



STAKEHOLDERS ENGAGEMENT REPORT OF
THE GROUP OF COMPANIES OF
CENTRAL-ASIA ELECTRIC POWER CORPORATION JSC
FOR 2019

Nur-Sultan

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ABOUT CAEPCO

Central-Asian Electric Power Corporation JSC is the largest vertically integrated private holding in the electricity and heat generation sector of Kazakhstan. In the regions where it operates, CAEPCO JSC Group of Companies has a monopoly on electricity and heat production and distribution.

10,553 people – headcount of the Group of Companies (for 12.31.2019)

More than 2 mln customers (including families)

1,218 MW – installed electricity capacity

2,981 Gcal/h – installed heat capacity

Mission

Improving the living standards for customers and creating favourable conditions for economic growth in the regions of operations by providing first-class energy supply services for households, industries and social infrastructure facilities. The Corporation is implementing this mission by operating in accordance with international production, environmental, health protection and social responsibility standards. The Corporation's performance effectiveness is based on its employees, whose value lies in their high professionalism and the ability to work in a team with a focus on results.

Total installed electricity capacity of CAEPCO JSC amounts to 1,218 MW – by this parameter the Corporation is a leader among private electricity generating companies of Kazakhstan. Total installed heating capacity of the corporation is 2,981 Gcal/h. Total length of electricity transmission lines is more than 49,4 km, length of heating networks is 983.9 km. The Company provides electricity to more than two million people.

Subsidiaries of CAEPCO JSC in regions of Kazakhstan are represented by two vertically integrated energy companies –SEVKAZENERGO JSC and PAVLODARENERGO JSC, both of which include all energy supply elements – generation, transmission and sales. In Nur-Sultan city the Company controls a sales structure – ASTANAENERGOSBYT LLP, in Akmola region– Akmola Electricity Distribution Company JSC.

Corporation structure

Central-Asian Power-Energy Company JSC	NMH Baiterek JSC		
	KIF ENERGY S.A.R.L.	Baiterek Venture Fund JSC	CKIF ENERGY S.A.R.L.
92,75%	4,35%	1,45%	1,45%



PAVLODARENERGO JSC	Akmola EDC JSC	Astanaenergosbyt LLP	SEVKAZENERGO JSC
100%	100%	100%	100%
Pavlodar Regional Electric Distribution Company JSC	AEDC-Energosbyt LLP		North-Kazakhstan Regional Electric Distribution Company JSC
Pavlodar Heating Networks LLP			Petropavlovsk Heating Networks LLP
Pavlodarenergosbyt LLP			Sevkazenergosbyt LLP
Ekibastuzteploenergo LLP			

STAKEHOLDERS AND TYPE OF INFORMATION DISCLOSED IN THE REPORT

An important element of the sustainable development system is stakeholder's 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 action plan, actions are aimed at expansion and enhancement of efficiency of interaction with all stakeholders in accordance with such corporate behaviour 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.



Personnel



Trade union



Local communities



Government authorities



Controlling bodies



Suppliers, contractors, customers



Universities, colleges, employment centers



Mass media



NGOs

List of abbreviations:

RK – Republic of Kazakhstan
 CAEPCO JSC – Central-Asian Electric Power Corporation JSC
 CAPEC JSC – Central-Asian Power Energy Company JSC
 SKE JSC – SEVKAZENERGO JSC
 PE JSC – PAVLODARENERGO JSC
 AES – Astanaenergobytt LLP
 AEDC – Akmola Electricity Distribution Company JSC
 PREDC – Pavlodar Regional Electric Distribution Company JSC
 NK REDC – North-Kazakhstan Regional Electric Distribution Company JSC
 NKR – North-Kazakhstan Region
 EPC – Electric Power Council

KEPA – Kazakhstan Electric Power Association
 PRD – Public Relations Department
 HR - Human Resources
 MSD - Material Support Department
 NGO - Nongovernmental organization
 EPS - Electric power substation
 HM - Heating main
 HWS – Hot water supply
 MSM – Mass media
 CHP – Combined Heat and Power Plant
 DCRNM & PC - Department of the Committee for Natural Monopolies Regulation and Protection of Competition of the Ministry of National Economy of the Republic of Kazakhstan
 IMSG - Integrated Management System Group
 OHSS – Occupational health and Safety Service
 IMS - Integrated Management System

STAKEHOLDERS ENGAGEMENT REPORT OF PAVLODARENERGO JSC

STAKEHOLDER - Personnel

Type of information - Occupational Safety and Health

In 2019, as required by the RK Labor Code, with a view to create healthy and safe working conditions, to improve the culture and aesthetics of production, PE made out a plan of actions for occupational safety and health. The said actions met the requirements of MS OHSAS 45001:2018.

The basic obligations of PE by standard: to preserve the life and health of PE's workers and representatives of outside organizations located on its premises; compliance with relevant legislative and regulatory requirements.

In October 2019, an external audit was conducted on the OHSAS 18001: 2007 management system. During 2019, 12 safety days were held at the of the PE group of enterprises in structural divisions, 439 introductory briefings, 24 production meetings, 29 written notifications were sent to the families of employees who violated the Occupational health and Safety requirements. Together with the Occupational health and Safety department of PE and the local trade union, a new version of the Regulation on the Production Council for Occupational Safety and Health and the Technical Inspector has been developed. The Roadmap for the prevention of industrial injuries at Ekibastuzteploenergo LLP was also developed and approved. Within the framework of the map, the local trade union, together with the Pavlodar trade center and the labor department of the Pavlodar region, trained technical inspectors, members of the conciliation commission.

PE is certified for the compliance with the requirements of the following international standards:

- ISO 9001:2008, Quality Management System (2008);
- ISO 14001:2004, Environment Management System (2008);
- OHSAS18001:2007, Occupational Safety and Health Management System (2011);
- ISO 50001:2011, Energy Management System (2015).

Provision of disclosed environmental and social information and consultations

27 Krivenko Street, Pavlodar, 140000, RK
North Industrial Zone, CHP-3, CHP-2
Ekibastuzteploenergo "LLP,, unaeva str., 105
Company's website www.pavlodarenergo.kz

Public Organization "Local Trade Union of Workers of Power System "Pavlodarenergo".
Room 203, 27, Krivenko Str., 140000 Pavlodar, RK.
phone: 39-97-85

reception phone: 39-95-06, fax: 32-97-88
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Name, contact number

The head of UIS PE
Buchneva N. N.,
phone: 39-97-22
info@pavlodarenergo.kz

Head of HSE Service
Turkov A.V.
phone: 39-93-54
info@pavlodarenergo.kz

Heads of the enterprises, PE

Chairman of the NGO "Local trade Union of the power system "PAVLODARENERGO" Tuleubaev B. K. ,
profkom_pv@bk.ru

Type of information - Disclosure of information on the company's activities

In 2019, PE prepared and published its annual report for 2018 posted on the corporate website and the website of the Kazakhstan Stock Exchange KASE.

24 editions of the Corporate Newspaper "Energetik" were prepared and published with a circulation of 1,500 copies.

Information on the activities of the company and its subsidiaries is updated on an ongoing basis on the website www.pavlodarenergo.kz. Information boards located on the premises of the PE's Group of Companies include as follows: announcements, congratulations from the management, sport event schedules, OSH information, rules for consideration of labor disputes, IMS Policy. Employee's preliminary records are received by the company's management in personal matters.

There is a feedback mechanism: all messages received by e-mail pavlodarenergo@pavlodarenergo.kz, are transferred to the company's management by the secretariat. There is a directly contact to CEO's blog on the corporate website of the PE group of enterprises

Provision of disclosed environmental and social information and consultations	Name, contact number
27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2 Ekibastuzeteploenergo LLP, Kunaeva str., 105 Company's website www.pavlodarenergo.kz	Heads of the enterprises, PE Head of PRD of PE JSC Tel./Fax: 39-98-70 pr@pavlodarenergo.kz O.A. Yemelyanova,
Public Organization "Local Trade Union of Workers of Power System "Pavlodarenergo". Room 203, 27, Krivenko Str., 140000 Pavlodar, RK. phone: 39-97-85	Contact-Centre's Tel.: 903-309.
reception phone: 39-95-06, fax: 32-97-88 pavlodarenergo@pavlodarenergo.kz	

Type of information - Social assistance and support

PE provides employees with social assistance and support, including:

- payment of study leave (for students in specialties specializing in PE), payment of bonuses for successful graduation, the issuance of interest-free loans for studies;
- material reward for those leaving in connection with reaching retirement age with work experience at the enterprise at the time of dismissal for at least five years;
- The action of the company's veterans support program, under which money is annually transferred to support the veteran organization. For pensioners living in stove-heated houses, one ton of coal is sold free of charge, over one ton - at cost; incentive payments are made for Victory Day, Day of the elderly, Day of the power engineer, on 8 March. The Veterans Council of PE visits veterans at home on birthdays and public holidays. WWII veterans get valuable gifts and grocery bags;
- financial assistance in fact to employees for funeral services, for treatment in cases and on the terms of the current Collective Agreement;
- centralized purchase of New Year's gifts for children under 14 years of age of PE workers;
- surcharge in the amount of the cost of the ticket for employees with traveling work;
- motor transportation services for delivering workers to and from work;
- co-financing of expenses incurred by JSC "Pavlodar Tram Department" for transportation of PE's employees to/from their work (CHP-3).
- leisure activities for employees of the enterprise who are members of the trade union in the rest house of

Energetik Sanatorium-and-Sanatorium LLP with a discount on a number of services;

- supply of coal at cost for workers living in houses with stove heating;
- allocation of funds for cultural events;
- annual sports competitions, participation in city sports and athletics meetings.

The PE Training Center organized and held the competition "Best in Profession" among employees of a group of enterprises with a specialty in "electrician, electrician". Also, two employees of the PE group of enterprises became winners of the city competition "Best in profession among working youth", organized by the Public Congress of Youth of Kazakhstan Pavlodar Region public foundation with the support of the Department of Internal Policy of the city of Pavlodar.

12.20.2019 a solemn celebration of personnel of the PE's Group of enterprises was held on the occasion of the professional holiday - the Power Engineers' Day. The best employees were awarded the honorary title "Honored Power Engineer of the CIS", a diploma of the Electric Power Council of the CIS, letters of thanks of the Minister of Energy of the Republic of Kazakhstan, and the titles "Enbegi singen energetik. Kazakhstan Electric power industry Kauymdastygy (Honored Power Engineer of the Kazakhstan Electric Power Association) and kurmettti energetik Engineer. Kazakhstan Electro energetikaly Kauymdastygy "(Honored Power Engineer of the Kazakhstan Electric Energy Association), honorary diplomas" Kazakhstan Elektr energetikaly Kauymdastygi kurmet diplomas "; Diplomas and letters of thanks of the akim of Pavlodar region; diplomas and letters of thanks of the akim of the city of Pavlodar; letters of appreciation and letters of appreciation of CAEPCO JSC; entering names in the books of honor of enterprises; the ranks "Best employee of the enterprise"; diplomas and letters of appreciation from the General Director of PAVLODARENERGO JSC; the branch trade union was awarded the medal "Arbek Ardageri", letters of appreciation and diplomas of the Ministry of Energy of the Republic of Kazakhstan.

16 veterans awarded the title of Ardager Energetik.

In 2019, a set of measures was taken for employees of the PE group of enterprises aimed at organizing leisure activities and maintaining the principles of corporate social responsibility:

- rental of a hall and a pool in the fitness center "Neptune" for sports (volleyball, swimming);
- the provision of financial assistance from the medical accumulation fund at the request of the employee, as well as the provision of services in the amount prescribed by the "Regulation on the medical fund of accumulation of the PE group of enterprises" for treatment at the Energetik Sanatorium-dispensary LLP;
- Preparation and holding the championship in sports fishing.

Provision of disclosed environmental and social information and consultations

Company's office
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reception phone: 39-95-06, fax: 32-97-88

105, Kunaeyev Street, Ekibastuz,
Ekibastuztepoenergo

HR Department
Company's website: www.pavlodarenergo.kz

Name, contact number

Administrative Department of PE JSC

Acting Chief of the Administrative Department:
Tel.: 39-95-08,
K.Y. Rezner

Chief of HR Department of PE
39-95-09
L.A. Smirnova
info@pavlodarenergo.kz

Type of information - Labor dispute settlement

Labor disputes are settled in accordance with the current legislation, the Collective Agreement and the Regulation on the Conciliation Commission for Individual Labor Disputes - at a meeting of the Conciliation Commission with the participation of representatives of the employer and the employee. Meetings of the Conciliation Commission are appointed as complaints and appeals of employees are received.

Provision of disclosed environmental and social information and consultations

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105, Kunaeyev Street, Ekibastuz,
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Administrative Department of PE JSC,
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Administrative Department of PE JSC

Chief of HR Department of PE

39-95-09

L.A. Smirnova

info@pavlodarenergo.kz

STAKEHOLDER - TRADE UNION**Type of information - Performance of the Collective agreement**

There is a common Collective Agreement for a group of PE companies with the participation of the local trade union of the energy system. Within the agreement, during 2019, the structural units heard the reports of the chairmen of the trade unions and held reporting meetings. At the expense of the union in 2019, compensation was paid for the treatment of employees in the amount of 1,991 million tenge. Charitable assistance was provided in the amount of 2,598 million tenge. Coverage of the activities of the trade union is carried out on an ongoing basis through the newspaper "Energetik", a corporate website, on information boards, through the information channels of trade union activists.

Type of information - Organization of leisure and rest

In 2019, the local PE energy system union held 8 sport events. Employees of the PE group of enterprises joined the team for the chess of the branch trade union and participated in the republican intersectoral sports contest of workers, where they took fifth place.

In 2019, three gyms, summer stadiums, a ski stadium, a chess club were rented for competitions and training. 1,953 million tenge was spent on sporting events from union funds.

During 2019, 1,716 employees of the PE group of enterprises visited the pool - as part of union financing. The total amount amounted to 1,113 million tenge.

During the year, events were organized for employees with a total budget of 12.467 million tenge as part of the holidays: Children's Day, March 8, Knowledge Day, Nauryz, Victory Day, Chemist's Day, Environmental Protection Day, Labor Day, the Power Engineers' Day, New Year, Day elderly people, as well as congratulations to the anniversaries and employees going on a well-deserved rest.

The "Trade Union" discount program continues to operate for obtaining discounts for members of the local trade union in large trading companies, which by the end of 2019 had recorded 34.1350 children took part in events for children of employees of the PE group of enterprises. The course of competitions and celebrations was covered in the "Energetik" newspaper and on the PE corporate website. The names of the winners of the competitions with congratulations are duplicated on information boards.

In 2019, the team of the PE group of enterprises took second place at the 48th city sports contest among workers of production teams in Pavlodar.

Provision of disclosed environmental and social information and consultations	Name, contact number
Public Organization "Local Trade Union of Power System Workers "Pavlodarenergo". Room 504, 27, Krivenko Str., 140000 Pavlodar, RK. Tel.: 39-97-85	Chairman of the Public Organization "Local Trade Union of Workers of Power System "Pavlodarenergo" B.K. Toleubayev profkom_pv@bk.ru
149, Kamzin Str., Pavlodar. Tel.: 60-65-60,	Chairman of the Shop Committee of Pavlodar Heat Networks LLP M.F. Sarycheva M.Saryicheva@pavlodarenergo.kz
1/141, Tolstoy Str., Pavlodar. Tel.: 75-16-61	Chairman of the Shop Committee of PREDC JSC L.A. Yevtushenko L.Evtushenko@pavlodarenergo.kz .
27, Krivenko Str., Pavlodar. Tel.: 39-98- 64	Chairman of the Shop Committee of Pavlodarenergosbyt LLP V.I.Tumenceva V.Tyumenceva@pavlodarenergo.kz

STAKEHOLDER - LOCAL COMMUNITIES

Type of information - Impact of the enterprise's activities

On the company's website there is a blog of the chief executive. In 2019, the blog received 159 requests for heat and power supply (underheating, disconnections, terms of connection), quality of customer service, a timely and accurate charging of energy, an installation of heat power matters.

In 2019, the PE's enterprises accepted and processed 452,522 calls from consumers including calls with requests, questions, applications, proposals, and transfer of meter readings to the contact center. The hotline (trust line) received 249 requests (Pavlodar Heat Networks – 33, PREDC – 92, Pavlodarenergosbyt - 58). 15 messages were received through the main office for work with consumers, and the blog of the PE's General Director received 271 requests. The registration books in the offices of the enterprises of the PE's group of enterprises recorded as follows: Pavlodar Heat Networks - 42 requests, Pavlodarenergosbyt - 34, and PE - 17. 250 requests from individuals and 11,356 requests from legal entities were registered in PREDC. The heat inspection of Pavlodar Heat Networks accepted 1,585 requests.

In 2019, a group of PE companies accepted and processed consumer requests, including calls with requests, questions, applications, offers, transfer of meter readings to a contact center. The contact center helpline received 249 complaints. 47 messages were received through the Headquarters for Work with Consumers; 159 messages were received on the blog of the General Director of PE. In the journals of the office of the enterprises of the PE group of enterprises, complaints and requests from consumers were recorded: Pavlodar Heat Networks - 33, Pavlodarenergosbyt - 54, PE - 21, PREDC - 143. The Heat Inspection of Pavlodar Heat Networks accepted 1,051 applications for underheating, 194 of which were confirmed.

Information on the work schedule of the service centres is published in MSM of Pavlodar and Ekibastuz: "Zvezda Priirtyshya", "Saryarka Samaly", "Irbis-TV", "Voice of Ekibastuz", "Ekibastuz City TV Company", and on the PE's website as well.

The site www.pavlodarenergo.kz updated a list of documents required for obtaining technical conditions. Information is posted on free and available electric and heat power at substations of PREDC and heat main lines of the Pavlodar Heat Networks LLP. In addition, weekly information is posted on the company's website about scheduled repairs, power outages, and seasonally – about heat power outages.

Information on the transfer of an investment project to the state environmental expertise is posted as announcements on the company's website, in the Newspapers "Zvezda Priirtyshya" and "Saryarka Samaly" in advance within such time as specified by law.

The interested parties may send their message, complaint, question via feedback forms on the website www.pavlodarenergo.kz ("Feedback", "Hot line related to fight against corruption") in the PRD, which distributes issues among the relevant services. Received replies are sent to the authors of messages.

Type of information - Public hearings on the approval of a tariff estimate

Information on the holding of public hearings is published MSM of Pavlodar and Ekibastuz: "Zvezda Priirtyshya", "Saryarka Samaly", "Irbis-TV", and "Ekibastuz City TV Company"

In 2019, 14 public and public hearings were held:

1. The annual report on the activities of PAVLODARENERGO JSC for 2018 on the provision of heat energy production services to consumers in Pavlodar (04.23.2019).
2. The annual report on the activities of PAVLODARENERGO JSC for 2018 on the provision of heat energy production services to consumers in Ekibastuz (04.22.2019).
3. Report on the activities of PAVLODARENERGO JSC for the 1st half of 2019 on the provision of heat energy production services to consumers (TPP-3, TPP-2) in Pavlodar (07.30.2019).
4. The annual report on the activities of Pavlodar Heat Networks LLP for 2018 on the provision of services for the transfer and distribution of heat energy to consumers and other interested parties in Pavlodar (04.23.2019).
5. The annual report on the activities of Pavlodar Heat Networks LLP of Ekibastuz Heat Networks PC for 9 months of 2018 for the provision of heat transmission and distribution services to consumers and other interested parties in Ekibastuz (04.22.2019).
6. The annual report on the activities of Pavlodar Heat Networks LLP for the 1st half of 2019 on the transfer and distribution of heat energy to consumers and other interested parties in Pavlodar (07.30.2019).
7. The annual report on the activities of Pavlodarenergosbyt LLP for 2018 on the provision of regulated types of heat supply services to consumers in Pavlodar (04.23.2019).
8. The annual report on the activities of Pavlodarenergosbyt LLP for 2018 on the provision of regulated types of heat supply services to consumers in Ekibastuz (04.22.2019).
9. The six-month report on the activities of Pavlodarenergosbyt LLP for the 1st half of 2019 on the provision of regulated types of services for the supply of heat energy to consumers in Pavlodar (07.30.2019).
10. The six-month report on the activities of Pavlodarenergosbyt LLP for the first half of 2019 on the provision of regulated types of services for the supply of heat energy to consumers in Ekibastuz (07.29.2019).
11. Public hearings of Ekibastuzteploenergo LLP on the discussion of the draft tariff estimates for the production, transmission and distribution of heat energy in Ekibastuz for 2019 (03.20.2019).
12. The annual report on the activities of Ekibastuzteploenergo LLP for the 1st half of 2019 on the provision of services for the production, transmission and distribution of heat energy to consumers in Ekibastuz (07.29.2019).
13. Report on the results of the first half of 2019 on the execution of the approved tariff estimates, on the implementation of the approved investment program of PREDC JSC for the provision of services for the transmission and distribution of electric energy (07.30.2019)
14. Annual report on the activities of PREDC JSC on the provision of electric power transmission and distribution services through the networks of PREDC JSC and the implementation of the investment program for 2019 (04.23.2019).

Provision of disclosed environmental and social information and consultations

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Administrative Department of PE JSC

STAKEHOLDER - GOVERNMENT AUTHORITIES

Type of information - Interaction with government authorities; Participation of the enterprise in the life of the city and the region

In 2019, daily monitoring was carried out on the blog of the akim of the Pavlodar region <http://blog.pavlodar.gov.kz>, which received 119 complaints regarding the work of the PE group of enterprises. Another 96 requests were received on the site of the Akim of the city of Ekibastuz. For all requests provided answers.

Information on planned and emergency outages of electric and thermal energies is regularly posted on the PE corporate website, the dates on repair work and testing of heating networks are indicated. Information about public hearings is published in regional and city mass media. Official delegations and contacts with representatives of state authorities: 02.04.2019 - a press conference at the Ekibastuz CHP with the participation of regional and republican media, the first deputy akim of Pavlodar region, the head of the department of energy, housing and communal services of Pavlodar region, the leadership and employees of the Akimat of the city of Ekibastuz, as well as the Ekibastuz community.

02.06.2019 - a meeting of employees of the Ekibastuz CHP of Ekibastuzteploenergo LLP with the head of the labor department of Pavlodar region and the chairman of the territorial union of trade unions of Pavlodar region.

02.14.2019 - training at the Pavlodar CHP-3 to summarize the results of civil defense and emergency situations for 2018. ES representatives awarded 69 power engineers for effective joint work on the prevention and prevention of emergency situations.

03.01.2019 - Pavlodar TPP-3 was visited by a delegation of enterprises from Omsk. The meeting was held as part of an official visit to Pavlodar by Governor Alexander Burkov and business representatives of the Omsk region.

03.12.2019 - the on-site seminar of the Pavlodar city veteran asset was held on the basis of the Council of Veterans of PAVLODARENERGO JSC.

04.04.2019 - a memorandum was signed on the Zhas Shanyrak project on cooperation between the Akimat of Pavlodar and large enterprises of the region, including PAVLODARENERGO JSC.

04.17.2019 - a meeting in the akimat of the city of Ekibastuz, which discussed the problems of the Ekibastuz CHP with the participation of the management of PAVLODARENERGO, Ekibastuzteploenergo, akimat of Ekibastuz, SevKazEnergoProm.

04.22.2019 - participation of employees of the PE group of enterprises in the annual citywide cleanup on the sanitary cleaning of streets, parks and squares.

05.21.2019 - a briefing on the issues of the past heating season, preparation for the upcoming winter period 2019-2020. Speakers - Head of the Department of Energy and Housing and Utilities of Pavlodar Region and Deputy General Director of Pavlodar Heating Networks LLP.

06.06.2019 - presentation of the scholarship of PAVLODARENERGO JSC to the winners of the third annual competition of scientific works among third-year students of universities and colleges of the region.

06.24.2019 - participation of the PREDC team in the first corporate professional skill competitions among operational and repair personnel of distribution networks of the CAEPCO JSC group of enterprises. The first place with the title "Best Occupational Safety and Health Service" is the head of the Occupational Health and Safety Institute "PREDC".

The second place is taken by the head of the Safety and Health System of Pavlodar Heating Networks. In the nomination "Safe project", the best engineer for biotechnology and environmental protection was recognized as the best. "For the implementation of best practices in the field of safety and labor protection" was awarded the Head of Occupational Health and Safety PE.

07.19.2019 - the Akim of Pavlodar visited Pavlodar CHP-2 and CHP-3, where he got acquainted with the progress of planned repairs of turbine pipelines and boiler rooms.

07.30.2019 - scheduled exercises in the territory of CHP-3 conducted by the joint efforts of the fire safety service of CHP-3, KNB specialists, employees of the KNB anti-terrorism and the fire department of Pavlodar region.

08.03.2019 - a briefing for the media and KSK with the participation of the General Director of PAVLODARENERGO JSC and the General Director of Ekibastuzteploenergo LLP on preparations for the 2019-2020 heating season of Ekibastuzteploenergo LLP, on a new form of public-private partnership, tariffs and other relevant projects.

08.07.2019 - a briefing on the topic of ecology in the regional communications service, in which the first deputy general director, chief engineer of PE took part.

08.19.2019 - More than 500 children of PE employees received material support from the local trade union as part of the nationwide charity campaign "Road to School".

09.09.2019 - the akim of Pavlodar region checked the readiness of the CHP for the heating season.

September 16, 2019 - the chairman of the trade union center of Pavlodar region met with the staff of CHP-3 to discuss the Message of the President of the Republic of Kazakhstan to the people of Kazakhstan.

September 17, 2019 - a briefing in the city communications service, where the heads of Ekibastuzteploenergo LLP and representatives of the housing inspection answered questions from journalists.

09.26.2019 - a briefing on the course of the heating season at the site of the regional telecommunications center. Representatives of Pavlodar Heating Networks LLP, the Department of Energy and Housing and Public Utilities, as well as the Housing Inspection Department met with reporters.

10.05.2019 - a commission at the Ekibastuz CHP, consisting of deputies of the city maslikhat, employees of the Akimat of Ekibastuz.

Type of information - Preparation for the heating season

The management of enterprises of the PE's Group (or designated officials) participates in meetings of the main office for preparing the housing stock for the heating season in conjunction with the state and controlling bodies, and attends reporting back meetings of akims of cities and districts with the population.

In MSM, and also on the corporate website of the company, at the end of the heating season, requirements are posted for such mandatory activities as related to the timely and qualitative preparation of heat supply systems for the next heating season.

The heading "Preparing for the heating season" is posted on the main page of the company's corporate website, which contains technical requirements, house connection schedules and the degree of their readiness, as well as an electronic version of the brochure "How to Prepare Your Home for the Heating Season in Time". In CHP, regular meetings are held twice a month with the participation of representatives of KSK and the management of CHP.

Provision of disclosed environmental and social information and consultations

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 105, Kunaeyev Street, Ekibastuz,
 Ekibastuzteploenergo
 Administrative Department of PE JSC,
 Company's website: www.pavlodarenergo.kz
 Official account in Facebook and Instagram

Name, contact number

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 Administrative Department of PE JSC

Head of PRD of PE JSC
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 O.A. Yemelyanova

Contact-Centre's Tel.: 903-309.

STAKEHOLDER - CONTROLLING BODIES

Type of information - Performance of investment obligations

In 2019, corporate media, as well as regional and national media, regularly posted information on the implementation of investment programs and projects of the PE group of enterprises. A total of 16 materials have been prepared. In addition, the external media published 23 articles on the interaction of the company with regulatory authorities.

Provision of disclosed environmental and social information and consultations	Name, contact number
27, Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2 105, Kunaeyev Street, Ekibastuz, Ekibastuzteploenergo Administrative Department of PE JSC, Company's website: www.pavlodarenergo.kz Official account in Facebook and Instagram	Reception phone: 39-95-06, fax: 32-97-88 Administrative Department of PE JSC Head of PRD of PE JSC Tel./Fax: 39-98-70 pr@pavlodarenergo.kz O.A. Yemelyanova Contact-Centre's Tel.: 903-309.

STAKEHOLDER - SUPPLIERS, CONTRACTORS AND CLIENTS

Type of information – Ensuring the transparency in holding tenders

In 2019, 212 tender announcements and their results were posted on the corporate website of the PE group of enterprises. Due to changes in the requirements of the legislation, from 1 October 2019, the PE group of enterprises also posted procurement announcements by requesting quotations for goods and materials (53 announcements) and protocols on procurement results by requesting quotes by goods and materials (48 protocols).

Organization and maintenance of tenders are carried out in accordance with the norms and rules of the current legislation.

Summing up the results of tenders is carried out publicly in the office of the company by opening the envelopes in the presence of participants and all comers.

On the corporate website there is a feedback form "Anti-corruption Hotline", which allows you to contact the company shareholders with a complaint or suggestions. All messages received on the "Feedback" in the PRD are sent to the General Director of PE for further consideration.

In 2019, complaints of a corruption nature against employees of the PE group of enterprises were not received.

Provision of disclosed environmental and social information and consultations	Name, contact number
27, Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2 105, Kunaeyev Street, Ekibastuz, Ekibastuzteploenergo	Reception phone: 39-95-06, fax: 32-97-88 Administrative Department of PE JSC Head of PRD of PE JSC Tel./Fax: 39-98-70

Administrative Department of PE JSC,
Company's website: www.pavlodarenergo.kz

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O.A. Yemelyanova

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STAKEHOLDER - UNIVERSITIES, COLLEGES, EMPLOYMENT CENTERS

Type of information – Practical training, internship and employment of graduates

In 2019, the opportunity to receive practical training was afforded to 250 students of the following institutions: S. Toraigyrov Pavlodar State University; Innovation Eurasian University (InEU); InEU College; Ekibastuz College of the K. Satpayev Engineering & Technical Institute; Polytechnic College; Chemical and Mechanical College; Business College; College of Humanities; Novosibirsk State Technical University; Omsk State Technical University; Omsk State Transport University; Non-Ferrous Metallurgy College; Technical Service College; Karaganda State University named after E. Buketova.

In 2019, enterprises of the PE group of enterprises took part in job fairs of the following universities and colleges:

- Pavlodar State University named after S. Toraigyrova (I, II half of the year 2019);
- Innovative Eurasian University (I half of 2019);
- Center for the Development of Youth Initiatives (I, II half of 2019);
- Employment Center (I half of 2019);
- Ekibastuz Engineering Technical Institute. K. Satpayev (I half of 2019);
- job fair for the employment of unemployed persons in the city of Ekibastuz (II half of 2019).

Provision of disclosed environmental and social information and consultations

27, Krivenko Street, Pavlodar, 140000, RK
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Ekibastuztepoenergo
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Contact-Centre's Tel.: 903-309
HR Department of PE
Chief – L.A. Smirnova
39-95-09
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STAKEHOLDER – MASS-MEDIA

Type of information – Disclosure of information on the company's activities

In 2019, 1,481 publications were published on the activities of the company, including:
-231 publications in local and national print media;

-1,013 publications in online sources (information sites, news agencies, news aggregators, portals);
 -237 plots on local and national television channels.

The following press releases have been prepared on the most significant events:

- Achievements and development prospects of Pavlodar REDC in the year of the 55th anniversary of the company (01.31.2019).
- Equipment operation and working conditions at Ekibastuz CHP (02.04.2019).
 • Meetings of the Ekibastuz CHP staff with the leadership of the branch trade union, labor department of Pavlodar region and with the general director of PE (02.06.2019, 02.08.2019).
- By the summer repair campaign, a Plan of additional measures has been developed to eliminate the causes of underheating in houses from which residents periodically received complaints (02.19.2019).
- Implementation of investment projects, carrying out repair campaigns at the enterprises of the PE group of enterprises (02.12.2019, 04.03.2019, 04.17.2019, 04.18.2019, 05.20.2019, 06.20.2019, 07.05.2019, 09.24.2019).
- Information on a temporary change in the routes of city buses in connection with the repair work of Pavlodar Heating Networks LLP (03.04.2019, 09.16.2019, 03.10.2019).
- Organization of PE together with the Akimat of Pavlodar region and street festivities for Maslenitsa holiday at the Energetik holiday home in the village of Michurino (03.11.2019).
- A new opportunity for Pavlodar residents to transmit testimonies on electricity and hot water - by whatsapp or sms (03.15.2019).
- Decrease in regulatory losses on electric networks and work with illegal users of electric energy (04.05.2019)
- New payment terminals in the service centers of Pavlodarenergosbyt LLP (04.10.2019, 10.23.2019).
- Receipts issued in the new billing system of Pavlodarenergosbyt LLP (04.25.2019).
- Events dedicated to the World Labor Protection Day (05.02.2019, 07.18.2019).
- Testing of heating networks in Pavlodar and Ekibastuz before the conclusion to repair and after completion of repair work, before the start of the heating season (05.03.2019, 05.08.2019, 08.05.2019, 08.15.2019).
- Videos have been launched on social networks calling for compliance with industrial safety procedures (05.31.2019, 07.19.2019).
- The results of the competition of scientific works among third-year students of universities and colleges of the Pavlodar region (06.06.2019) were summed up.
 • Activities of the Energetik holiday home in the village of Michurino, Pavlodar region (07.11.2019, 07.25.2019, 08.06.2019)
- After the integration of the new billing system is completed, the Personal Account service is again available on the PE website (08.21.2019)
- Completion of the heating season 2018-2019, preparation, beginning and course of the heating season 2019-2020, explanation of the most common questions of consumers (04.22.2019, 05.06.2019, 05.23.2019, 07.05.2019, 08.03.2019, 09.17.2019, 09.24.2019, 09.26.2019, 10.02.2019, 11.04.2019, 11.11.2019, 11.20.2019, 12.13.2019, 12.26.2019).
- Implementation of the PRANA forecasting and remote monitoring system (11.22.2019).
- Competition of excellence among electricians and electricians of PE group of enterprises "Best in Profession" (12.19.2019).
- Installation of a station coordinator successfully implemented at Pavlodar CHP-3 (12.30.2019). In social networks announcements of important events of the company, news, invitations to press events, operational comments and information about the activities of the company are posted. The website continues to develop as a leading source of enterprise information for external stakeholders. Information on the Company's activities is posted on the corporate website www.pavlodarenergo.kz twice a week.

Provision of disclosed environmental and social information and consultations 27, Krivenko Street, Pavlodar, 140000, RK	Name, contact number Reception phone: 39-95-06, fax: 32-97-88 Administrative Department of PE JSC
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 pr@pavlodarenergo.kz
 O.A. Yemelyanova

Contact-Centre's Tel.: 903-309.

STAKEHOLDER – NGO

Type of information – Ecological problems, social activity etc.

In 2019, some representatives of NGOs from the Pavlodar region participated in public hearings held by PE's enterprises during the year. In turn, some representatives of enterprises of the PE's Group participated in roundtables and meetings arranged for by the Pavlodar Region Chamber of Entrepreneurs during the year as well as in other events together with representatives of some regional NGOs.

In 2019, four public hearings on environmental projects were held:

1. EPS (environmental protection section) to the working draft "Mining plan for the extraction of clay rocks of the Beta deposit in the Northern industrial region of Pavlodar" (01.15.2019);
2. EIA (environmental impact assessment) to the working draft "Plan for eliminating the consequences of production from the Beta field" (02.05.2019);
3. Pre-EIA as part of the feasibility study "Expansion of CHP-3 of PAVLODARENERGO JSC with the installation of boiler units of Art. #7, station #8, turbine unit art. #7 of PAVLODARENERGO JSC" (19.09.2019);
4. The working draft "Extension of dams of the 2nd stage of the ash dump of CHP-2 of PAVLODARENERGO JSC. Reconstruction". (11.27.2019)

The public hearings organized by PE enterprises are attended by representatives of the Ecological World Public Foundation, the Ekom Public Association, and the Consumer Rights Protection Society Public Association and representatives of the media and government agencies. The company publishes information about the public hearings in external media.

Provision of disclosed environmental and social information and consultations

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 Bogachonok E.V.,

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STAKEHOLDERS ENGAGEMENT REPORT OF SEVKAZENERGO JSC

STAKEHOLDER - PERSONNEL

Type of information - Occupational Safety and Health

In 2019, as required by the RK Labor Code and with a view to create healthy and safe working conditions, improve the culture and aesthetics of production, a plan of actions for labor protection, industrial sanitation and fire safety was made in SKE. The SKE's basic obligations according to OHSAS 18001: 2007 are as follows: to preserve the life and health of the SKE's personnel and representatives of outside organizations located on the SKE's premises; to meet the relevant legislative and regulatory requirements; to comply with the requirements of the OHSAS standard at all stages of electric and heat power generation.

Provision of disclosed environmental and social information and consultations

215, Zhabayev Str., 150000 Petropavlovsk, RK;

Petropavlovsk CHP- 2

28, Y.Gashek Str.

Company's Website: www.sevkazenergo.kz

Name, contact number

Reception of SKE JSC

Tel.: 31-43-24

Fax: 41-28-28

info@sevkazenergo.kz

Management of the Group of Enterprises of SKE JSC

Head of HSE Service

Polyn O.V.

tel: 3-54

Type of information - Disclosure of information on the company's activities

In 2019, SKE prepared and published its annual report for 2018, which was posted on the corporate website and the website of the Kazakhstan Stock Exchange KASE.

22 editions of the Energetik SK newspaper were prepared and published.

The Company operates an internal corporate website for employees, which contains introductory information on the enterprises of the SKE's Group. There are tabs with a legal base, a press center, a personnel policy and regulatory documents as well as risk management information. Weekly news is published and "Bulletin and congratulations Board" is in effect. On the basis of the department of public relations, project broadcasting of an internal corporate radio station has been launched. Employees have the opportunity to get acquainted with video and photographic materials about the Company's activities including news and newspaper publications. There are inclusions with daily updated data on planned power outages.

Employees are received by the company's management in personal matters according to a preliminary registration. There is a feedback mechanism, which allows for as follows:

1. Sending an e-mail to info@sevkazenergo.kz. After that, the secretariat transfers all incoming communications to the management.
2. Writing a message through feedback forms on www.sevkazenergo.kz ("Feedback", "Hot Line for Fight Against Corruption"). The received messages are sent to the management, who instructs the respective services to prepare a response, or invites the author to the reception.
3. There is a mail box for employees - N.Kim@sevkazenergo.kz. Helpline: 41-03-29, inner: 4-46

Provision of disclosed environmental and social information and consultations

215, Zhabayev Str., 150000 Petropavlovsk, RK;

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Company's Website: www.sevkazenergo.kz

Name, contact number

Head of PRD of SKE JSC

41-29-39

A.M. Ageyev

Type of information - Social assistance and support

SKE provides social assistance and support to its employees according to Collective agreement (see at Performance of the Collective agreement).

Activities held:

On 20 December 2019, ceremonies were held at the enterprises of the SEVKAZENERGO group, dedicated to the celebration of a professional holiday - the Day of the Power Engineer.

The best employees of the company were awarded with corporate awards and titles.

The awards of the CIS Electric Power Council were presented to two employees. 7 workers were awarded with industry medals, diplomas and letters of thanks of the Ministry of Energy of the Republic of Kazakhstan. The awards and titles of the ALE "Kazakhstan Electric Power Association" were awarded to 4 employees. Internal corporate awards, which for many years include the "Certificate of Entry in the Book of Honor", a letter of appreciation, a letter of appreciation, the title of "Best Employee of the Enterprise", the title of "Best in Profession", were noted by 28 people. Eight specialists were awarded with diplomas and letters of appreciation from CAEPCO JSC, the parent company of SEVKAZENERGO JSC. Four honored veterans of energy enterprises were awarded the title "Ardager Energetik", 1 pensioner was awarded an honorary diploma of the akim of the North Kazakhstan region.

Provision of disclosed environmental and social information and consultations	Name, contact number
215, Zhabayev Str., 150000 Petropavlovsk, RK; Petropavlovsk CHP- 2 28, Y.Gashek Str. Company's Website: www.sevkazenergo.kz	Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 info@sevkazenergo.kz Management of the Group of Enterprises of SKE JSC Head of HR Department – N.V. Kim Tel.: 41-03-29 Tel.: 41-28-29 (130) Head of PRD of SKE JSC 41-29-39 A.M. Ageyev

Type of information - Labor dispute settlement

A procedure for settling labor disputes is set forth in the Regulations on Labor Dispute Settlement (Regulations #02.098.2013 of 04.04.2013).

Labor disputes are settled by the Conciliation Commission with the participation of representatives of the employer and the employee. Meetings thereof are held every Thursday from 03 p.m. to 06 p.m. If an issue arises before the submission of a request to the Conciliation Commission, the personnel of enterprises of the SKE's Group have the possibility to discuss it with a representative of the personnel (the chairman of the trade union committee), the Head of the HR Department, the Chief Executive of the enterprise, the General Director of SKE JSC by submitting a personal request, and on the basis of a record for a personal reception.

Provision of disclosed environmental and social information and consultations	Name, contact number
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Management of the Group of Enterprises of SKE JSC
Head of HR Department – N.V. Kim
Tel.: 41-03-29
Tel.: 41-28-29 (130)

STAKEHOLDER - TRADE UNION

Type of information - Performance of the Collective agreement

The Collective agreement (single) of enterprises of the group of enterprises of SEVKAZENERGO JSC for 2018-2020 was concluded on 20 February 2018. The contract defines the obligations of the parties.

Employer Obligations:

- in the field of labor relations - an employment contract is concluded with each employee;
- in the field of regulation of working time and rest time, labor holidays are carried out in accordance with the contract, internal labor regulations and other regulatory acts of the employer;
- in the field of remuneration and labor standards - in accordance with the regulation on a unified system of remuneration and incentives for employees of enterprises of the group of enterprises of SEVKAZENERGO JSC and other local regulations on remuneration;
- in order to meet the needs of enterprises of the group of enterprises of SEVKAZENERGO JSC for employees of the corresponding professional qualifications, training, retraining and advanced training is carried out on the basis of higher and secondary vocational educational institutions, training centers, technical schools and production units of enterprises Employees, within the budget approved by the Employer for the calendar year. Study leave is paid, travel to an educational institution is compensated, bonuses are paid for successful graduation, an interest-free study loan is given;
- in the field of improving working conditions and labor protection in order to create healthy and safe working conditions, improving the culture and aesthetics of production, the SKE has developed an Action Plan for labor protection, industrial sanitation and fire safety;
- in the field of social guarantees for employees, members of their families and non-working pensioners:
 1. catering is organized at enterprises in canteens, buffets, the premises of which are maintained in accordance with sanitary standards;
 2. lump-sum payments are made for the birth of a child, for the burial of close relatives, for the burial of an employee of an enterprise, except for accidents related to production, for the burial of a pensioner of an enterprise;
 3. for the burial of a lonely pensioner, ritual accessories are made and transport is allocated at the expense of the employer;
 4. one-time assistance is provided to pay for medical services to employees and retirees of enterprises of the group of enterprises of SEVKAZENERGO JSC, according to the List of Diseases;
 5. short-term leave is granted upon the application of the Employee: for organizing the funeral of spouses and family members, for marriage, for the birth of a child, for seeing off for military service (to parents), on Knowledge Day - to one of the parents with children of primary school age;
 6. Vouchers for children's and health camps, New Year's gifts for children of workers are acquired;
 7. low-income and large families receive financial assistance before the start of the school year for schoolchildren (0-11 grades);
 8. There is a support program for the company's veterans, within the framework of which money is annually transferred to support the veteran organization. In addition, coal is allocated to veterans at cost, incentive payments are made by Victory Day, Day of an elderly person, Day of the power engineer, March 8. Company management visits veterans at home on birthdays and public holidays. WWII veterans get valuable gifts and grocery bags;

9. material remuneration is paid upon reaching retirement age;
 10. motor transport services are provided to deliver workers to and from the workplace;
 11. coal is dispensed at cost to workers living in houses with stove heating;
 12. An additional payment is made in the amount of the cost of the ticket for employees with traveling work;
 13. a discount is provided when paying for accommodation in a corporate hostel;
 14. funds are allocated for cultural events, collective recreation, corporate trips.
- to create conditions for the activities of the trade union - cooperation with the trade union organization on the principles of mutual interests, equality in accordance with the laws of the Republic of Kazakhstan and the terms of the collective agreement.
- Obligations of the trade union committee:
- The trade union committee protects the economic and professional interests of union members.
 - Participates in the work of the commissions on ensuring industrial safety, labor protection, health, certification of workplaces.
 - attends meetings in the shops of the enterprise.
 - At the invitation of the employer, takes part in meetings. conducts explanatory work among members of the trade union to fulfill duties in the field of labor protection and the environment.
 - assists the employer in conducting cultural and sports activities and providing summer vacations for children of workers, in the implementation of recreational activities.
 - Provides charitable assistance to union members: for anniversaries, men - 50 and 60 years old, women - 50 and 55 years old, at the birth of a child, marriage, burial of close relatives and Workers, upon retirement.
- Coverage of the union's activities is carried out on an ongoing basis through the Energetik SK newspaper, an internal corporate website for the Company's employees, an external corporate website www.sevkazenergo.kz, and information boards.

Provision of disclosed environmental and social information and consultations

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Name, contact number

Chairman of Branch of Trade Union Organization of SKE JSC

Ye.V. Kelba,

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Tel.:52-02-87

E.Kelba@sevkazenergo.kz

Type of information - Organization of leisure and rest

In total, the Trade Unions held 95 events in the Group of Enterprises in 2019.

In 2019, the Trade Union organization and the management of SKE JSC held 20 events to organize summer vacations including:

- sports and recreational activities are organized for the employees of the enterprise and the members of their families with a visit to recreation areas of the North Kazakhstan region;
- Visits of the children of the personnel were organized to health camps of the North-Kazakhstan region (Health Camps "Dostyk" and "Beryozka").

- took an active part in organizing and conducting the celebration of the Power Engineers' Day;
- funds were allocated for the purchase of New Year's gifts for the children of employees and members of the trade union;
- funds were allocated for the purchase of tickets for New Year's performances for children of workers. In September 2019, the national team of SEVKAZENERGO JSC took 1st place at the Kyzylzhar city sports contest among 16 physical education teams.

In 2019, the trade union organization JSC "SK REDC" held 63 events, including:

- allocation of funds in accordance with the collective agreement on social payments - for marriage, childbirth, treatment, burial of close relatives, employees and pensioners of the enterprise;
- according to the decision of the trade union committee, the provision of charitable assistance to union members: by the anniversary dates of 50, 55, 60, 65, 70 years, upon retirement, for the treatment of children and close relatives of employees, to help after a fire;
- allocation of funds for organizing trips for winter fishing and ice fishing competitions;
- holding a trade union conference following the results of 2.5 years;
- organization of a paintball tournament by the day of the trade unions between the employees of JSC "SK REDC";
- organization of a table tennis tournament between employees of JSC "SK REDC";
- Organization of trainings for participants in the corporate sports contest among the enterprises of the group of enterprises of SEVKAZENERGO JSC;
- organization of sports and recreational activities for employees of the enterprise and members of their families with departure to recreation areas of the North Kazakhstan region;
- allocation of funds for visiting the drama theater, philharmonic society, and the Kazakh musical theater;
- allocation of funds for the celebration of 8 March, 23 February, Nauryz meiramy, Energy Day, Labor Day;
- allocation of funds for the purchase of gifts to women of the enterprise in honor of March 8;
- allocation of funds for the participation of members of the Salang club in the international Memory Watch in the Russian Federation;
- the organization of trips of children of workers to health camps in the North Kazakhstan region (o / l "Dostyk", "Beryozka", "Ayu tas", "Lesnaya Polyana");
- holding management meetings with retirees - veterans of the enterprise in honor of the Day of Older Persons, the Power Engineers' Day, during the annual professional competitions;
- organization of a meeting in honor of the Day of Older Persons of retirees - veterans of the enterprise in a restaurant, purchase of tickets for veterans of a concert at the Philharmonic;
- Work with the Council of Veterans of the enterprise, assistance in collecting exhibits for the museum of JSC "SK REDC" from the chairman of the Council of Veterans A. Lipov;
- allocation of funds for the campaign "Road to School";
- the acquisition of household appliances for employees in the rest rooms and for eating;
- organization of coal export at a reduced price according to a collective agreement for employees and retirees of the enterprise living in houses with stove heating;
- organization of participation in the competition "SENIM" on labor safety and protection (prizes in all 4 nominations are taken);
- Organization of training of members of conciliation commissions for all enterprises of the group of enterprises of SEVKAZENERGO JSC;
- Organization of training for technical inspectors and seminars in Petropavlovsk for members of the production council and trade union activists;
- Organization of training for technical inspectors in the city of Kokshetau;
- Presentation in honor of World Labor Protection Day to the best technical inspectors of certificates of honor and bonuses from the trade union committee;
- Presentation to the team of the Mamlyutsky Distribution Zone, which won the first CAEPCO corporate professional competitions, as a chainsaw award;
- Organization of a meeting with the labor groups;
- holding of three meetings of the production council;
- The organization of children's New Year's morning performances. Allocation of funds for the organization of morning performances and congratulations to children in remote areas;
- allocation of funds for the purchase of New Year's gifts for children of employees of the enterprise.

In 2019, the trade union organization and the leadership of Petropavlovsk Heat System LLP conducted 8 events to organize summer and winter vacations, including:

- sports and recreational activities were organized for employees of the enterprise and members of their families with visits to recreation areas of the North-Kazakhstan region;
- organized visits of children of workers to health camps in the North Kazakhstan region (o / l "Dostyk", "Beryozka");
- funds were allocated for organizing trips for winter fishing and ice fishing competitions;
- funds were allocated for the purchase of New Year's gifts for the children of employees and members of the trade union;

- organized children's New Year's party. Funds were allocated for the purchase of tickets for New Year's performances for children of workers;
 - funds were allocated for visiting the drama theater, philharmonic society;
 - organized the export of coal at a reduced price in accordance with a collective agreement for employees and pensioners of the enterprise, living in houses with stove heating;
 - gifts were purchased for women on March 8, for men on May 7.
- In 2019, a representative of the employees of Sevkazenergosbyt LLP conducted 4 events, including:
- the celebration of rear workers was organized;
 - organized the issuance of New Year's gifts for the children of employees of the enterprise, including and energy sales areas of the regions;
 - trips of children of workers to recreation camps of the North Kazakhstan region (o / l "Dostyk", "Beryozka") were organized.
 - organized the production of coal at cost for employees, retirees living in houses with stove heating.

Provision of disclosed environmental and social information and consultations	Name, contact number
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Trade Union Committee of NK REDC JSC of 144, A. Shazhimbayev Str., 150000 Petropavlovsk, RK Tel.: 31-42-17	Chairman of Trade Union Committee of NK REDC JSC Ye.V. Pomogalova Tel.: 31-42-17, inner 33 80
Trade Union Committee of Petropavlovsk Heating Networks LLP of 23, Stroitel'naya, 150 000 Petropavlovsk, RK. Tel.: 52 26 7	Chairman of Trade Union Committee of Petropavlovsk Heat Networks LLP N.Starodubtseva inner 2-52 N.Starodubtseva@sevkazenergo.kz
Reprtesentative of workers of Sevkazenergosbyt LLP of 66, Zhumabayev Str., Petropavlovsk, RK. Tel.: 36-38-52	Reprtesentative of workers of Sevkazenergosbyt LLP E.Didenko Tel.: 36-38-52, inner 63-22 E.Didenko@sevkazenergo.kz

STAKEHOLDER – LOCAL COMMUNITIES

Type of information - Impact of the enterprise's activities

In 2019, by the group of enterprises of SEVKAZENERGO JSC accepted and processed 377,326 complaints from consumers. Sevkazenergosbyt LLP registered and examined 80 requests from consumers, of which 40 complaints were received in the form of written registered applications and left comments in the "Book of reviews and suggestions", placed at the reception desk in the service center. In 2019, 371,569 calls were received by the phone of the contact center, including 50 complaints. 291 requests were sent to the Customer's Personal Account on the Company's website, including 77 complaints, and all the necessary explanations were given.

In the magazines of the chancellery of enterprises of the group of enterprises of SEVKAZENERGO JSC from state

and regulatory bodies, there were recorded the following number of appeals: SEVKAZENERGO JSC - 773, SKE REDC JSC - 762, Petropavlovsk heating networks LLP - 497, Sevkazenergosbyt LLP – 3,354.

On the company's website www.sevkazenergo.kz daily information on planned outages of electric energy is updated, as necessary - thermal energy. The "Preparing for the heating season" section is functioning, where data on houses that have received readiness certificates, information notes and videos for consumers are posted.

In order to improve the quality and efficiency of customer service in Petropavlovsk on the basis of the service center of Sevkazenergosbyt LLP on the street. Zhumabaeva 66, there is a contact center of the company. This center allows consumers to transfer readings from electric energy meters and hot water meters every day from 8 a.m. to 8 p.m., to receive comprehensive information on the issues of accrual, accumulated arrears both for energy supply services and for services of third-party organizations included in the Unified Energy Testing Center as well as documentation, taking testimony, as well as on issues of planned and emergency power outages by multi-channel telephone number 500-666. An interactive voice response system provides the provision of information on standard questions in an automatic mode. In total, the Contact Center serves more than 31,000 calls per month. On average, on weekdays, operators handle about 1887 calls, the maximum number of received calls reached 3,982 (in March) per day.

On the official website of SKE, the Personal Account service is functioning. This option allows consumers to perform many operations without leaving home. At the end of 2019, 7,616 consumers of Petropavlovsk and the North-Kazakhstan region, including 4,509 household consumers of the city and 3,107 legal entities of the city and regions of the region, are using the interactive service "My Account". The company's website provides consumers with information on tariffs, a regulatory framework, information on customer service centers, payment acceptance points, and planned outages. In the "Feedback" section, the Contact Center communicates with consumers on-line and receives wishes and suggestions to the Company. The company publishes information on public hearings, briefings, round tables, conferences and press tours in external media.

Provision of disclosed environmental and social information and consultations

215, Zhabayev Str., 150000 Petropavlovsk, RK;

Petropavlovsk CHP- 2

28, Y.Gashek Str.

Company's Website: www.sevkazenergo.kz

Name, contact number

Reception of SKE JSC

Tel.: 31-43-24

Fax: 41-28-28

info@sevkazenergo.kz

Head of PRD of SKE JSC

41-29-39

A.M. Ageyev

Type of information -Public hearings on the approval of a tariff estimate

In 2019, 12 public hearings were held:

1. Report on the activities of the CHP-2 for 2018 (public hearings). 04.02.2019
2. Report on the activities of "SKE REDC" JSC for 2018 (public hearing). 04.03.2019
3. Report on the activities of Petropavlovsk heating networks LLP for 2018 (public hearings). 04.04.2019
4. Report on the activities of Sevkazenergosbyt LLP for 2018 (public hearings). 04.05.2019
5. Report on the activities of the CHP-2 for 2018 (public hearings). 05.13.2019
6. Report on the activities of "SKE REDC" JSC for 2018 (public hearings). 05.14.2019
7. Report on the activities of Petropavlovsk Heating Networks LLP for 2018 (public hearings). 05.15.2019
8. Report on the activities of Sevkazenergosbyt LLP for 2018 (public hearings). 05.16.2019
9. Report on the activities of the CHP-2 for the first half of 2019 (public hearings). 07.17.2019

- 10. Report on the activities of "SKE REDC" JSC for the first half of 2019 (public hearings). 07.19.2019
- 11. Report on the activities of Petropavlovsk Heating Networks LLP for the first half of 2019 (public hearings). 07.18.2019
- 12. Report on the activities of Sevkazenergosbyt LLP for the first half of 2019 (public hearings). 07.20.2019

According to the results of the events, 30 references were recorded in the media, 21 references in social networks.

Provision of disclosed environmental and social information and consultations	Name, contact number
215, Zhabayev Str., 150000 Petropavlovsk, RK; Company's Website: www.sevkazenergo.kz	Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 info@sevkazenergo.kz Head of PRD of SKE JSC 41-29-39 A.M. Ageyev

STAKEHOLDER – GOVERNMENT AUTHORITIES

Type of information - Interaction with government authorities; Participation of the enterprise in the life of the city and the region

On the corporate website www.sevkazenergo.kz, information on scheduled and emergency outages is posted, and timeframes are specified on a permanent basis. Information on the holding of public hearings and schedules of repairs on power networks and heating mains is published in the regional and city MSM: "North Kazakhstan", "Soltustik Kazakhstan", "NK Prospekt", and TV Channel "MTRK".

- 01.22.2019 - A visit by the akim of the SKO to the Petropavlovsk CHP-2;
- 01.28.2019 - Participation of directors of enterprises of the group of enterprises of SEVKAZENERGO JSC in the reporting meeting with the akim of Petropavlovsk;
- 08.27.2019 - Participation of the director of Petropavlovsk Heating Networks LLP in a meeting of the akimat of the North-Kazakhstan region on the preparation for the heating season.
- 04.12.2019 - Employees of SEVKAZENERGO JSC conducted an environmental campaign to plant conifers in a city square.
- 05.09.2019 - Participation of company employees in the city celebration of Victory Day, laying flowers.

Provision of disclosed environmental and social information and consultations	Name, contact number
215, Zhabayev Str., 150000 Petropavlovsk, RK; Company's Website: www.sevkazenergo.kz	Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 info@sevkazenergo.kz Head of PRD of SKE JSC 41-29-39 A.M. Ageyev

Type of information - Preparation for the heating season

Heads of the SKE's Group of Enterprises (or designated officials) participated in meetings of the headquarters for the preparation of the housing stock for the heating season in conjunction with the state and controlling bodies.

On the basis of the enterprise Petropavlovsk Heating Networks LLP, the chairpersons of KSK were trained in working with house networks.

07.01.2019 - Preparation and posting on social networks of a video message from a specialist of the Petropavlovsk Heating Networks LLP to city consumers on the topic of the need to prepare a housing stock for the start of the heating season.

08.08.2019 - A briefing was organized with regional and republican media on the topic of preparing the residential sector for the heating season.

On the website of "SEVKAZENERGO" the tab "Preparing for the heating season" operates.

In MSM as well as on the corporate website, at the end of the heating season the requirements for compulsory measures for the timely and qualitative preparation of heat supply systems for the next heating season are posted.

Provision of disclosed environmental and social information and consultations	Name, contact number
215, Zhabayev Str., 150000 Petropavlovsk, RK; Company's Website: www.sevkazenergo.kz	Reception of SKE JSC Tel.: 31-43-24, Fax: 41-28-28 info@sevkazenergo.kz Management of the Group of Enterprises of SKE JSC

STAKEHOLDER – CONTROLLING BODIES

Type of information - Performance of investment obligations

In 2019, the PRD organized 9 briefings with MSM representatives, and the state and regulatory bodies. In addition, 4 press tours were held with representatives of the North Kazakhstan Region Department of the Committee for Natural Monopolies Regulation, the controlling bodies and the public:

1. Press tour dedicated to the targeted use of funds, and the modernization of assets of CHP-2 - .09.25.2019;
2. Press tour dedicated to the targeted use of funds, and the modernization of assets of Petropavlovsk Heating Networks LLP in Petropavlovsk – 09.18.2019;
3. Press tour highlighting the operation of the Contact Centre of Sevkazenergosbyt LLP - 09.20.2019;
4. Press tour dedicated to the targeted use of funds, and the modernization of assets of NK REDC JSC - 09.27.2019.

In total, 18 references were registered in MSM and 5 references in social networks about the interaction of the Company with the controlling bodies.

Provision of disclosed environmental and social information and consultations	Name, contact number
215, Zhabayev Str., 150000 Petropavlovsk, RK; Company's Website: www.sevkazenergo.kz	Reception of SKE JSC Tel.: 31-43-24, Fax: 41-28-28 info@sevkazenergo.kz Management of the Group of Enterprises of SKE JSC Head of PRD of SKE JSC 41-29-39 A.M. Ageyev Trust line - 31-43-92

STAKEHOLDER – SUPPLIERS, CONTRACTORS, CUSTOMERS

Type of information - Ensuring the transparency in holding tender

In 2019, 228 tender announcements were placed: publication was carried out in the corporate website. Tenders are organized and held in accordance with the norms and provisions of the current legislation. The results of competitions and tenders are summed up in the company's office by opening envelopes in the presence of participants and all who wishes to be present.

A meeting with contractors and customers on the results of the work is held at least once a week.

On the corporate website, there is a feedback form "Hot Line for fight against corruption", which allows contacting the company management with a complaint or a proposal. All messages and communications received by PRD re sent to the General Director of the SKE for a further consideration. In 2019, there were no complaints against corruption of employees of the SKE Group of Enterprises.

Provision of disclosed environmental and social information and consultations	Name, contact number
215, Zhabayev Str., 150000 Petropavlovsk, RK; MSD of SKE JSC Company's Website: www.sevkazenergo.kz	Reception of SKE JSC Tel.: 31-43-24, Fax: 41-28-28 info@sevkazenergo.kz Chief of MSD of SKE JSC O.M. Lipatova Tel.: 41-29-39
	Head of PRD of SKE JSC 41-29-39 A.M. Ageyev
	Trust line - 31-43-92

STAKEHOLDER – UNIVERSITIES, COLLEGES, EMPLOYMENT CENTERS

Type of information - Practical training, internship and employment of graduates

During the reporting period, the company employed 28 young specialists (graduates of universities and colleges, for whom the Company was the first place of work).

15 excursions were held at the company's facilities.

On May 2019, SKE took part in the Fair of the North Kazakhstan State University named after M. Kozybaev (NKSU) graduates.

In the framework of social partnership agreements concluded with NKSU, Petropavlovsk College of Railway Transport, North Kazakhstan professional-Pedagogical College 109 students passed the practice, including 3 - with payment. 7 students were employed for the summer. A competition of scientific papers for the nominal corporate scholarship of the SKE was organized and held. According to the results of the competition, the winner was chosen - a student of the Petropavlovsk College of Railway Transport of the specialty "Power Supply", which will receive a nominal scholarship from the company until the end of studies.

Provision of disclosed environmental and social information and consultations	Name, contact number
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215, Zhabayev Str., 1
50000 Petropavlovsk, RK;
Petropavlovsk CHP- 2
28, Y.Gashek Str.
Company's Website: www.sevkazenergo.kz

Reception of SKE JSC
Tel.: 31-43-24, Fax: 41-28-28
info@sevkazenergo.kz
Head of HR Department – N.V. Kim
Tel.: 41-03-29
Tel.: 41-28-29 (130)

Head of PRD of SKE JSC
41-29-39
A.M. Ageyev

STAKEHOLDER – MASS-MEDIA

Type of information - Information on activities of SKE JSC's Group of Enterprises

In 2019, 1,441 references were recorded about the activities of the SKE group of enterprises, of which 64 were on television, 157 in print media, 466 on news agency tapes and websites, and 754 on social networks. In 2019, 9 press conferences, briefings and "round tables" were held for media representatives, a story was prepared for the television broadcast of the republican TV:

1. Briefing with regional media on the environmental policy of the company, Paryz award (for contribution to the environment). (January 17, 2019)
2. Press conference on the interim results of the interdepartmental commission of Sevkazenergosbyt LLP (January 24, 2019).
3. Briefing for the regional media on the need to control electricity meters located on the balance of the consumer (January 28, 2019).
4. Briefing for the republican media on the situation with the supply of electric energy to new buildings (February 5, 2019).
5. Briefing for the national media on the issue of receivables of consumers to Sevkazenergosbyt LLP (July 20, August 1, 2019).
6. Briefing with regional and republican media on the topic of preparing the residential sector for the heating season (August 1, 2019).
7. Filming of the Hi Tech broadcast on the modernization of the central dispatch center of SK REDC JSC for the republican television channel 24 KZ (August 15, 2019)
8. Briefing for regional and republican media on the topic of receivables from consumers to Sevkazenergosbyt LLP (sale of the debtor's apartment by court order). (October 3, 2019).
9. Press conference with journalists of regional mass media on the topic of illegal connection to the networks of "SK REDC" JSC, evasion of paying off debts for using electro energy. December 19, 2019).

Information on the events held was also posted in regional, city and republican print media, on television and radio, as well as on news tapes.

At the same time, journalists are promptly provided with full answers to their requests promptly, information is sent out and comments are made (as requests are received).

Much attention is paid to the development of the Company's website www.sevkazenergo.kz as the main source of information about the enterprise for external stakeholders, where news is posted weekly.

Provision of disclosed environmental and social information and consultations

215, Zhabayev Str., 1
50000 Petropavlovsk, RK;

Company's Website: www.sevkazenergo.kz

Name, contact number

Head of PRD of SKE JSC
41-29-39
A.M. Ageyev

STAKEHOLDER – NGO

Type of information - Ecological problems, social activity

Representatives of NGO's of the North Kazakhstan region were constantly invited to participate in press tours, public hearings held throughout the year.

In addition, in 2019, with the participation of public associations, the following events were held:

- Meeting of the interagency commission at the site of Sevkaenergosbyt LLP (01.24.2019, 03.18.2019, 10.25.2019)

- Representatives of the group of enterprises of SEVKAZENERGO JSC took part in the discussion of the issue of creating a unified interactive map of city communications in Petropavlovsk. The meeting was initiated by the Chamber of Entrepreneurs of the North Kazakhstan Region. (06.06.2019)

- Employees of SEVKAZENERGO JSC conducted an environmental campaign to plant conifers in a city square. (04.12.2019)

In 2019, the Company took first place in the nomination "The Best Socially Responsible Enterprise" of Paryz regional contest.

The leaders of the SKE group of enterprises took part in open meetings with representatives of small and medium-sized businesses on the basis of the Chamber of Entrepreneurs of the North-Kazakhstan Region, as well as in round tables, meetings and other events with representatives of NGOs.

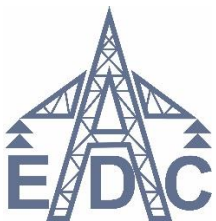
In 2019, public hearings were held on the environmental project "Environmental Impact Assessment" to the working draft "Reconstruction of the fuel supply of the Petropavlovsk CHP-2 of SEVKAZENERGO JSC.

- The following permits for emissions into the environment have been obtained:
Permission for emissions into the environment during the reclamation of ash dump #3, located in the North-Kazakhstan region of the Kyzylzhar district;
- Permission for emissions into the environment during the reconstruction of the gas duct to the chimney #3 of the Petropavlovsk CHP-2 of SEVKAZENERGO JSC.
The validity of permits for special water use has been extended;
- The abstraction and use of surface water of the river Ishim using structures or technical devices. The goal is public and industrial water supply of the enterprise.

Company took part in the first republican competition "Green Office", initiated by the Coalition for the Green Economy with the support of the Ministry of Ecology, Geology and Natural Resources and the OSCE Office of Programs. SEVKAZENERGO was awarded by thanks letter of participant.

Based on the results of these events, the interaction with public associations and the local community is regularly covered on the company's website www.sevkazenergo.kz, in social networks and the media.

Provision of disclosed environmental and social information and consultations	Name, contact number
215, Zhabayev Str., 1 50000 Petropavlovsk, RK;	Reception of SKE JSC Tel.: 31-43-24, Fax: 41-28-28 info@sevkazenergo.kz
Company's Website: www.sevkazenergo.kz	Head of PRD of SKE JSC 41-29-39 A.M. Ageyev
	Environmental Protection Department A.V. Aitkeyeva. Tel.: 31-70-22



Nur-Sultan, city code - 7172

STAKEHOLDERS ENGAGEMENT REPORT OF AEDC JSC

STAKEHOLDER - Personnel

Type of information - Occupational Safety and Health

In 2019, in order to create healthy and safe working conditions, improve the culture and aesthetics of production, the Work Plan of the Safety and Labor Protection Service was developed and implemented in the AREK group of enterprises.

During the year, as part of the "Safety Day" in the company's structural divisions, 1397 non-conformances were eliminated, 418 introductory briefings, 22 production meetings were conducted. In all MES, RES and in the management staff, Family and Occupational Health and Safety Day was held, in which children of company employees took part. A children's drawing contest on the topic of work safety and health protection was also organized.

In the reporting year, annual compulsory occupational safety training was held in our own training center.

To inform on the topic of labor safety and the health of employees, information stands were used, articles were published in the corporate publication. As part of a warning to the public about the danger of electric current, materials were published in the regional print media Akmolinskaya Pravda, Prostor Atbasar, Mayak, Vesti Bulandy, Zhaksynsky Vestnik, Nur-Korgalzhyn, Esil Info, Sandyktau Territory”, “Forward Arshaly”, “Virgin Flag”.

In 2019, employees of the company participated in professional skills competitions for linear workshops at the level of district and inter-district power grids, and in the final competitions for the title of the best company team. Also, employees took part in professional competitions among the operational and repair personnel of the electric grid companies of the CAEPCO Group of Companies.

Provision of disclosed environmental and social information and consultations	Name, contact number
2, Tsiolkovskiy Str., Nur-Sultan, RK	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz
Office of AEDC Energosbyt LLP of 42, Seifullin Str., Nur-Sultan, RK	Chief of HR Department A.S. Ibrayeva Tel.: 37 48 03 Chief of Head of HSE Service G.N. Ganol Tel.: 48 91 46 Head of Civil Defense and Emergency Unit M.Tuluberdinov Tel.: 48 91 46
Company's Website www.arek.kz	PRD of AEDC JSC Tel.: 27 48 30, D.Kaldybayeva pressa@arek.kz

Type of information - Disclosure of information on the company's activities

In 2019, an annual report of AEDC for 2018 was prepared, which was posted on the corporate website. 5 issues of the corporate newspaper “AEDC News” were prepared and published.

During the year, daily workshops were held on the progress of the then-current tasks.

On an ongoing basis, information on the activities of the Company and its subsidiaries was updated on the website www.arek.kz. Information bulletins located on the premises of IEN and Power Grid Area offices, and also the building of the administration office included as follows: announcements, congratulations from the management, schedules of sports events, information on occupational safety and health, rules for labor dispute settlement, and the IMS Policy.

Workers were received by the management of the Company on personal matters by a preliminary registration. The Company has a current feedback mechanism pressa@arek.kz. On the corporate site www.arek.kz, feedback forms (“Feedback” and helpline) are posted, which allow contacting the company's management with complaints and proposals.

All messages are received by the Documentation Department and recorded in paper form and forwarded to the Company's management for a further consideration.

Workers are received on personal matters by the chief executive of the Company every Wednesday from 11.00 a.m. to 12 a.m. (by a preliminary registration in the office).

Provision of disclosed environmental and social information and consultations	Name, contact number
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2, Tsiolkovskiy Str., Nur-Sultan, RK

Office of AEDC Energosbyt LLP of
42, Seifullin Str., Nur-Sultan, RK

Company's Website
www.arek.kz

Reception of AEDC JSC

Tel.: 37 12 90

Fax: 37 10 37 kence@arek.kz

Management of structural subdivisions of AEDC JSC:

PRD of AEDC JSC

Tel.: 27 48 30, D.Kaldybayeva

pressa@arek.kz

Type of information - Labor dispute settlement

Labor disputes are resolved in accordance with applicable law, as well as in the framework of the Collective Agreement and the Rules of Procedure for the consideration of labor disputes - at a meeting of the conciliation commission with the participation of representatives of the employer and employee. Meetings of the conciliation commission are appointed upon receipt of complaints and appeals of employees.

Provision of disclosed environmental and social information and consultations

2, Tsiolkovskiy Str., Nur-Sultan, RK

Office of AEDC Energosbyt LLP of
42, Seifullin Str., Nur-Sultan, RK

Company's Website
www.arek.kz

Name, contact number

Reception of AEDC JSC

Tel.: 37 12 90

Fax: 37 10 37 kence@arek.kz

Management of structural subdivisions of AEDC JSC:

Chief of HR Department A.S. Ibrayeva

Tel.: 37 48 03

STAKEHOLDER – TRADE UNIONS

Type of information – Performance of the collective agreement

The collective agreement (common) of enterprises of the group of enterprises of AEDC JSC for 2019-2020 was concluded.

During the reporting year, 15 meetings of the AEDC JSC trade union were held, reports on the work done by the trade union committees in the inter-district power networks and the district power networks workshop were heard.

Coverage of the activities of the trade union is carried out on an ongoing basis through the corporate newspaper "AEDC News", the corporate website, on information boards.

Type of information - Organization of leisure and rest

In 2019, with the participation of the trade union, the following cultural events were held:

- organizing and conducting events dedicated to World Labor Protection Day, Family Safety Day;
- Honoring women on International Women's Day on March 8;
- organization and holding of the holiday "Nauryz";
- the celebration of the Second World War and their equivalents;
- organization and holding of the Day of the elderly;

- organization and holding of the annual sports day to Independence Day;
 - preparation and conduct of the Day of the power engineer;
 - Conducting a children's New Year's matinee for the children of AEDC JSC employees;
 - Celebrating anniversaries throughout the year;
 - provision of charity and social assistance to needy employees of the company.
- In 2019, the following sports events were held with the participation of trade unions:
- preparation and holding of sports competitions in inter-district power networks and the district power networks on volleyball, table tennis, chess, arm wrestling.
 - conducting a Spartakiada of power engineers dedicated to Independence Day and Power Engineer's Day.
- All cultural events are published on the corporate website and the "AEDC News" newspaper.

Provision of disclosed environmental and social information and consultations	Name, contact number
Territorial Trade Union Organization of AEDC JSC Branches of Public Organization " Kazelectro trade union" – TU "Akmola Bulk Electric Power Systems", TU "Stepnogorsk Bulk Electric Power Systems" Office of AEDC JSC of 2, Tsiolkovskiy Str., Astana Office of AEDC -Energosbyt LLP of 42, Seifullin Str., Astana, PK Company's Website www.arek.kz	Chairman of TU of Akmola IEN, V.V. Penkova Tel.: 43 71 64 Chairman of TU of Stepnogorsk IEN, T.N. Zaugolnikova Tel.: 37 36 09

STAKEHOLDER –LOCAL COMMUNITIES

Type of information – Impact of the enterprise's activities

On the corporate website www.arek.kz there are feedback forms ("Feedback" and helpline) that allow you to contact the company management with complaints and suggestions. In total, in 2019, 93 complaints from consumers were received, to which answers were given. The main topics of the questions concerned disconnection and conditions for reconnecting electricity, installation of metering devices for household consumers of automated energy metering and control systems. Also on the company's website is posted weekly information on scheduled repairs, on emergency power outages. On the corporate website www.arek.kz, information on the list of documents is systematically updated as part of the receipt of technical specifications. Also, information on the availability of available and available electric power capacities at substations of AEDC JSC is presented. An interested party can send an appeal, a complaint through the "Feedback" - info@arek.kz, as well as on the company's website www.arek.kz "Anti-corruption hotline."

Type of information -Public hearings on the approval of a tariff estimate

In 2019, a public hearing was held:

- Annual report on the activities of AEDC JSC for 2018 (04.30.2019);
- Report on the execution of the approved tariff estimate for the 1st half of 2019.

The order of the "Department of the Committee for the Regulation of Natural Monopolies and Protection of Competition of the MNE of the Republic of Kazakhstan for Akmola Region" dated November 24, 2015 #334-OD approved the maximum tariffs for the transmission and distribution of electricity for the long term from 1 January 2016 to 31 December 2020 .

During the year, the Akmolinskaya Pravda print publication and the corporate website published information on the implementation of the investment program measures and the cost items of the tariff estimates for 2018 and the first half of 2019.

Company executives participated in meetings, briefings, and "round tables" to discuss the tariff policy of the Company, together with government and regulatory bodies.

Provision of disclosed environmental and social information and consultations	Name, contact number
2, Tsiolkovskiy Str., Nur-Sultan, RK	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz
Office of AEDC Energosbyt LLP of 42, Seifullin Str., Nur-Sultan, RK	Management of structural subdivisions of AEDC JSC:
Company's Website www.arek.kz	PRD of AEDC JSC Tel.: 27 48 30, D.Kaldybayeva pressa@arek.kz

STAKEHOLDER – GOVERNMENT AUTHORITIES

Type of information – Interaction with government authorities; Participation of the enterprise in the life of the city and the region

Information on planned and emergency outages of electric energy with an indication of the timing of repair work was posted on the corporate website of AEDC JSC on an ongoing basis. Information about the public hearings was posted in the regional media.

Type of information – Preparation for the autumn-winter period

In 2019, the "Passport of readiness of energy-producing and energy-transmitting organizations to work in the autumn-winter conditions of 2019-2020" was obtained, issued by the Committee for Atomic and Energy Supervision and Control. This is one of the main documents confirming the readiness of the distribution network complex and the Company's personnel to pass the maximum load.

During 2019, 67 measures were taken aimed at improving the reliability and efficiency of industrial and economic activities in the autumn-winter period.

Provision of disclosed environmental and social information and consultations	Name, contact number
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2, Tsiolkovskiy Str., Nur-Sultan, RK

Office of AEDC Energosbyt LLP of
42, Seifullin Str., Nur-Sultan, RK

Company's Website
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Reception of AEDC JSC

Tel.: 37 12 90

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Management of structural subdivisions of AEDC
JSC

PRD of AEDC JSC

Tel.: 27 48 30, D.Kaldybayeva

pressa@arek.kz

STAKEHOLDER – CONTROLLING BODIES

Type of information – Performance of investment obligations

In 2019, information on the progress of the implementation of the investment program was posted on a regular basis in corporate, as well as regional and republican media. A total of 9 publications were prepared. The external media posted 12 materials on the company's interaction with regulatory authorities.

Provision of disclosed environmental and social
information and consultations

2, Tsiolkovskiy Str., Nur-Sultan, RK

Office of AEDC Energosbyt LLP of
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Management of structural subdivisions of AEDC
JSC

PRD of AEDC JSC

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pressa@arek.kz

STAKEHOLDER – SUPPLIERS, CONTRACTORS, CUSTOMERS

Type of information – Ensuring the transparency in holding tenders

In 2019, the Akmolinskaya Pravda print publication published an announcement on an open tender for the purchase of electricity for 2020.

Summing up the results of the tender is carried out publicly at the office of the Company by opening the envelopes in the presence of participants and invitees.

Provision of disclosed environmental and social
information and consultations

2, Tsiolkovskiy Str., Nur-Sultan, RK

Office of AEDC Energosbyt LLP of

Name, contact number

Reception of AEDC JSC

Tel.: 37 12 90

Fax: 37 10 37 kence@arek.kz

42, Seifullin Str., Nur-Sultan, RK

Company's Website
www.arek.kz

Management of structural subdivisions of AEDC JSC

Chief of Legal Department K.T.Amrenova
37 32 12

Chief of Department for Purchases and Conclusion of Agreements

S. Usina
37-14-29
PRD of AEDC JSC
Tel.: 27 48 30, D.Kaldybayeva
pressa@arek.kz

STAKEHOLDER – UNIVERSITIES, COLLEGES, EMPLOYMENT CENTERS

Type of information – Practical training, internship and employment of graduates

As part of a social partnership, the Company organized internships in its units for students of energy departments.

In 2019:

- 67 students passed the practice, including 42 students paid;
- during the period of paid practice, 15 students paid for meals;
- a hotel was provided for accommodation for 7 students of paid practice;
- 14 students were employed for the summer holidays;
- Of them, 8 people were employed after graduation.

A presentation meeting was held with first-year students of the Industrial Engineering and Economic College.

An open lesson was held at the AREK training center for energy students at the Higher College of Transport and Communications.

During the year, 4 excursions were organized for students of the Higher College of Transport and Communications (1-4 courses in the amount of 134 people with visits to the substation "ChLZ", substation "Astana", CRES - training ground). The company took part in the job fair of the energy faculty of KazATU named after S. Seyfullin.

Provision of disclosed environmental and social information and consultations

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Chief of HR Department
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HR-manager G.K. Ismagambetova
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PRD of AEDC JSC
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STAKEHOLDER – MASS MEDIA

Type of information – Information on activities of AEDC JSC's Group of Enterprises

In 2019, 389 references were recorded about the activities of the AEDC JSC, of which

- 291 on social networks (Facebook, Instagram);
- 70 in internet-sites (news agency tapes and websites);
- 19 in local and national print media
- 9 videos: 5 on social networks for the investment program, for the tariff policy, for the overhaul of electric networks and the reconstruction of electrical equipment, for safety and labor protection; 2 on the republican channel "Kazakhstan" on safety measures for being near electrical installations, on anomalous heat; 1 on the republican channel "Khabar 24" about the women's volleyball team.

The following materials have been prepared for the most significant events:

1. On the prevention of occupational injuries (07.11.2019);
2. Results of the implementation of the investment program for the first half of 2019 (08.16.2019);
3. Overhaul program in Atbasar (09.24.2019);
4. 2019 repair campaign - reconstruction of 10 / 0.4 kV overhead lines. Overhaul volumes;
5. The investment program of 2018 in Akkol RES. Design of self-supporting insulated wires: reliability of electric networks (09.24.2019);
6. Reconstruction of the 110/35/6 kV Substation Yermentau (10.18.2019);
7. Reconstruction of power lines of 0.4 kV overhead lines in the village of Shortandy (11.12.2019).

Much attention is paid to the development of the Company's website www.arek.kz as the main source of information about the company for external interested parties, where news materials are posted weekly.

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STAKEHOLDER – NGO

Type of information - Ecological problems, social activity

The Company's activities in the field of ecology are regulated by Kazakhstan legislation and internal regulations, while AEDC JSC strives to comply with established requirements and comply with advanced international standards. The company has undertaken obligations to implement the corporate environmental policy of CAEPCO JSC.

The strategic development program of AEDC JSC for 2015-2020 provides for the following organizational and technical measures for environmental protection:

- improvement of the physical condition of oil farms through reconstruction and restoration of soils of oil storage sites in all divisions of the Company in order to avoid risks of soil and groundwater pollution;
- conducting an inventory of electrical equipment for persistent organic pollutants such as PCBs (polychlorinated biphenyls) by sampling transformer oil;
- proper handling and disposal of production and consumption waste, timely delivery to third parties in accordance with the requirements of the environmental legislation of the Republic of Kazakhstan;
- conducting industrial environmental control by means of a monitoring study of the state of atmospheric air at the production facilities of AEDC JSC by an accredited laboratory on a contractual basis with a specialized organization;

- the successful functioning of ISO 14001 “Environmental Management System” to improve the environmental performance of the Company.

All new projects of AEDC JSC for the construction and reconstruction of facilities contain the section “Environmental Impact Assessment”, which includes environmental protection and state environmental review. In compliance with the Environmental Code of the Republic of Kazakhstan, the company ensures the annual implementation of the Environmental Action Plan and the Industrial Environmental Control Program (PEC), approved by the company’s management and agreed with the authorized bodies in the field of environmental protection.

In 2019, public hearings on environmental projects were not held.

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ASTANAENERGOSBYT

Nur-Sultan, city code - 7172

STAKEHOLDERS ENGAGEMENT REPORT OF **ASTANAENERGOSBYT LLP**

STAKEHOLDER - PERSONNEL

Type of information - Occupational Safety and Health

In accordance with the requirements of the Labor Code of the Republic of Kazakhstan, in order to create healthy and safe working conditions, in 2019 Astanaenergobytt LLP developed and implemented a work plan for the safety and labor protection service.

In accordance with Art. 182 p. 2 p. 2 of the Labor Code of the Republic of Kazakhstan at the expense of the employer on safety and labor protection 13 people were trained. According to the results of training these people received certificates.

During 2019, a qualification examination of the personnel's knowledge was carried out in accordance with the "Rules for conducting qualification tests of knowledge, technical operation rules and safety rules for managers, specialists of organizations engaged in the production, transmission and distribution of electric and thermal energy, to monitor the technical condition and safety of electrical operation - and power plants".

During the year, monthly checks were carried out:

- observance of safety measures at workplaces;
- organization and coordination of work on safety and labor protection;
- methodological assistance to the heads of the company's departments on safety and labor protection.

The knowledge of personnel in the field of safety and labor protection and electrical safety was tested for 450 employees. In the structural divisions, 12 sudden and 12 scheduled inspections on OSH were carried out.

According to the "Regulation of the Safety Day", monthly OSH days were held in service centers and the energy control department. In order to prevent injuries for workers, "Instructions for observing fire safety rules", "Instructions for BOT for electrical personnel on the use and testing of protective equipment used in electrical installations up to 1000V", "Instructions for BOT when working with electric tools", and "Instructions for OSH with work on computer technology "; "Instructions for biotechnological safety when working at height"; "The training program for the personnel of service centers, the department of energy control for the qualification test of knowledge"; "Rules governing the procedure for connecting devices to power at workplaces of employees of Astanaenergosbyt LLP.

In accordance with the "Rules and terms for training, instructing and testing knowledge on OSH issues for employees", introductory briefings were held with newly hired employees, trainees, and employees of the contracting organization (the number for 2019 was 229).

A mandatory periodic medical examination of the company's employees was carried out.

The leading specialist of the safety and labor protection service took part in a mutual audit on safety and labor protection of CAEPCO JSC in April and September 2019.

In the company Astanaenergosbyt LLP in accordance with the requirements of the international standard ISO 9001: 2015, the second supervisory audit was conducted. Based on the results of the audit, positive conclusions were made about the activity.

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	Chief of Quality Service Ye.A. Dromova Tel.: 91-80-16 (716) e-mail: EDromova@aesbyt.kz

Type of information - Disclosure of information on the company's activities

In 2019, informing employees about the company's activities in the external environment, personnel policy and changes in the composition of the leadership, etc. provided through the corporate website www.astanaenergobytkz.kz.

On an ongoing basis, the Company conducts electronic mailing of messages to employees about the most significant events and achievements, orders, and instructions of the management.

There is a feedback mechanism: all messages on the website www.astanaenergobytkz.kz ("Feedback", "Anti-corruption Hotline"), as well as on the official Facebook, Instagram accounts, are registered in the Office and sent to the management of the Company. The Contractor is instructed to prepare a response, or the Consumer is invited to a personal appointment.

Complaints from employees are accepted by the heads of departments.

Provision of disclosed environmental and social information and consultations

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Type of information - Social assistance and support

Types of social assistance and support provided in 2019:

- award in connection with the achievement of anniversary dates;
- financial assistance for treatment and for the funeral of relatives;
- financial assistance for conducting a medical examination;
- financial assistance to participants in the great patriotic war on victory day;
- remuneration upon reaching retirement age;
- award for International Women's Day on 8 March;
- prize for the Day of Power Engineer;
- purchase of New Year gifts for children of employees;
- material assistance for the Day of the elderly.

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Type of information - Labour dispute settlement

Labor disputes are settled under the applicable law. If an issue arises, the workers of the enterprises of the Astanaenergobytkz LLP have the possibility to discuss it with the chief of a structural subdivision, the Head of the HR Department, the Chief Executive of the company - the General Director of AES LLP by submitting a personal request, and on the basis of a record for a personal reception.

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STAKEHOLDER – LOCAL COMMUNITIES

Type of information - Impact of the enterprise's activities

In 2019, Astanaenergobytkz LLP accepted and processed 23,342 requests from consumers, including:

- from individuals – 5,884 appeals;
- from legal entities – 16,865 appeals.

Last year, company leaders held 248 meetings (personal welcome).

The Chancellery registered 49 complaints from the Company's customers:

- according to the feedback form - 5 complaints;
- by email - 12 complaints;
- on purpose - 32 complaints.

In total, in 2019, 1,007 appeals were received and processed in the feedback form.

In the Book of complaints and suggestions 40 appeals were left, of which 21 complaints and 19 thanks.

In 2019, 666,441 calls were received at the NPP Contact Center, of which 442,567 were served, 209,607 were lost (the reason was the congestion of the system).

In the period from 1 December to 27 December 2019, 558 consumers were surveyed at the central office and in each of the five service centers of the Company. According to the survey, 98.9% of respondents rated the

work of Astanaenergosbyt LLP as excellent, 1.1% as “satisfactory,” 0.2% of consumers said that they did not encounter rudeness and indifference of the staff.

During the survey, on the positive side, the main part of the staff at the front office of service centers was noted. According to the parameter of violation of the deadlines for the implementation of appeals in 2019, the majority of consumers (more than 99.8%) indicated the answer “No”.

More than 3.7% of respondents noted that when submitting applications they were prevented from waiting for their turn, 1.7% of respondents indicated an incomplete set of documents, the remaining did not experience any difficulties in submitting applications.

Many respondents voiced requests for expanding the network of service centers on the left bank of the city of Nur-Sultan, accelerating the time for signing contracts, introducing online payment and terminals for legal entities. The respondents also wished the Company to pay attention to the presence of queues.

Type of information - Public hearings on the approval of a tariff estimate

04.17.2019 - Information of Astanaenergosbyt LLP to the annual report on the provision of the service "Supply of thermal energy to consumers in the city of Nur-Sultan" for 2018;

04.29.2019 - Report on the activities of Astanaenergosbyt LLP on the supply of thermal energy for 2018 to consumers and other interested parties;

12.18.2019- Public hearing on the notification about the upcoming increase in the maximum price of retail sales of electric energy by Astanaenergosbyt LLP from 1 January 2020.

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STAKEHOLDER – GOVERNMENT AUTHORITIES. CONTROLLING BODIES

Type of information - Interaction with government authorities; Participation of the enterprise in the life of the city and the region

In total, in 2019 from the state and regulatory bodies, Astanaenergosbyt LLP received 593 appeals and letters, to which written answers were given.

Tariff changes are advertised in the Republican advertising and information newspaper ZakupInfo.

On the corporate website www.astanaenergosbyt.kz, information on tariff changes, reports on the progress in the implementation of the tariff estimates for regulated services are posted on an ongoing basis.

Company executives participate in meetings, briefings, and “round tables” to discuss the tariff policy of the

Company, together with state and regulatory bodies.

02.04.2019 - a hardware meeting chaired by the akim of the Almaty region, Nur-Sultan Sarsembaeva A.Z. regarding the problematic issues received by the Nur-Sultan City Control Panel and during the reporting meetings of the akim of the Almaty district with the population.

02.05.2019 - an operational meeting with the heads of the service organizations of multi-storey residential buildings chaired by the akim of the Saryarka district of Nur-Sultan Turdybek L.A.

02.06.2019 - a meeting chaired by the akim of the Baikonyr district, Nur-Sultan Kanalinova E.E.

03.27.2019 - a meeting on public discussion of the results of the analysis of the regulatory impact of amendments to amend the Law "On Natural Monopolies aimed at strengthening the functions of the authorized body in the areas of natural monopolies, in terms of approving regulatory technical losses, technical and technological standards for the consumption of raw materials , fuel, energy, etc. together with the Department of the Committee for the Regulation of Natural Monopolies, Protection of Competition and Consumer Rights of the Ministry of National Economy of the Republic of Kazakhstan in the city of Nur-Sultan.

04.30.2019 - at the site of the Atameken National Chamber of Entrepreneurs, a meeting was held to increase the awareness of the business community regarding the current role of national standards, the planning procedure and their development.

05.01.2019 - a hardware meeting chaired by the akim of the Almaty region, Nur-Sultan Sarsembaeva A.Z. regarding the plans for the construction and repair of roads, the arrangement of wind-shelter and thermal stop pavilions in the Almaty district in 2019.

09.10.2019 - a hardware meeting chaired by the akim of the Almaty region A.S. Sarsembaev on the development of the Almaty region.

12.12/2019 - hardware meeting chaired by the akim of the Almaty region Sarsembaev A.Z. on the implementation of housing programs in the city of Nur-Sultan.

11/13/2019 - a meeting with the heads of the service organizations of multi-storey residential buildings, chaired by the Deputy Akim of the Baikonyr District, Nur-Sultan Turdybekova R.U.

Company executives participate in meetings, briefings, and "round tables" to discuss the tariff policy of the Company, together with state and regulatory bodies.

Provision of disclosed environmental and social information and consultations

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STAKEHOLDER – SUPPLIERS, CONTRACTORS, CUSTOMERS

Type of information - Ensuring the transparency in holding tenders

In 2019, 40 tender announcements were posted in the advertising and information newspaper ZakupInfo, in the republican socio-political newspaper Astana Ashamy and Evening Astana (published 5 times a week). All tendering announcements are also published on the corporate website, in the "Purchases" section: <http://www.astanaenergosbyt.kz/buying>

Summing up the results of tenders and tenders is carried out in accordance with the norms and rules of the current legislation, publicly at the office of the Company, by opening the envelopes in the presence of participants and all comers.

On the corporate website www.astanaenergosbyt.kz, Feedback works, which allows you to contact the company management with a complaint or suggestions. Also, the appeal can be sent to the official account on Facebook, Instagram. All appeals are registered in the Office and sent through the TEZIS EDMS to the Company's management on the basis of delegation of authority. The head writes letters to the direct executors. In 2019, complaints of a corruption nature against employees of Astanaenergosbyt LLP were not received.

Provision of disclosed environmental and social information and consultations

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STAKEHOLDER – UNIVERSITIES, COLLEGES, EMPLOYMENT CENTERS

Type of information - Practical training, internship and employment of graduates of universities and colleges

In 2019, the NPP did not participate in job fairs of universities, colleges, employment centers. Organized practical training for students of Eurasian National University named after L.N. Gumilev and KAZGUU University, College of the Eurasian Humanities Institute.

Vacancy announcements are published on the corporate website of the Company www.astanaenergosbyt.kz in the section "Jobs", in the newspapers "From Hand to Hand", "Your Job", on the site enbek.kz

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STAKEHOLDER – MASS-MEDIA

Type of information - Information on the enterprise's activities

In the reporting year, there were 3,060 references to the Company in the media and social networks. The main topics covered in the media: tariff setting, overstatement of tariffs for the provided electricity and heat supply services, charging of heating fees in the summer period, transmission of meter readings, column "recalculation" receipts. Upon receipt of requests, the Company promptly provides comprehensive information on requests, comments, which ensures transparency in relations with the media. In 2019, more than 120 users of social networks contacted the Company's official Facebook account in the "Messages" section and received responses. Since 31 May 2020, over 100 people have applied to the official Instagram account with questions related to the activities of the Company. In 2019, more than 50 informational materials for the Company's customers were published on the corporate website in the "Company News" section. The website of the Company and the media published 32 reporting materials from the planning and economic department, 47 announcements of tenders from the contract department, and the Jobs section was updated on an ongoing basis.

The newspaper "Evening Astana" published informational materials under the heading "Question-answer".

Much attention is paid to the development of the Company's website as the main source of information about the company for external stakeholders, where news materials are posted weekly. The Company's official Facebook and Instagram accounts are also being developed as a platform for quickly responding to consumer requests addressed to Astanaenergosbyt LLP.

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