



**STAKEHOLDERS ENGAGEMENT PLAN OF
THE GROUP OF COMPANIES OF
CENTRAL-ASIAN ELECTRIC POWER CORPORATION, JSC
FOR 2018**

ALMATY, 2018



STAKEHOLDERS AND TYPE OF INFORMATION DISCLOSED IN THE PLAN

An important element of the sustainable development system is stakeholders engagement. Based on a high public significance of its activity and for the purpose of risk minimization, CAEPCO JSC implements an action plan. Within the frameworks of the action plan, actions are aimed at expansion and enhancement of efficiency of interaction with all stakeholders in accordance with such corporate behavior principles as an openness, authenticity, and completeness of information about activity of the Corporation, complete consideration of interests of all stakeholders, and a prompt response to expression of these interests.



Employees

Occupational and health safety;
Disclosure of information on the Company's activity;
Social assistance and support;
Execution of collective agreement.



Labor Union

Execution of collective agreement;
Organization of leisure and rest.



Local Communities

Impact of the enterprise activity;
Public hearings on approval of tariff estimates;
Reduction of impact of the enterprise activity to the city and region;
Preparation to heating season.



State Authorities

Interaction with state authorities;
Participation of the enterprise in activities of the city and the region;
Preparation for heating season;
Reduction of impact of the enterprise activity to the city and region.



Controlling Authorities

Fulfillment of investment commitments;
Company's tariff policy.



Suppliers, Contractors, and Customers

Provision of transparency in tendering processes.



Universities, Colleges, Employment Centers

Conducting internship and recruitment of the graduates.



Mass Media

Information about activity of the enterprise.



NGOs

Ecology, social activity, business sector.



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List of abbreviations:


- RK – Republic of Kazakhstan
- CAEPCO JSC – Central-Asian Electric Power Corporation JSC
- SKE JSC – SEVKAZENERGO JSC
- PE JSC – PAVLODARENERGO JSC
- PEDC Pavlodar Electric Distribution Company JSC
- AES LLP – Astanaenergobytt LLP
- AEDC JSC – Akmola Electric Distribution Company JSC
- NK EDC – North-Kazakhstan Electric Distribution Company JSC
- NKR – North-Kazakhstan region
- EPC – Electric Power Council
- KEA – Kazakhstan Electrical Association
- PRD – Public Relations Department
- HRD – Human Resources Department
- NGO – Non-governmental organization
- MM – Mass media
- CHPP – Combined Heat and Power Plant
- IMSG – Integrated Management System Group
- OHSS – Occupational health and Safety Service


Stakeholders Engagement Plan of PAVLODARENERGO JSC


1. **Region:** Pavlodar
2. **Community:** Pavlodar, city code - 7182
Ekibastuz, city code - 7187



Key project objects/ impact near communities	Type of information	Location of disclosed environmental and social information and consultations	Name, contact phone number	Information distribution source
1	2	3	4	5
Personnel 	Occupational health and safety Disclosure of information on the Company's activity	27 Krivenko Street, Pavlodar, 140000, RK Reception of PE JSC Tel.: 39-95-06, Fax: 32-97-88, pavlodarenergo@pavlodarenergo.kz	Top managers of PE JSC Reception of PE JSC Tel.: 39-95-06, Fax: 32-97-88, pavlodarenergo@pavlodarenergo.kz IMSG of PE JSC L.A. Smirnova, Head of IMSG Tel.: 39-97-22. info@pavlodarenergo.kz PRD of PE JSC Tel./Fax: 39-98-70 pr@pavlodarenergo.kz Head of PRD O.A. Yemelyanova	Information boards (as and when necessary) Accommodation: announcements, sport event schedules, competitions, information on safety and labor protection, rules of labor dispute consideration, information of trade union committees, the company's policy in the field of safety and labor protection, in the field of ecology, quality, energy management. A complex of events timed to coincide with the World Day for Safety and Health at Work: a children's drawings contest, Family Day for Safety, "Safety - first of all" Contest, a video message of the chief executive on the subject "Importance of compliance with occupational safety and health requirements." In 2018, an annual report of PE for 2017 is to be made and published, which will be posted on the website of the Kazakhstan Stock Exchange referred to as "KASE", and the corporate website. The newspaper "Energetik" (published twice a month), Corporate website www.pavlodarenergo.kz (updated on the website - twice a week), in the Facebook social network (http://fbzd/penergo) Informing employees about the company's activities in the external environment; organization of leisure and rest of employees; benefits package; union activities, veterans organization, charity; presentation of sport and festive events, HSE regulations publication; employees and significant events in the Company's life; innovations in HR policy and changes in management composition; presentation of activity of the health and recreation resort "Energetik", summer camp "Elektronik" etc.

	<p>Social assistance and support</p> <p>Labor dispute settlement procedure</p>			<p>E-mail distribution of messages on the most significant events and achievements to employees (as and when necessary).</p> <p>Consultation of employees regarding personal matters by Company's management (as and when necessary).</p> <p>Feedback mechanism:</p> <ol style="list-style-type: none"> 1. It is offered to write an e-mail to the e-mail address: pavlodarenergo@pavlodarenergo.kz. The Secretary shall submit all incoming messages to the management. 2. It is suggested to send a message using a contact form on the website www.pavlodarenergo.kz (Feedback, Anti-Corruption Hot Line). PRD shall forward the received messages to the management, which shall either entrust the relevant services to prepare a reply or invite a message author for consultation. 3. Operative e-mail address for requests of employees: L.Smirnova@pavlodarenergo.kz, hotline - 39- 95-09. <p>Meeting of the Conciliation Committee are held as far as new addresses are received. Labor disputes are settled with the participation of labor unions, Company's HR Department, top management. Employees may discuss all disputable matters before meeting by making the appointment at General Director.</p>
<p>Labor union</p> 	<p>Execution of collective agreement Organization of leisure and rest</p>	<p>"Local Union of Energy System Employees of Pavlodarenergo" NGO 27 Krivenko Street, Pavlodar, 140000, RK, Room 504, Tel.: 39-97-85</p> <p>149 Kamzina Street, Pavlodar, tel.: 60-65-60</p> <p>141/1 Tolstogo Street, Pavlodar. Tel.: 75-16-61</p> <p>27 Krivenko Street, Pavlodar, Tel.: +77015116023</p>	<p>B.K. Toleubayev, Chairman of "Local Union of Energy System Employees of Pavlodarenergo" NGO profkom_pv@bk.ru</p> <p><u>M.Saryicheva</u>, Chairman of the Shop Committee of "Pavlodarskiye teplovyie seti" LLP M.Saryicheva@pavlodarenergo.kz</p> <p>L.A. Evtushenko, Chairman of the Shop Committee of PEDC JSC L.Evtushenko@pavlodarenergo.kz</p> <p>K.M. Tokatova, Chairman of the Shop Committee of Pavlodarenergosbyt LLP chancel@pavlodarenergo.kz</p>	<p>A new collective agreement of the PAVLODARENERGO group of companies until 2019 (January-February) will remain in effect. Corporate Newspaper, Internet.</p> <p>Workshop conferences (once a year). Annual holding of shop conferences with the labor union progress report is planned.</p> <p>Coverage of labor union activity in newspaper "Energetik" (published twice a month), on the corporate website www.pavlodarenergo.kz, on Company's page in Facebook https://www.facebook.com/pavlodarenergo (as and when necessary).</p>

<p>Local communities</p> 	<p>Impact of the enterprise activity</p> <p>Public hearings on approval of tariff estimates</p>	<p>27 Krivenko Street, Pavlodar, 140000, RK Reception of PE JSC Tel.: 39-95-06, Fax: 32-97-88, pavlodarenergo@pavlodarenergo.kz</p> <p>PRD of PE JSC Tel./Fax: 39-98-50 pr@pavlodarenergo.kz Acting head of PRD O.A. Yemelyanova Company's website www.pavlodarenergo.kz</p> <p>Official Company's account in Facebook, «Odnoklassniki», «Moy mir», «Vk.com»</p>	<p>Reception of PE JSC Tel.: 39-95-06, Fax: 32-95-57, info@pavlodarenergo.kz</p> <p>PRD of PE JSC Tel./Fax: 39-98-70 pr@pavlodarenergo.kz Head of PRD O.A. Yemelyanova Hotline 903-309.</p>	<p>Written and e-mail requests of consumers (on a permanent basis). Requests of consumers shall be sent to the Company in form of written applications, via postal service, telephone communication, or Internet. Written and e-mail requests shall be registered, and a reply shall be submitted by a specialist (with the specification of contact details) under the hand of a manager; phone requests shall be sent to specialists, who analyze needs and monitor the consumer satisfaction level. The management shall be provided with the Customer Communication Report and suggestions on the improvement of service quality.</p> <p>Contact Center of Pavlodarenergosbyt, LLP. Multichannel line 903-309. Reference information regarding the power supply. Processing of complaints towards the quality of power supply or electricity; acceptance of values from hot water and electric energy meters. The phone is specified on receipts.</p> <p>Columns for consumer feedback: Feedback, Questions–Answers, Anti-corruption (on a permanent basis). In service centers and on the Company's website, consumers are offered to receive, fill-in, and send to the Company a Complaint Form. Blog of the general director PE. Seasonal heading on the "Quality of Heat Supply" Website.</p> <p>Outside MM (as and when necessary). Placement of information on held public hearings, briefings, round tables, conferences, and press tours.</p> <p>Round tables regarding protection of consumers in Pavlodar and Ekibastuz (as and when necessary).</p> <p>Press conferences regarding relevant topics with the participation of managers of PE JSC's enterprises (as and when necessary).</p> <p>Public hearings for the consideration of reports on the approval of tariff estimate for generation, supply, and transfer of thermal and electric energy (as and when necessary).</p> <p>Public hearings. Reports on the Environmental Action Plan pursuant to the Environmental Action Plan of Pavlodarenergo JSC for 2015–2019 http://pavlodarenergo.kz/assets/files/finotch/Plan_OOS_PE_2015_2019.doc</p> <p>Announcement in newspapers "Zvezda Priirtyshya" and "Saryarka Samaly" (as and when necessary). Provision of information on the investment project submission for a state environment impact assessment, on repair works, thermal- and electric energy outages, provision of specifications on the Company's website.</p>
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<p>State authorities</p> 	<p>Interaction with state authorities; Participation of the enterprise in activities of the city and the region</p> <p>Preparation for heating season</p>	<p>27 Krivenko Street, Pavlodar, 140000, RK Reception of PE JSC Tel.: 39-95-06, Fax: 32-97-88, pavlodarenergo@pavlodarenergo.kz</p> <p>Company's website www.pavlodarenergo.kz</p>	<p>Reception of PE JSC Tel.: 39-95-06, Fax: 32-97-88, pavlodarenergo@pavlodarenergo.kz Top managers of the group of enterprises of PE JSC</p> <p>PRD of PE JSC Tel./Fax: 39-98-70 pr@pavlodarenergo.kz Head of PRD O.A. Yemelyanova Hotline 903-309.</p>	<p>Letters and requests sent by controlling and state authorities (on a permanent basis). Incoming correspondence shall be registered in the registration log and forwarded to an addressee. All replies shall be agreed and signed by a relevant manager.</p> <p>Meetings of the executive staff regarding the preparation of the housing stock to heating season (six times a week). Managers of enterprises of PAVLODARENERGO group (or appointed responsible persons) take part in the event together with state and controlling authorities.</p> <p>Reporting of managers of local executive authorities to public. Compulsory participation of power transmission providers' and power supply company's representatives.</p> <p>Outside MM, Company's website www.pavlodarenergo.kz (once a year). Placement of requirements regarding the obligatory actions for timely and qualitative preparation of heat supply systems to the next heating season.</p> <p>Compiling and placement of a video clip about the need to install building-level heat meters in MM. Together with the press service of Akim of Pavlodar.</p> <p>Website www.pavlodarenergo.kz (on a permanent basis). Placement of information on scheduled and emergency power outages with the specification of periods in the column "Planned Outages" http://pavlodarenergo.kz/ru/informacziya-o-planovyix-otklyucheniyax.html</p> <p>Placement of information on public hearings, changes in cash office work hours. MM: "Zvezda Priirtyshya" and "Saryarka Samaly", "Irbis TV", "Vesti Ekibastuza", "Ekibastuz City TV Company" (as and when necessary), "Nasha Zhizn".</p> <p>The blog of Akim of the region (daily). Monitoring of the Blog of Akim of the region regarding consumer complaints towards divisions of the Company.</p> <p>Meetings and tours for official representatives of state authorities (as and when necessary).</p>
<p>Controlling authorities</p>	<p>Fulfillment of investment commitments</p>	<p>27 Krivenko Street, Pavlodar, 140000, RK Reception of PE JSC Tel.: 39-95-06, Fax: 32-97-88, pavlodarenergo@pavlodarenergo.kz</p>	<p>Reception of PE JSC Tel.: 39-95-06, Fax: 32-97-88, pavlodarenergo@pavlodarenergo.kz Top managers of the group of</p>	<p>Meetings in akimats of Pavlodar, Ekibastuz, Aksu regarding the passing of heating season (six times a year).</p> <p>Press tours to objects of PAVLODARENERGO JSC, PEDC JSC and PTS LLP with respect of intended use of funds received in the result of a tariff rise. Press tours shall be held together with the Department of the Committee on Regulation of Natural</p>

		<p>renergo.kz</p> <p>Company's website www.pavlodarenergo.kz</p>	<p>enterprises of PE JSC.</p> <p>PRD of PE JSC Tel./Fax: 39-98-50 pr@pavlodarenergo.kz</p> <p>Head of PRD O.A. Yemelyanova</p> <p>Hotline 903-309.</p>	<p>Monopolies and Protection of Competition over Pavlodar region.</p> <p>Press release of PAVLODARENERGO JSC regarding the preparation of Pavlodar CHPP-2, CHPP-3, and ECHPP to the heating season (once a year).</p> <p>Press release of PAVLODARENERGO JSC regarding the preparation of Pavlodarskiye Teplovyie Seti, LLP and "PEDC" JSC to the heating season (once a year).</p> <p>Public hearings: Reports of PE, JSC's enterprises on the activity on provision of regulated services: production of thermal energy, supply, transfer, and distribution of thermal and electric energy in Pavlodar and Ekibastuz over 2018. PE, JSC's report on the use of investment commitments over 2018 for Pavlodar and Ekibastuz. Consideration of a tariff for electric energy supply services in Pavlodar.</p>
<p>Suppliers, contractors, customers</p> 	<p>Provision of transparency in tendering processes</p>	<p>27 Krivenko Street, Pavlodar, 140000, RK Reception of PE JSC Tel.: 39-95-06, Fax: 32-97-88, pavlodarenergo.kz @pavlodarenergo.kz</p> <p>Company's website www.pavlodarenergo.kz</p>	<p>Reception of PE JSC Tel.: 39-95-06, Fax: 32-97-88, info@pavlodarenergo.kz Top managers of the group of enterprises of PE JSC PRD of PE JSC Tel./Fax: 39-98-50 pr@pavlodarenergo.kz Head of PRD O.A. Yemelyanova</p> <p>Hotline 903-309.</p>	<p>Newspaper "Zakup Info". Website: www.pavlodarenergo.kz. Placement of announcements on tender holding and results.</p> <p>Summarizing of competition and tender results. Envelopes with price quotations shall be opened in public in the Company's office in presence of tenderers and all concerned.</p> <p>Column on the Company's site – Anti-corruption hot line (on a permanent basis). There is a feedback form on the corporate website, which allows addressing to the Company's management with a complaint or suggestions. All messages incoming to PRD shall be forwarded to the General Director of PE JSC for further consideration.</p>
<p>Universities, colleges, employment centers</p> 	<p>Conducting internship and recruitment of the graduates</p>	<p>27 Krivenko Street, Pavlodar, 140000, RK HRD of PE JSC L.A. Smirnova, Head of HRD Tel.: 39-95-09.</p> <p>Company's website www.pavlodarenergo.kz</p> <p>Official Company's account in Facebook</p>	<p>HRD of PE JSC L.A. Smirnova, Head of HRD Tel.: 39-95-09.</p> <p>PRD of PE JSC Tel./Fax: 39-98-50 pr@pavlodarenergo.kz Head of PRD O.A. Yemelyanova</p> <p>Helpline: 39-95-50</p>	<p>In 2018, implementation of the PROFENERGY Project aimed at training of high-grade young specialists will be continued in PE.</p> <p>In 2018, the competition of research papers for students of institutions of higher and secondary education of Pavlodar and Ekibastuz will be continued. Reward for the best research paper is a personal scholarship of General Director of PE.</p> <p>Participation in vacancy fairs arranged by universities, colleges, employment centers (as and when necessary).</p> <p>Provision of an on-the-job training to students of subject-oriented universities (once a year).</p>

<p>Mass media</p> 	<p>Information about activity of the enterprise</p>	<p>PRD of PE JSC Tel./Fax: 39-98-50 pr@pavlodarenergo.kz Head of PRD O.A. Yemelyanova</p> <p>Company's website www.pavlodarenergo.kz</p> <p>Official Company's account in Facebook.</p>	<p>Reception of PE JSC Tel.: 39-95-06, Fax: 32-95-57, info@pavlodarenergo.kz</p> <p>PRD of PE JSC Tel./Fax: 39-98-50 pr@pavlodarenergo.kz Head of PRD O.A. Yemelyanova</p>	<p>Local and republican MM (on a permanent basis). To place printed materials and video plots about the Company's activity;</p> <p>Internet, social networks, emailing. Placement of announcements on important Company's events, references to press releases, invitations to press events, prompt comments on occurring events.</p> <p>Websites www.pavlodarenergo.kz, www.pavlodarnews.kz, www.pavon.kz, www.smartpavlodar.kz;</p> <p>Promotion of information posted on the company's website will be through a Facebook account. Users will be informed in local regional groups in the social networks: "Classmates" (Odnoklassniki), "My World" (Moy mir), "In Contact" (V kontakte), and Instagram:</p> <p>https://www.facebook.com/pavlodarenergo; https://vk.com/tipavlo https://vk.com/pvldetka https://www.instagram.com/poleznyj_ekibastuzets/?hl=ru https://ok.ru/ht50428962406492?st.layer.cmd=PopLayerClose</p>
<p>NGOs</p> 	<p>Environmental issues, social activity etc.</p>	<p>PRD of PE JSC Tel./Fax: 39-98-50 pr@pavlodarenergo.kz Head of PRD O.A. Yemelyanova</p> <p>Company's website www.pavlodarenergo.kz</p> <p>Official Company's account in Facebook.</p>	<p>Reception of PE JSC Tel.: 39-95-06, Fax: 32-95-57, info@pavlodarenergo.kz</p> <p>Environmental Protection Department of PE JSC - D.G. Kolmagorov, Head of EPD Tel.: 39-97-07</p> <p>PRD of PE JSC Tel./Fax: 39-98-70 pr@pavlodarenergo.kz Head of PRD O.A. Yemelyanova</p>	<p>Press tours for MM and NGO representatives. Invitation of NGO representatives.</p> <p>Public hearings. Invitation of representatives of "Consumer Protection Society" NGO, "ECOM" NGO, "Ecology World" NGO etc. for the participation in all public hearings arranged by enterprises of PE, JSC.</p> <p>Provision of environmental transparency. Placement of reports on plans and results of the implementation of projects oriented on the improvement of production ecological parameters on the Company's corporate website. http://pavlodarenergo.kz/ru/ekologiya/otchetnost.html</p> <p>Hotline of Environmental Service of PE: 39-97-01 is also placed at the Company's website.</p>



Stakeholders Engagement Plan of SEVKAZENERGO JSC
1.Region: North-Kazakhstan


2.Community: Petropavlovsk, city code: 7152




Key project objects/ impact near communities	Type of information	Location of disclosed environmental and social information and consultations	Name, contact phone number	Information distribution source
1	2	3	4	5
Personnel 	Occupational and health safety Disclosure of information on the Company's activity	Company office - 215 Zhabayev Street, Petropavlovsk, 150000, RK; Petropavlovsk CHP- 2 – 28 Ya. Gashek Street Company website: www.sevkazenergo.kz	Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 info@sevkazenergo.kz Top managers of group of enterprises of SKE JSC HRD of SKE JSC N.V. Kim, Head of HRD Tel.: 41-03-29 Tel.: 41-28-29 (130) N.Kim@sevkazenergo.kz PRD of SKE JSC 41-29-39 vopros_oso@sevkazenergo.kz A.M. Ageyev Head of PRD A.Ageev@sevkazenergo.kz	<p>Plan of measures for labour protection, occupational sanitation and fire safety. In 2018, SKE plans to work out a plan of measures for labour protection, occupational sanitation and fire safety. These measures should comply with the requirements of OHSAS 18001: 2007 as SKE was certified under the Occupational Safety and Health Management System in 2011.</p> <p>A complex of events timed to coincide with the World Day for Safety and Health at Work: a children's drawings contest, Family Day for Safety, "Safety - first of all" Contest, a video message of the chief executive on the subject "Importance of compliance with occupational safety and health requirements."</p> <p>Electronic newspaper (newsletter) "Power Engineer of Northern Kazakhstan" (Energetik Severnogo Kazakhstan) (The publication frequency is to be maintained once a week), corporate website: www.sevkazenergo.kz (new materials are to be further published at least 3 times a week).</p> <p>Informing employees about the company's activities in the external environment; organization of leisure and rest of employees; benefits package; union activities, veterans organization, charity; presentation of sport and festive events, HSE regulations publication; employees and significant events in the Company's life; innovations in HR policy and changes in management composition.</p> <p>Announcement boards (as and when necessary). It is planned to continue work on Placement of announcements, management congratulations, sport event schedules, HSE information, rules of labor dispute consideration, information of labor union committees, Company's quality, energy management, and environmental policies etc.</p>





				<p>Intranet website for employees. It is planned to continue the updating of information for Company's employees including regulatory and legal framework, HR policy, regulatory documents, and information of the Risk Management Division on the website. News content will be updated weekly; announcement board and congratulations will be updated monthly. Besides, it is planned to continue the placement of video and photographic materials on the Company's activity including news items and newspaper articles.</p> <p>E-mail distribution of messages on the most significant events and achievements to employees (on a permanent basis).</p> <p>Official Company's account in Facebook. It is planned to continue work on promoting information posted on the Company's official website, as well as informing the public about planned outages of electricity and hot water supply, informing the MM about upcoming events (public hearings, press tours, etc.). It is planned to open accounts of the company in other social networks and public places.</p> <p>Consultation of employees regarding personal matters by Company's management (as and when necessary).</p> <p>Feedback mechanism:</p> <ol style="list-style-type: none"> 1. It is offered to write an e-mail to the e-mail address: info@sevkazenergo.kz. The Secretary shall submit all incoming messages to the management. 2. It is suggested to send a message using a feedback form on the website www.sevkazenergo.kz (Feedback, Anti-Corruption Hot Line). Received messages are forwarded to the management, which shall either entrust the relevant services to prepare a reply or invite a message author for consultation. 3. It is additionally suggested to send a message to e-mail address for requests of employees: N.Kim@sevkazenergo.kz, or to use the hotline – 41-03-29, Ext. No.: 4-46. <p>Meeting of the Conciliation Committee (as far as new appeals are received). Settlement of labor disputes with the participation of labor union, Company's HR Department, top management. Employees may discuss all disputable matters before meeting by making the appointment at General Director.</p> <p>Outside MM (as and when necessary). Placement of information on Company's employees.</p>
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<p>Labor union</p> 	<p>Execution of collective agreement</p> <p>Organization of leisure and rest</p>	<p>Branch of "Labor Union Organization" of SKE JSC, 28 Y. Gashek Street, Petropavlovsk, 150000, RK, PCHP-2. Tel.: 52-02-87</p> <p>Labor Union Committee of NK EDC JSC, 144 A. Shazhimbayev Street, Petropavlovsk, 150 000, RK. Tel.: 31-42-17</p> <p>Labor Union Committee of Petropavlovsk Heating Networks LLP, 23 Stroitel'naya Street, Petropavlovsk, 150 000, RK. Tel.: 52-26-77</p> <p>Employee representative of Sevkazenergosbyt LLP, RK, 66 Zhumabayev Street, Petropavlovsk, 150 007. Tel.: 36-38-52</p>	<p>Chairman of branch of "Labor Union Organization" of SKE JSC Ye.V. Kelba Tel.:52-02-87, E.Kelba@sevkazenergo.kz</p> <p>Chairman of Labor Union Committee of NK EDC JSC Ye.V. Pomogalova Tel.: 31-42-17, Ext. 33 80</p> <p>Chairman of Labor Union Committee of Petropavlovsk Heating Networks LLP V.A. Burakova Ext. 2-76 V.Burakova@sevkazenergo.kz</p> <p>N.I. Tabachuk Tel.: +7 (7152) 36-38-52, Ext. 63 22 N.Tabachuk@sevkazenergo.kz</p>	<p>Performance of collective agreements of enterprises from the group of companies of SEVKAZENERGO JSC.</p> <p>Workshop conferences (once a year). Annual holding of shop conferences with the labor union progress report is planned.</p> <p>Labor collective conferences are held in organization departments (once five years).</p> <p>Planned representation of the labor union's activity:</p> <ol style="list-style-type: none"> in Corporate newspaper "Energetik Severnogo Kazakhstan" (as and when necessary); on the corporate website www.sevkazenergo.kz (as and when necessary); at announcement boards; on the intranet website for the Company's employees http://ae-main/itsite/ (as and when necessary). through the company's official account in the social network "Facebook"
<p>Local communities</p> 	<p>Impact of the enterprise activity</p> <p>Public hearings on approval of tariff estimates</p>	<p>Company office - 215 Zhabayev Street, Petropavlovsk, 150000, RK;</p> <p>Reception of SKE JSC +7(7152) 31-43-24 +7(7152) 31-42-83 +7(7152) 31-42-14 info@sevkazenergo.kz</p> <p>PRD of SKE JSC +7(7152) 41-29-39 A.M. Ageyev, Head of PRD</p>	<p>Reception of SKE JSC +7(7152) 31-43-24 +7(7152) 31-42-83 +7(7152) 31-42-14 info@sevkazenergo.kz</p> <p>PRD of SKE JSC 41-29-39 A.M. Ageyev, Head of PRD A.Ageyev@sevkazenergo.kz</p>	<p>Written and e-mail requests of consumers (on a permanent basis). It is suggested to send requests of consumers to a subsidiary company in form of written applications, via postal service, telephone communication, or Internet. Written requests shall be registered, and a reply shall be submitted by a specialist (with the specification of contact details) under the hand of a manager; e-mail messages shall be sent to employees of the Contact Center of Sevkazenergosbyt, LLP, who prepare a competent reply (pursuant to the Regulation of SEVKAZENERGO, JSC's Corporate Group Stakeholder Engagement (Reg. No.10.186.2014)); phone requests shall be sent to specialists, who analyze needs and monitor the consumer satisfaction level. The management shall be provided with the Customer Communication Report and suggestions on the improvement of service quality.</p> <p>Hot line (on a permanent basis). Number of the call center multi-channel hot line 500-666 is specified on the Company's website and in receipts for service consumers.</p> <p>Columns for consumer feedback: Feedback, Questions–Answers, Anti-corruption (on a</p>

		Company website: www.sevkazenergo.kz		<p>permanent basis). In service centers and on the Company’s website, consumers are offered to receive, fill-in, and send to the Company a Complaint Form, in which a consumer may point out the revealed disadvantages at the receiving thermal- and power supply services.</p> <p>Outside MM (on a permanent basis). Placement of information on held public hearings, briefings, round tables, conferences, and press tours.</p> <p>Round tables regarding the passing through a heating season in Petropavlovsk (annually).</p> <p>Round tables regarding the investment program implementation (as and when necessary).</p> <p>Public hearings regarding the fulfillment of investment commitments by SKE, JSC (April of 2018).</p> <p>Public hearings regarding the approval of tariff estimate for generation, supply, and transfer of thermal and electric energy (as and when necessary).</p> <p>Press tours to objects of the SKE, JSC corporate group modernization (June–September).</p> <p>Public hearings of reports on the Environmental Action Plan (as and when necessary).</p> <p>Website www.sevkazenergo.kz (weekly). Placement of information on repair works, thermal and electrical energy outages, provision of specifications.</p>
<p>State authorities</p> 	<p>Participation of the enterprise in activities of the city and the region</p> <p>Preparation for heating season</p>	<p>Company office - 215 Zhabayev Street, Petropavlovsk, 150000, RK;</p> <p>Reception of SKE JSC +7(7152) 31-43-24 +7(7152) 31-42-83 +7(7152) 31-42-14 info@sevkazenergo.kz</p> <p>Company website: www.sevkazenergo.kz</p>	<p>Company office - 215 Zhabayev Street, Petropavlovsk, 150000, RK;</p> <p>Reception of SKE JSC +7(7152) 31-43-24 +7(7152) 31-42-83 +7(7152) 31-42-14 info@sevkazenergo.kz</p> <p>Top managers of the group of enterprises of SKE JSC</p> <p>PRD of SKE JSC Tel.: 41-29-39 A.M. Ageyev, Head of PRD</p>	<p>Letters and requests sent by controlling and state authorities (on a permanent basis). Incoming correspondence shall be registered in the registration log and forwarded to an addressee; a reply shall be agreed and signed by a relevant manager.</p> <p>Meetings of the executive staff regarding the preparation of the housing stock to heating season (June–September, weekly). Managers of enterprises of SEVKAZENERGO, JSC corporate group (or appointed responsible persons) shall plan the participation in the event together with state and controlling authorities.</p> <p>Outside MM, Company’s website www.sevkazenergo.kz (as and when necessary). Placement of requirements regarding the obligatory actions for timely and qualitative preparation of heat supply systems to the next heating season.</p> <p>Website www.sevkazenergo.kz (on a permanent basis). Placement of information on scheduled and emergency power outages with the specification of periods.</p> <p>MM: TRC “Kazakhstan–Petropavl”, newspapers: “Severny Kazakhstan”, “Soltustik</p>

			A.Ageev@sevkazenergo.kz	<p>Kazakhstan”, “Prospekt SK”, and “Kyzylzhar Nury” (as and when necessary). Placement of information on public hearings, changes in cash office work hours.</p> <p>Meetings and presentations (tours) for official representatives of state authorities (as and when necessary).</p> <p>Blog of Akim of the region (weekly). Monitoring of the Blog of Akim of the region regarding consumer complaints towards divisions of the Company.</p>
 <p>Controlling authorities</p>	<p>Fulfillment of investment commitments</p> <p>Participation of the enterprise in activities of the city and the region</p>	<p>Company office - 215 Zhabayev Street, Petropavlovsk, 150000, RK;</p> <p>Reception of SKE JSC +7(7152) 31-43-24 +7(7152) 31-42-83 +7(7152) 31-42-14 info@sevkazenergo.kz</p> <p>Company website: www.sevkazenergo.kz</p>	<p>Top managers of the group of enterprises of SKE JSC</p> <p>Reception of SKE JSC +7(7152) 31-43-24 +7(7152) 31-42-83 +7(7152) 31-42-14 info@sevkazenergo.kz</p>	<p>Press tours with respect to the intended use of funds obtained under the State Program “Tariff in Exchange for Investments” (as and when necessary).</p> <p>Public hearings regarding the representation of results of the investment program implementation (four times a year).</p> <p>Meetings of official representatives of controlling and state authorities (as and when necessary).</p> <p>Outside MM (as and when necessary). Publication of materials on the Company’s interaction with controlling authorities.</p>
 <p>Suppliers, Contractors, Customers</p>	<p>Provision of transparency in tendering processes</p>	<p>Company office - 215 Zhabayev Street, Petropavlovsk, 150000, RK;</p> <p>Logistics Department of SKE JSC Company’s website: www.sevkazenergo.kz</p>	<p>Company office - 215 Zhabayev Street, Petropavlovsk, 150000, RK;</p> <p>Reception of SKE JSC +7(7152) 31-43-24 +7(7152) 31-42-83 +7(7152) 31-42-14 info@sevkazenergo.kz</p> <p>Y.K. Vizner Head of PM of SKE JSC Reception Tel.: 41-24-42</p>	<p>Newspaper “Zan” (as and when necessary). Placement of tender announcements.</p> <p>Arrangement and holding of tenders pursuant to all applicable laws. Results of competitions and tenders shall be announced in public in the Company’s office by opening the envelopes in presence of tenderers and all interested people.</p> <p>Column on the Company’s site – Anti-corruption hot line (on a permanent basis). It offers to address to the Company with a complaint or suggestion.</p>
 <p>Universities, colleges,</p>	<p>Conducting internship and recruitment of the graduates</p>	<p>Company office - 215 Zhabayev Street, Petropavlovsk, 150000, RK;</p> <p>HRD of SKE JSC N.V. Kim, Head of HRD Tel.: 41-03-29</p>	<p>HRD of SKE JSC N.V. Kim, Head of HRD Tel.: 41-03-29</p> <p>PRD of SKE JSC Tel.: 41-29-39 A.M. Ageyev, Head of PRD</p>	<p>Participation in vacancy fairs arranged by universities, colleges, employment centers (as and when necessary).</p> <p>Implementation of the Young Professionals Support Program.</p> <p>Awarding a nominal scholarship to participants of the Young Professionals Support Program.</p>


<p>employment centers</p>		<p>Company's website: www.sevkazenergo.kz</p>	<p>A.Ageev@sevkazenergo.kz</p>	<p>Temporary job placement to the period of summer holidays for students of subject-oriented specialties.</p> <p>Provision of an on-the-job training to students of subject-oriented universities (once a year).</p> <p>Briefings with graduates of subject-oriented specialties in educational institutions of the city (as and when necessary).</p> <p>Participation in work of examining boards (annually).</p>
<p>Mass media</p> 	<p>Information about activity of the group of SKE JSC's enterprises</p>	<p>PRD of SKE JSC Tel.: 41-29-39 A.M. Ageyev, Head of PRD</p> <p>Company's website: www.sevkazenergo.kz</p> <p>Official Company's account in Facebook.</p>	<p>PRD of SKE JSC Tel.: 41-29-39 A.M. Ageyev, Head of PRD A.Ageev@sevkazenergo.kz</p>	<p>Local and republican MM (on a permanent basis). Placement of printed materials and video plots about the Company's activity;</p> <p>Emailing (twice a week). Placement of announcements on important Company's events, references to press releases, invitations to press events, prompt comments on occurring events;</p> <p>Website: www.sevkazenergo.kz (weekly) Placing information about repair work.</p> <p>website: www.sevkazenergo.kz (three times per week) Placing information about the company's activities.</p> <p>SMM (weekly). Promotion of information placed on the Company's website using Facebook account.</p>
<p>NGO</p> 	<p>Problems of business sector, social issues</p>	<p>Company office - 215 Zhabayev Street, Petropavlovsk, 150000, RK;</p> <p>Reception of SKE JSC +7(7152) 31-43-24 +7(7152) 31-42-83 +7(7152) 31-42-14 info@sevkazenergo.kz</p> <p>Company website: www.sevkazenergo.kz</p>	<p>Reception of SKE JSC +7(7152) 31-43-24 +7(7152) 31-42-83 +7(7152) 31-42-14 info@sevkazenergo.kz</p> <p>PRD of SKE JSC Tel.: 41-29-39 A.M. Ageyev, Head of PRD A.Ageev@sevkazenergo.kz</p>	<p>Press tours (on a permanent basis).</p> <p>Public hearings (on a permanent basis).</p> <p>Participation in round tables, press conferences (on a permanent basis).</p>



Stakeholders Engagement Plan of AEDC JSC


1. Region: Akmola
2. Community: Astana, city code -7172



Districts: Atbassar, Arshaly, Astrakhan, Yegindykol, Tselinograd, Korgalzhyn, Akkol, Bulandy, Yereimentau, Shortandy, Zharkaiyn, Zhaksy, Yessil, Sandyktau

Key project objects/ impact near communities	Type of information	Location of disclosed environmental and social information and consultations	Name, contact phone number	Information distribution source
1	2	3	4	5
Personnel 	Occupational and health safety Information on the Company's activity	2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC Office of AEDC-Energosbyt LLP 42 Seifullin Street, Astana, RK Company's website www.arek.kz	Reception of AEDC JSC Tel.: 37-12-90 Fax: 37-10-37 kence@arek.kz pressa@arek.kz Heads of divisions of AEDC: A.S.Sadykova Head of HRD Tel.: 37-48-03 a.sadykova@arek.kz G.N.Ganol, Head of HSE Service: Tel.: 48-91-46 R.M. Zhakupov, Head of CD&E Unit (Civil Defense and Emergency Unit): Tel.: 48-91-46 PRD of AEDC JSC	Annual compulsory training on occupational safety in own training center. Holding of annual professional skill competitions at the levels of line-shop sites, district electric networks, interdistrict and republican electric networks. In 2017, as required by the RK Labor Code of the Republic of Kazakhstan and with a view to create healthy and safe working conditions, and to improve the culture and aesthetics production, AEDC worked out and implemented the Work Plan for the Occupational Safety and Health Service. In February 2017, a contract was signed for the provision of consulting services for the implementation of international standards ISO 9001:2015 «Quality Management Systems», ISO 14001: 2015 «Environmental Management Systems», OHSAS 18001: 2007 «Occupational Health and Safety Management Systems». A diagnostic audit was performed to determine the degree of compliance of the current management system of «AEDC» JSC in accordance with the requirements of the international standards of the ISO and OHSAS series. Currently, an internal audit of the IMS is conducted in «AEDC» JSC. Completion of the project on the implementation of the IMS is scheduled for May-June 2018. In 2017, as required by the RK Labor Code of the Republic of Kazakhstan and with a view to create healthy and safe working conditions, and to improve the culture and aesthetics production, AEDC worked out and implemented the Work Plan for the Occupational Safety and Health Service. In February 2017, a contract was signed for the provision of consulting services for the implementation of international standards ISO 9001:2015 «Quality Management Systems», ISO 14001: 2015 «Environmental Management Systems», OHSAS 18001: 2007



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			<p>Tel.: 27-48-30, R. Sadykova pressa@arek.kz</p>	<p>«Occupational Health and Safety Management Systems». A diagnostic audit was performed to determine the degree of compliance of the current management system of «AEDC» JSC in accordance with the requirements of the international standards of the ISO and OHSAS series. Currently, an internal audit of the IMS is conducted in «AEDC» JSC. Completion of the project on the implementation of the IMS is scheduled for May-June 2018.</p> <p>In 2018, an annual report of AEDC for 2017 is to be made and published, which will be posted on the corporate website.</p> <p>Corporate website www.arek.kz (on a permanent basis). Informing of employees on the Company's activity.</p> <p>A newspaper "Vesti AREK" (published once a month). Publication of information and analytical articles on the topic of occupational safety and health, about professionals in their field, young cadres, etc.</p> <p>Announcement boards (as and when necessary) Type of information to be distributed : announcements, management congratulations, sport event schedules, HSE information, rules of labor dispute consideration, information of labor union committees, Company's quality, energy management, and environmental policies etc.</p> <p>Emailing of messages on the most significant events and achievements to employees (as and when necessary).</p> <p>Consultation of employees regarding personal matters carried out by the Company's chief executive officer each Wednesday by previous appointment from 11:00 to 12:00.</p> <p>Feedback mechanism: Messages received to the website www.arek.kz and via hotline to be forwarded by PRD to the relevant services for consideration and preparation of a reply.</p>
<p>Labor union</p> 	<p>Execution of collective agreement</p> <p>Organization of leisure and rest</p>	<p>Territorial labor union organization (LUO) of AEDC JSC</p> <p>Branches of "Kazelektroprofsoyuz" NGO – LUO of Akmola IEN, LUO of Stepnogorsk IEN (Intersystem Electric Networks)</p>	<p>V.V. Pen'kova, Chairman of LUO of Akmola IEN Tel.: 43-71-64</p> <p>T.N. Zaugol'nikova, Chairman of LUO of Stepnogorsk IEN Tel.: 37-36-09</p>	<p>Approval of collective agreement (annually). Analysis of effect of the collective agreement, hearing of progress reports, Chairman election.</p> <p>Arrangement of celebration of national and state holidays (in accordance with the Labor Law of the RK).</p> <p>Carrying out sports events at enterprises of district electric networks and inter-district electric networks.</p> <p>Spartakiad Games devoted to the Kazakhstan Independence Day.</p>

				Arrangement of participation in city-wide sport tournaments (as and when necessary).
<p>Local communities</p> 	Impact of the enterprise activity.	<p>2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC</p> <p>Office of AEDC- Energosbyt LLP 42 Seifullin Street, Astana, RK</p> <p>Company's website www.arek.kz</p>	<p>Reception of AEDC JSC Tel.: 37-12-90 Fax: 37-10-37 kence@arek.kz</p> <p>PRD of AEDC JSC Tel.: 27-48-30, R. Sadykova pressa@arek.kz</p>	<ul style="list-style-type: none"> - Online and e-mail requests of consumers (on a permanent basis). Requests of consumers shall be sent to the Company via electronic or telephone communication, or Internet. All requests shall be registered in the Office and forwarded to the relevant services for consideration and preparation of a reply. Report on consumer requests received at the hotline shall be forwarded by PRD to the Economic Security Service (monthly). - Hot line (on a permanent basis). Hot line number is specified on the Company's website. Requests received at the hotline shall be registered by PRD and forwarded to the relevant services for consideration. - Columns for consumer feedback: Internet-Reception, Questions-Answers (on a permanent basis). Customer service unit, which carries out control over the arrangement of consumer claim settlement, is available in service centers and on the Company's website. - Outside MM (as and when necessary). Placement of information on held public hearings, briefings, and conferences. - Announcements in newspapers "Akmolinskaya Pravda", "Arka Azhary", "Zakup info", "Kazakhstanskaya Pravda" and regional publications (as and when necessary). Provision of information about repair works, power outages, public hearings and tenders on public purchases. - Press tours to objects of modernization of the Company (as and when necessary).
<p>State authorities</p> 	Preparation to the autumn/winter season	<p>2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC</p> <p>Office of AEDC- Energosbyt LLP 42 Seifullin Street, Astana, RK</p> <p>Company's website www.arek.kz</p>	<p>Reception of AEDC JSC Tel.: 37-12-90 Fax: 37-10-37 kence@arek.kz</p> <p>PRD of AEDC JSC Tel.: 27-48-30, R. Sadykova pressa@arek.kz</p>	<p>Obtaining of "Passport of readiness of energy generating and energy transmission organizations for operation under the autumn-winter conditions".</p> <p>Meetings and visits to the Company's energy facilities arranged for official representatives of state bodies (if required).</p> <p>Letters and requests from state and supervisory bodies (on an ongoing basis). Incoming correspondence is sent to the office to be entered in the register, from where it is delivered to the addressee. The response is approved and signed by the chief executive.</p>


<p>Controlling authorities</p> 	<p>Company's tariff policy</p>	<p>2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC</p> <p>Company's website www.arek.kz</p>	<p>Reception of AEDC JSC Tel.: 37-12-90 Fax: 37-10-37 e-mail: kence@arek.kz</p> <p>PRD of AEDC JSC Tel.: 27-48-30, R. Sadykova pressa@arek.kz</p>	<p>Public hearings on the approval of a tariff estimate for power supply (as required). Meetings and briefings on the discussion of the tariff policy (if necessary). The Company's chief executive (or assigned persons in charge) participates in the event together with the supervisory bodies.</p> <p>Corporate website www.arek.kz. Placement of information on tariff changes.</p> <p>Publications of "Akmolinskaya Pravda" and "Arka azhary" (as required). Placement of ads about changes in tariffs.</p>
<p>Suppliers, contractors, customers</p> 	<p>Provision of transparency in tendering processes</p>	<p>2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC 37-14-29</p> <p>Office of AEDC-Energosbyt LLP 42 Seifullin Street, Astana, RK</p> <p>Company's website www.arek.kz</p>	<p>Reception of AEDC JSC Tel.: 37-12-90 Fax: 37-10-37 kence@arek.kz</p> <p>PRD of AEDC JSC Tel.: 27-48-30, R. Sadykova pressa@arek.kz</p> <p>D. Auezkhanova, Head of Legal Department 37-32-12</p> <p>A.A.Taenova, Head of Procurement and Contracts Department 37-14-29</p>	<p>"Kazakhstanskaya Pravda", regional publications and "Arka azhary" and "Akmolinskaya Pravda" (where appropriate). Advertising on tenders.</p> <p>The results of tenders and competitions are summed up publicly in the Company's office by opening envelopes in the presence of participants and invitees.</p> <p>"Question-Answer", a feedback form, is posted on the corporate website www.arek.kz.</p> <p>In the Heading of "Headquarters for work with consumers", which allows you to apply to the Company's management with complaints and proposals.</p>
<p>Universities, colleges, employment centers</p> 	<p>Conducting internship and recruitment of the graduates</p>	<p>2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC</p> <p>Office of AEDC-Energosbyt LLP 42 Seifullin Street, Astana, RK</p> <p>Company's website www.arek.kz</p>	<p>Reception of AEDC JSC Tel.: 37-12-90 Fax: 37-10-37 e-mail: kence@arek.kz</p> <p>Heads of divisions of AEDC JSC: A.S.Sadykova Head of HRD Tel.: 37-48-03 a.sadykova@arek.kz</p>	<p>Organization of practical training for students of power energy faculties of the S.Seifullin KazATU, the Industrial and Economic College, the College of Management, the Service-Technical College No. 1, the Stepnogorsk Mining Technical College, the Akmla Training Centre, the Karaganda and Omsk Technical Universities, and the Industrial Technical College No. 1 at the Company's enterprises.</p> <p>Organization of excursions for students of power energy faculties of educational institutions in Astana and Stepnogorsk to the Company's power facilities.</p> <p>Drawing up of brochures, booklets, design of a stand for students of power energy faculties and young professionals.</p> <p>A meeting of the Company's representatives with graduates of specialized faculties of city</p>






			<p>G.K. Ismagambetova, Head Human Resources Division ismagambetova@arek.kz Tel.: 37-19-56 Tel.: 37-19-56</p> <p>PRD of AEDC JSC Tel.: 27-48-30, R. Sadykova pressa@arek.kz</p>	<p>universities and colleges (annually).</p> <p>Participation in job fairs for university graduates and students (annually).</p>
<p>Mass media</p> 	<p>Information about activity of the group of AEDC JSC's enterprises</p>	<p>2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC</p> <p>Company's website www.ark.kz</p>	<p>Reception of AEDC JSC Tel.: 37-12-90 Fax: 37-10-37 kence@arek.kz</p> <p>PRD of AEDC JSC Tel.: 27-48-30, R. Sadykova pressa@arek.kz</p>	<p>Local and national mass media (on an ongoing basis). Placement of printed materials and picture shots about the company's activities.</p> <p>Electronic mailing (as appropriate). Placement of announcements of important events of the Company, references to press releases, invitations to press events, prompt comments on current events, and announcements of vacancies.</p> <p>Website www.ark.kz. Placement of information on the Company's activities.</p>

Stakeholders Engagement Report of Astanaenergobytt LLP



1. **Region:** Astana
2. **Community:** Astana, city code – 7172

Key project objects/ impact near communities	Type of information	Location of disclosed environmental and social information and consultations	Name, contact phone number	Information distribution source
1	2	3	4	5
<p>Personnel</p> 	<p>Occupational Safety and Health</p>	<p>Company's Office of 1/4, B. Momyshtuly Ave., 010000 Astana, RK</p> <p>Company's Website www.astanaenergobytt.kz</p>	<p>Reception of Astanaenergobytt LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: aesbytt@aesbytt.kz</p> <p>Management of structural subdivisions of Astanaenergobytt LLP</p> <p>Lead Engineer of Occupational Safety & Health Sector G.A. Sakenova Tel.: 91-80-17 (717) GSakenova@aesbytt.kz</p> <p>Chief of Quality Service Ye.A. Dromova Tel.: 91-80-16 (716) EDromova@aesbytt.kz</p>	<p>A complex of events timed to coincide with the World Day for Safety and Health at Work: a children's drawings contest, Family Day for Safety, "Safety - first of all" Contest, a video message of the chief executive on the subject "Importance of compliance with occupational safety and health requirements."</p> <p>Corporate website: www.astanaenergobytt.kz (on an ongoing basis). Informing employees of the Company's activities in the external environment, of employees and significant events in the life of the Company as well as innovations in the personnel policy and changes in the composition of the management etc.</p> <p>Information boards (if necessary). Placement of announcements, schedules of sports events, competitions, information on the occupational safety and health policy and the ecology and quality policy of the company.</p> <p>Electronic sending of messages to employees about the most significant events and achievements, orders and instructions of the management. Reception of employees on personal matters by the company management</p> <p>Feedback mechanism: There is an active feedback mechanism. An e-mail is proposed to be sent to the address: info@aesbytt.kz. The Office forwards received messages to the company management, who instructs the relevant services to prepare a response, or invites the author to the reception.</p>

				Complaints from employees are also accepted by the heads of structural subdivisions. External media (if necessary). Placement of information on the Company's personnel.
<p>Local communities</p> 	Public hearings on approval of tariff estimates	<p>Company's Office of 1/4, B. Momyshuly Ave., 010000 Astana, RK</p> <p>Company's Website www.astanaenergosbyt.kz</p>	<p>Reception of Astanaenergosbyt LLP Tel.: 91-80-06 Fax: 91-80-05 aesbyt@aesbyt.kz</p> <p>Public Relations Officer E.B. Kussainova Tel.: 91-80-15 (715) EKussainova@aesbyt.kz</p>	<p>Written and electronic requests from consumers (on an ongoing basis). Requests are sent by a written application, postal and telephone communication, and through Internet channels. All messages are registered in the office and forwarded to the Company management. The chief executive causes letters to be transferred to the direct executors. Then consumers' letters are forwarded to the executors with a numbered accompanying card, and the card should be returned to the Office within five days. After responding to the consumers' requests, the executor returns the accompanying card to the office and indicates the result of permission there: Rejected. An explanation is given. Satisfied. Abandoned. Sent to the grievance committee. Taken into account. Telephone requests are sent to those specialists who analyze the consumers' needs and monitor their satisfaction. The management is provided with a report on interaction with consumers, and proposals to improve the quality of services.</p> <p>Call Center of Astanaenergosbyt LLP + 7 717291-88-88. The multichannel center is designed to receive up to 21 incoming calls simultaneously. The Call Center's operation includes reception of requests from the public for inspectors' visits, provision of complete information to customers on all such issues of interest to them as related to power supply, and reception of meter readings of electric power and hot water supplies. You can obtain full information on the energy supply, the status of accounts maintained by individuals and legal entities, and make requests for the status of electric power and hot water accounting as well as for the removal of a seal from an energy accounting meter by calling the Reference Service of Astanaenergosbyt LLP by + 7 7172 91-83-33.</p> <p>Headings for feedback from consumers: "Feedback", "Questions and Answers", "Hot Line for fight against corruption". The Company's service centers and website proposes to customers that a complaint form be received, filled in and sent to the Company.</p> <p>External mass media. Placement of information on public hearings, briefings, roundtables and conferences being held.</p>
Government authorities	Company's tariff policy	<p>Company's Office of 1/4, B. Momyshuly Ave., 010000 Astana, RK</p> <p>Company's Website</p>	<p>Reception of Astanaenergosbyt LLP Tel.: 91-80-06 Fax: 91-80-05 aesbyt@aesbyt.kz</p>	<p>Letters and requests sent by controlling and state authorities (on a permanent basis). Incoming correspondence shall be registered in the Document Control Department and in the Registration Log for incoming requests, and sent to the addressee; and the reply shall be agreed and signed by a relevant manager.</p>

		www.astanaenergobytkz.kz	Public Relations Officer E.B. Kussainova Tel.: 91-80-15 (715) EKussainova@aesbytkz.kz	<p>Meetings and briefings regarding to the discussion of tariff policy (as and when necessary). Manager of AES, LLP or appointed responsible person shall take part in the event together with state and controlling authorities.</p> <p>Meetings of the executive staff regarding the preparation to heating season. Manager of AES, LLP or appointed responsible person shall take part in the event together with state and controlling authorities.</p> <p>Outside MM, Company's website www.astanaenergobytkz.kz (as and when necessary). Concerning the changes in existing tariffs for thermal and electric energy, holding of public hearings, announcement of holding or cancellation of tenders.</p> <p>Meetings and tours for official representatives of state authorities (as and when necessary).</p> <p>Blog of Akim of the region (daily). Monitoring of the Blog of Akim of the region regarding consumer complaints towards AES, LLP.</p>
Controlling bodies		Company's Office of 1/4, B. Momysuly Ave., 010000 Astana, RK Company's Website www.astanaenergobytkz.kz	Reception of Astanaenergobytkz LLP Tel.: 91-80-06 Fax: 91-80-05 aesbytkz@aesbytkz.kz Public Relations Officer E.B. Kussainova Tel.: 91-80-15 (715) EKussainova@aesbytkz.kz	<p>Media tours to service centers of Astanaenergobytkz LLP due to the rebranding (where appropriate).</p> <p>Public hearings on approval of tariff estimate for thermal energy supply (as and when necessary).</p> <p>TV Channel "31", newspapers "Vechernyaya Astana", "Astana Akshamy", "Zakup Info" (as and when necessary). Placement of announcements concerning the changes in existing tariffs for thermal and electric energy.</p>
Suppliers, contractors, customers 	Ensuring the transparency in holding tenders	Company's Office of 1/4, B. Momysuly Ave., 010000 Astana, RK Company's Website www.astanaenergobytkz.kz	Reception of Astanaenergobytkz LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: aesbytkz@aesbytkz.kz Chief of Contract Administration Department of AES LLP G.T. Mustafina Tel.: 91-81-04 (804) Public Relations Officer E.B. Kussainova Tel.: 91-80-15 (715) EKussainova@aesbytkz.kz	<p>Announcement of holding or cancellation of tenders shall be published in the newspaper "Zakup Info". They shall be also placed on the Company's corporate website www.astanaenergobytkz.kz, in the column "Purchases".</p> <p>Arrangement and holding of tenders shall be performed pursuant to all applicable laws. Results of competitions and tenders shall be announced in public in the Company's office by opening the envelopes in presence of tenderers and all interested people.</p> <p>Feedback form "Complaint Form" located on the corporate website www.astanaenergobytkz.kz (on a permanent basis) allows addressing to the Company's management with a complaint or suggestions.</p> <p>Heading on the Company's website "Hot Line for fight against corruption" (on an ongoing basis).</p>



<p>Universities, colleges, employment centers</p> 	<p>Practical training, internship and employment of graduates of universities and colleges</p>	<p>Company's Office of 1/4, B. Momysuly Ave., 010000 Astana, RK</p> <p>Company's Website www.astanaenergobytkz.kz</p>	<p>Reception of Astanaenergobytkz LLP Tel.: 91-80-06 Fax: 91-80-05 aesbyt@aesbyt.kz</p> <p>HR Department Acting Chief of HR Department A.B. Alshinbayeva Tel.: 91-80-30 (730) AAshinbaeva@aesbyt.kz</p> <p>Public Relations Officer E.B. Kussainova Tel.: 91-80-15 (715) EKussainova@aesbyt.kz</p>	<p>Provision of internship to students of colleges and universities.</p> <p>A meeting of the company's representatives with graduates of major specialties in city educational institutions.</p> <p>Participation in job fairs for university graduates and students (if necessary).</p> <p>Publication of information on vacancies in editions of "Rabota", the weekly newspaper of "Vacancies of Astana and training", and roller captions of the "STV" and "Channel 31" TV channels, and on the website of enbek.kz.</p>
<p>Mass media</p> 	<p>Information about activity of the enterprise</p>	<p>Information on the enterprise's activities</p>	<p>Company's Office of 1/4, B. Momysuly Ave., 010000 Astana, RK</p> <p>Company's Website www.astanaenergobytkz.kz</p>	<p>Local and national media (on an ongoing basis). Placement of printed materials and picture shots about the Company's activities.</p> <p>Electronic mailing (as appropriate). Placement of announcements of important events of the Company, references to press releases, invitations to press events, prompt comments on current events, and announcements of vacancies.</p> <p>Website www.astanaenergobytkz.kz. Placement of information on the Company's activities.</p>

First Vice-president of CAEPCO

Turganov D.N.