <p>Company's website: www.sevkazenergo.kz</p>	<p>Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street.</p> <p>Reception of "SEVKAZENERGO" JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: info@sevkazenergo.kz</p> <p>Top managers of "SEVKAZENERGO" JSC.</p> <p>Public relations department Tel.: +7 (7152) 41-29-39 e-mail: vopros_oso@sevkazenergo.kz A.Y. Semenchuk Acting head of public relations department</p>	<p>In 2013 "SEVKAZENERGO" JSC received 2 150 requests and letters from state and controlling authorities, 1 768 of which had responses, the other requests were awareness rising.</p> <p>The top managers of the enterprises of "SEVKAZENERGO" JSC (or authorized responsible executives) participate in the meetings of the headquarters on preparation of housing for the heating season together with state and controlling authorities. After completion of the heating season, the Company posts the requirements of obligatory actions for timely and qualitative preparation of heat supply system for the next heating season in mass media and at the corporate website.</p> <p>In 2013 «SEVKAZENERGO» JSC presented information on this theme in the TV and radio broadcasting company «Kazakhstan-Petropavlovsk» and made publications in the newspapers «Severnyi Kazakhstan» and «Soltustik Kazakhstan».</p> <p>There is a daily monitoring of the web log of Akim of North-Kazakhstan region for the presence of complaints from consumers related to the structural departments of the Company: http://petropavl.sko.kz.The complaints are addressed to the top management of "Sevkazenergosbyt" LLP, the responses are sent to the editor of the web log of Akim of Pavlodar region for publication.</p> <p>In 2013 there were 49 requests received by the web log of Akim, which were related to the activity of the Company, all responses were provided.</p> <p>The Company regularly posts information on scheduled and emergency shutdowns of electricity supply at the corporate website, the terms are identified.</p> <p>Information on execution of public hearings, change of working time of cashiers is posted in mass media of the region: "Severnyi Kazakhstan", "Soltustik Kazakhstan"; and city newspapers: "Prospekt SK", "Kizilzhar Nuri".</p>

	Controlling authorities	Execution of investment obligations. Reduction of impact of enterprise on the city and region.	<p>Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street.</p> <p>Reception of “SEVKAZENERGO” JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: info@sevkazenergo.kz</p> <p>Company’s website: www.sevkazenergo.kz</p>	<p>Top managers of “SEVKAZENERGO” JSC.</p> <p>Reception of “SEVKAZENERGO” JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: info@sevkazenergo.kz</p>	<p>In 2013 the Company conducted 3 press tours on the target usage of funds, obtained from the state program «Tariff in exchange for investments»:</p> <ol style="list-style-type: none"> 1. Press tour to the objects of «SEVKAZENERGO» JSC: CHP-2 (August); 2. Press tour to the objects of «Petropavlovsk Heating Networks» LLP (August, November); 3. Press tour to the objects of “NK EDC” (May, September). <p>As for the results of execution of investment program, there were 4 public hearings, and 24 materials issued in the external mass media.</p> <p>The Company conducted public hearings on approval of tariff estimates for generation, supply and transmission of heat power for 2014.</p> <p>Visits of official delegations (during 2013 at CHP-2) from the state authorities:</p> <ul style="list-style-type: none"> - Akim of North-Kazakhstan region S.S. Eskendirov (06.02.13); - Minister of regional development of the Republic of Kazakhstan B.A. Sagintayev (27.03.13); - Vice Minister of industry and new technologies B.M. Dzhaksaliyev (06.05.13); - Chairman of the Agency on regulation of natural monopolies of the Republic of Kazakhstan M.M. Ospanov (04.09.13); - Deputies of the Mazhilis of Parliament of the Republic of Kazakhstan Anatoliy Makovskiy, Nikolay Logutov, Roman Kim, Romin Madinov (30.11.13); - Akim of North-Kazakhstan region S.S. Eskendirov (14.12.13). <p>There are 233 materials published in the external mass media related to the cooperation of the Company with controlling authorities in 2013.</p>
	Suppliers, contractors, customers	Transparency of tender execution.	<p>Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street.</p> <p>Company's office Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street. Material management department of «SEVKAZENERGO» JSC.</p> <p>Company’s website: www.sevkazenergo.kz</p>	<p>Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street.</p> <p>Reception of “SEVKAZENERGO” JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: info@sevkazenergo.kz</p> <p>The head of Material management department of «SEVKAZENERGO» JSC: Y.K. Vizner. Tel.: +7 (7152) 41-24-42</p>	<p>Publication of tender announcement in the republic printed press “Zan” (4 days a week) in 2013 counted 83 announcements. Organization and conducting tenders is executed in compliance with the norms and rules of acting legislation. Summarizing the results of the competitions and tenders is executed publicly at the Company’s office, by opening the envelopes in the presence of the participants and all volunteers.</p> <p>Meeting with contractors and customers on the results of works (once a quarter/once a half-year).</p> <p>There is a form of feedback mechanism at the corporate website “Anticorruption hotline”, which provides an opportunity for consumers to make complaints or proposals. All messages, which are received by the public relations department, are addressed to the Chairman of the Board of “SEVKAZENERGO” JSC for further consideration; in 2013 there were no complaints.</p>

	Universities, colleges, employment centers	Conducting internship and recruitment of the graduates	<p>Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street.</p> <p>HR Department of «SEVKAZENERGO» JSC S.V. Ovchinnikova +7(7152) 41-03-29</p> <p>Information on the vacancies is at the website: www.sevkazenergo.kz</p> <p>Publication of the vacancies.</p>	<p>Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street.</p> <p>Reception of “SEVKAZENERGO” JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: info@sevkazenergo.kz</p> <p>HR Department of «SEVKAZENERGO» JSC S.V. Ovchinnikova +7(7152) 41-03-29</p> <p>Public relations department Tel.: +7 (7152) 41-29-39 e-mail: vopros_oso@sevkazenergo.kz A.Y. Semenchuk Acting head of public relations department</p>	<p>Providing internship for 95 students:</p> <ul style="list-style-type: none"> - North-Kazakhstan State University named after M. Kozibayev; - Petropavlovsk College of railroad transport; - North-Kazakhstan professional pedagogical college. <p>Conducting 3 informational meetings with graduates of profile professions within following educational institutions:</p> <ul style="list-style-type: none"> - North-Kazakhstan State University named after M. Kozibayev (May); - Petropavlovsk College of railroad transport (May); - North-Kazakhstan professional pedagogical college (May).
	Mass media	Information on the Company's activity.	<p>Public relations department Тел. +7(7152) 41-29-39 e-mail: vopros_oso@sevkazenergo.kz</p> <p>Company's website www.sevkazenergo.kz</p>	<p>Public relations department Tel.: +7 (7152) 41-29-39 e-mail: vopros_oso@sevkazenergo.kz A.Y. Semenchuk Acting head of public relations department</p>	<p>Operative providing of professional and maximally full responses to the requests to the mass media, information direct mailing (twice a week), and comments (on a rolling basis). Issuing printed materials and videos in regional, city, and republic printed press, totally in 2013 there were 442 publications on the Company's activity:</p> <ul style="list-style-type: none"> - 161 publications in local and republic TV channels; - 80 materials by; - 115 publications in printed press; - 86 materials by informational. <p>There was a ceremonial congratulation of the employees of mass media on behalf of the Company (June) devoted to the Journalist's day.</p> <p>Development of the Company's website as the main source of information on the enterprise for external interested parties.</p> <p>Public hearings on approval of tariff estimates for generation, supply and transmission of heat power for 2014.</p>
	NGO	Business issues, social activity and etc.	<p>Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street.</p>	<p>Reception of “SEVKAZENERGO” JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28</p>	<p>Participation of representatives of NGO in press tours, public hearings conducted during the year.</p> <p>Signing the memorandum of cooperation with “Soyuz Atameken”.</p>

				<p>Reception of “SEVKAZENERGO” JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: info@sevkazenergo.kz</p> <p>Company’s website: www.sevkazenergo.kz</p>	<p>e-mail: info@sevkazenergo.kz</p> <p>Chairman of the Board of “SEVKAZENERGO” JSC Y.K. Kopenov</p> <p>Public relations department Tel.: +7 (7152) 41-29-39 e-mail: vopros_oso@sevkazenergo.kz A.Y. Semenchuk Acting head of public relations department</p>	<p>Posting information on the Company’s activity, presenting cooperation with non-governmental organizations and local community, posting the reports on emissions at the website of the company www.sevkazenergo.kz (3 times a week).</p>
Astana city	Astana	Employees	<p>Labor and health safety.</p> <p>Disclosure of information on the Company’s activity</p>	<p>1. Company's office Republic of Kazakhstan, Astana city, 010 000, 4/1, B. Momishuli Av.</p> <p>2. Company's website www.astanaenergobytt.kz</p> <p>3. Consumer service centers</p> <p>4. Boxes for complaints and proposals in all consumer service centers of the Company</p>	<p>Reception of «Astanaenergobytt» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20 e-mail: aesbyt@aesbyt.kz</p> <p>Top managers of structural departments of «Astanaenergobytt» LLP.</p> <p>HR Department of «Astanaenergobytt» LLP. Deputy head of HR department O.P. Kaplunova Tel.: +7 (7172) 96-54-32</p> <p>PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: LNetayeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.</p> <p>Trust line: Tel.: +7 (7172) 96-53-90.</p>	<p>Informing employees about the Company’s activity in outside environment; new amendments into HR Policy and changes in the staff of the top management by the mean of corporate website www.astanaenergobytt.kz.</p> <p>The following are posted at the informational boards: advertisements, top management congratulations, schedules of sport events, information on occupational safety and health, the rules of labor disputes’ consideration, information of labor union committees, policy of the Company in the field of quality, and etc.</p> <p>The Company regularly conducts direct emails to the employees about the most significant events and achievements. Consultation of the employees for personal issues with the top management is conducted every Wednesday from 11.00 AM till 01.00 PM.</p> <p>There is acting feedback mechanism: To write a letter to email: www.astanaenergobytt.kz. The secretary delivers all received messages to the top management’s view, who further assigns corresponding services to prepare responses, or invites the author to the consultation .</p> <p>Complaints of the employees are received by the heads of structural departments of «Astanaenergobytt» LLP in any format.</p>
		Local communities	Public hearings on approval of tariff estimates	<p>Republic of Kazakhstan, Astana city, 010 000, 4/1, B. Momishuli Av.</p> <p>Reception of «Astanaenergobytt» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20</p>	<p>Reception of «Astanaenergobytt» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20 e-mail: aesbyt@aesbyt.kz</p> <p>PR-service of the Company Tel./fax: +7 (7172) 91-74-67</p>	<p>Totally, “Astanaenergobytt” LLP received and proceeded 4 453 requests from the consumers in 2013, including 1 377 complaints.</p> <p>Information is regularly posted in local mass media: newspapers «Vechernyaya Astana», «Astana Akshami», «Express K», TV channels «STV» and «31 channel»: – announcements on tariff changes; – announcements on public hearings; – informational articles.</p>

			<p>e-mail: aesbyt@aesbyt.kz</p> <p>PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: LNetaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.</p> <p>Company's website www.astanaenergoby.kz</p>	<p>e-mail: LNetaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.</p>	<p>Information on the schedule of consultations for consumers and legal entities by the top management of «Astanaenergoby» LLP is posted at the website of the Company, totally there were 455 consultations in 2013.</p> <p>In 2013 the Company presented public report on providing regulated services – supply of heat power for 2012.</p> <p>Published announcements in city newspapers: «Vechernyaya Astana», «Astana Akshami»: - «On change of average tariff for heat power, starting 01.01.2014». - «On implementation of differentiated tariffs for electric power, starting 01.01.2013».</p> <p>Posting information on the Company's activity on the website of the Company www.astanaenergoby.kz.</p>
	State authorities	<p>Tariff policy of the Company.</p> <p>Preparation for the heating season.</p>	<p>Republic of Kazakhstan, Astana city, 010 000, 4/1, B. Momishuli Av.</p> <p>Reception of «Astanaenergoby» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20 e-mail: aesbyt@aesbyt.kz</p> <p>Company's website www.astanaenergoby.kz</p>	<p>Reception of «Astanaenergoby» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20 e-mail: aesbyt@aesbyt.kz</p> <p>Top managers of structural departments of «Astanaenergoby» LLP.</p> <p>PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: LNetaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.</p>	<p>Requests and letter, received from the controlling and state authorities are registered in the journal of received requests and are addressed to the recipient, response is agreed and endorsed by the manager.</p> <p>Complaints from the website of akim of the city are directed to the general director of «Astanaenergoby» LLPЖ, who assigns a responsible person for the response preparation. The responses are submitted for the editor of akim's web log for publication, in 2013 there were 10 requests, related to the Company's activity, the responses were provided.</p> <p>The top managers of the Company participate in meetings, briefings, round tables on discussion of tariff policy of the Company.</p> <p>The Company regularly posts information on scheduled and emergency shutdowns of electricity supply at the corporate website www.astanaenergoby.kz, the terms are identified.</p> <p>«Regulations on complaint processing» is at the phase of development, it will reflect the order of processing requests, complaints from external and internal interested parties.</p>
	Controlling authorities.	Tariff policy of the Company.	<p>Reception of «Astanaenergoby» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20 e-mail: aesbyt@aesbyt.kz</p> <p>Company's website www.astanaenergoby.kz</p>	<p>Top managers of structural departments of «Astanaenergoby» LLP.</p> <p>Reception of «Astanaenergoby» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20 e-mail: aesbyt@aesbyt.kz</p> <p>PR-service of the Company Tel./fax: +7 (7172) 91-74-67</p>	<p>In 2013 «Astanaenergoby» LLP conducted 2 public hearings on approval of tariff estimates for supply of electric and heat power for 2014.</p> <p>Announcements on change of tariffs are posted in city newspapers: «Vechernyaya Astana», «Astana Akshami», as well as at 31 TV channel.</p>

					<p>e-mail: LNetaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.</p> <p>Trust line: Tel.: +7 (7172) 96-53-90.</p>	
	Suppliers, contractors, customers	Transparency of tender execution.	<p>Republic of Kazakhstan, Astana city, 010 000, 4/1, B. Momishuli Av.</p> <p>Company's website www.astanaenergobytkz.kz</p>	<p>Reception of «Astanaenergobytkz» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20 e-mail: aesbyt@aesbyt.kz</p> <p>Head of the department of agreements of «Astanaenergobytkz» LLP B.S. Makhmetova Tel.: +7(7172) 96-54-60</p> <p>PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: LNetaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.</p>	<p>Publication of tender announcement in the republic printed press “Express K” (4 days a week) in 2013 counted 62 announcements. Organization and conducting tenders is executed in compliance with the norms and rules of acting legislation. Summarizing the results of the competitions and tenders is executed publicly at the Company’s office, by opening the envelopes in the presence of the participants and all volunteers.</p> <p>There is a feedback mechanism «Complaint form» at the corporate website, which helps to make any complaints or proposals for the Company’s view.</p> <p>All messages, which are received by the Public relations department, are further addressed to the top management of the Company for further consideration. In 2013 there were no complaints.</p>	
	Universities	Internship and recruitment of the graduates.	<p>Republic of Kazakhstan, Astana city, 010 000, 4/1, B. Momishuli Av.</p> <p>HR Department of «Astanaenergobytkz» LLP. Deputy head of HR department O.P. Kaplunova Tel.: +7 (7172) 96-54-32</p> <p>Information on vacancies at the website of the Company www.astanaenergobytkz.kz</p> <p>Publication of information on vacancies in printed press «Rabota», weekly newspaper «Vakansii Astani i obuchenie», news ticker at TV channels «STV» and «31 channel».</p>	<p>Reception of «Astanaenergobytkz» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20 e-mail: aesbyt@aesbyt.kz</p> <p>HR Department of «Astanaenergobytkz» LLP. Deputy head of HR department O.P. Kaplunova Tel.: +7 (7172) 96-54-32</p> <p>PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: LNetaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.</p>	<p>Organization of internship for the students of energy faculty of Kazakh Agro-Technical University named after S. Seifullin.</p> <p>Meeting of the young specialists with future graduates of profile professions in the educational institutions of the city.</p> <p>Participation in fare of vacancies for graduates and students of universities.</p>	

	Mass media	Information on the Company's activity.	<p>PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: LNetaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.</p> <p>Company's website www.astanaenergobytkz.kz</p>	<p>Reception of «Astanaenergobytkz» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20 e-mail: aesbyt@aesbyt.kz</p> <p>PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: LNetaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.</p>	<p>Operative providing of professional and maximally full responses to the requests to the mass media, information direct mailing (twice a week), and comments (on a rolling basis).</p> <p>There was a ceremonial congratulation of the employees of mass media on behalf of the Company (June) devoted to the Journalist's day.</p> <p>Development of the Company's website as the main source of information on the enterprise for external interested parties.</p> <p>Public hearings on approval of tariff estimates for generation, supply and transmission of heat power for 2014.</p> <p>Posting information on the Company's activity on the website of the Company www.astanaenergobytkz.kz.</p>
	NGO	Tariff policy.	<p>PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: LNetaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.</p> <p>Company's website www.astanaenergobytkz.kz</p>	<p>Reception of «Astanaenergobytkz» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20 e-mail: aesbyt@aesbyt.kz</p> <p>Department of realization, head of realization department N.P. Aytimov</p> <p>PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: LNetaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.</p>	<p>Meetings of the top management of the Company with the heads of NGOs, supporting vulnerable social groups, and with the representatives of the consumers' protection community.</p> <p>Posting information on the Company's activity on the website of the Company www.astanaenergobytkz.kz and in mass media.</p>

