

Stakeholder Engagement Plan for 2013

OBLAST	COMMUNITY	KEY PROJECT FACILITIES /IMPACT NEAR COMMUNITY	TYPE OF INFORMATION	LOCATION OF ENVIRONMENTAL and SOCIAL INFORMATION DISCLOSED and CONSULTATION	NAME CONTACT PHONE	SOURCE OF DISTRIBUTION OF INFORMATION
1	2	3	4	5	6	7
Pavlodar	Pavlodar city Ekibastuz city	Employees	Labor and health safety. Disclosure of information on the Company's activity	1. Company's office 140 000, Pavlodar, 27 Krivenko street and also North Industrial zone: CHP-3, CHP-2, Ekibastuz CHP 2. Company's website: www.pavlodarenergo.kz	Reception of "PAVLODARENERGO" JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz Top managers of the enterprises of "PAVLODARENERGO" JSC: HR Department of "PAVLODARENERGO" JSC The head L.A. Smirnova Tel.: +7(7182)399509 Public relations department Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S. Shomshekov, Trust line: +7(7182)399550	<p>Newspaper «Energetik» (issued once a month), corporate website www.pavlodarenergo.kz (new materials are published at the website minimum 3 times a week). Informing employees about the Company's activity in outside environment; about organization of leisure and rest activities for employees; about social package; activity of labor unions, veterans organization, charity; presentation of sport, festive events, publication of technical safety rules; about employees and significant events within the Company's life; showing the activity of sanatorium, health and recreation resort "Energetik", summer camp "Elektronik" and etc.</p> <p>Informational boards (if necessary). Posting: advertisements, top management congratulations, schedules of sport events, information on occupational safety and health, the rules of labor disputes' consideration, information of labor union committees, policy of the Company in the field of quality, energy management, environment and etc.</p> <p>Direct emails to the employees about the most significant events and achievements (if necessary).</p> <p>Consultation of the employees for personal issues with the top management (if necessary).</p> <p>Feedback mechanism:</p> <ol style="list-style-type: none"> To write a letter to email: pavlodarenergo@pavlodarenergo.kz. The secretary delivers all received messages to the top management's view. To send a message by the mean of feedback mechanism at the website www.pavlodarenergo.kz ("Feedback", "Anticorruption hotline"). Press service delivers all received messages to the top management, who further assigns corresponding services to prepare responses, or invites the author to the consultation. <p>Acting email address for employees requests: L.Smirnova@pavlodarenergo.kz, trust line - +7(7182)399509.</p> <p>Meetings of the Conciliation Committee (every Thursday starting 3.00 PM till 6.00 PM). Solving labor disputes with participation of labor union, HR department, and top managers. The employees may discuss all dispute issues prior to the meeting, making appointment for visiting the Chairman.</p>

	Labor union	<p>Execution of collective agreement.</p> <p>Organization of leisure and rest activities.</p>	<p>“Professional organization of the employees of energy system of “PAVLODARENERGO” NGO.</p> <p>Republic of Kazakhstan, Pavlodar, 140 000, 27 Krivenko street, office 504 Tel.: 8(7182)399785</p>	<p>The Chairman of “Professional organization of the employees of energy system of “PAVLODARENERGO” NGO is V.A.Ermolaev</p> <p>Republic of Kazakhstan, Pavlodar, 140 000, 27 Krivenko street, office 504 Tel.: 8(7182)399785 e-mail: profkom_pv@bk.ru</p> <p>Public relations department Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S.Shomshekov,</p> <p>Trust line: +7(7182)399550</p>	<p>Collective agreements of the group of companies of «PAVLODARENERGO».</p> <p>Shop-floor conferences (once a year). Presentation of the reports on performed work of labor union.</p> <p>Newspaper «Energetik» (issued once a month), corporate website www.pavlodarenergo.kz (new materials are published at the website minimum 3 times a week), profile of the Company in the social network Facebook (https://www.facebook.com/pavlodarenergo) (if necessary). Presenting the activity of labor union.</p>
	Local communities	<p>Impact of the enterprise activity.</p> <p>Public hearings on approval of tariff estimates.</p>	<p>Republic of Kazakhstan, Pavlodar, 140 000, 27 Krivenko street.</p> <p>Reception of “PAVLODARENERGO” JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz</p> <p>Public relations departments Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S.Shomshekov, The head of the public relations department.</p> <p>Company's website: www.pavlodarenergo.kz</p> <p>Official profile of the Company in the social networks “Facebook”,</p>	<p>Reception of “PAVLODARENERGO” JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz</p> <p>Public relations department Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S.Shomshekov,</p> <p>Trust line: +7(7182)399550</p>	<p>Written and electronic requests (on a regular basis). Requests of the consumers to the subsidiary is executed by the mean of written claim, postal or telephone communication, internet channels. Written and electronic requests are registered, response is provided by the specialist (identifying contacts) and signed by the head; needs and monitoring of the degree of satisfaction of consumers. The Company presents the report on cooperation with consumers, proposals for service quality improvement to the top management.</p> <p>«Trust line» (on a regular basis). Number of the “Trust line” is shown at the website of the Company and in the receipts.</p> <p>Sections for feedback by the consumers: “Feedback”, “Questions and responses”, “Anticorruption” (on a regular basis). In the centers of service and at the website, the consumer may obtain, fill, and send “Complaint form” to the Company.</p> <p>External mass media (if necessary). Posting information on executed public hearings, briefings, round tables, conferences, and press-tours.</p> <p>Round tables on the theme of protection of consumers' rights in Pavlodar and Ekibastuz (if necessary).</p> <p>Press conferences on execution of investment obligations of the group of enterprises of «PAVLODARENERGO» JSC (if necessary).</p> <p>Public hearings of reports on approval of tariff estimates for generation, supply, and transmitting of heat and electric power (if necessary).</p> <p>Public hearings of reports on environment action plans (if necessary).</p> <p>Announcements in newspapers «Zvezda Priirtyshiya» and «Sariarka Samali» (if</p>

			“Odnoklassniki”, “My world”, “Vkontakte”, “LinkedIn”.		necessary). Information on submitting the investment project for state environmental expertise, on repair works, turn offs of heat and electric power, obtaining technical conditions at the website of the Company.
State authorities	Reduction of enterprises impact on the city an region. Preparation for the heating season.	Republic of Kazakhstan, Pavlodar, 140 000, 27 Krivenko street. 1. Reception of “PAVLODARENERGO” JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz 2. Company’s website: www.pavlodarenergo.kz	Reception of “PAVLODARENERGO” JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz Top managers of the enterprises of “PAVLODARENERGO” JSC. Public relations department Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S.Shomshekov, Trust line: +7(7182)399550	<p>Requests and letters, received from the controlling and state authorities (on a regular basis). The correspondence is registered in the journal of received requests and are addressed to the recipient, response is agreed and endorsed by the manager.</p> <p>Meetings of the headquarters on preparation of housing for the heating season (once a year). The top managers of the enterprises of “PAVLODARENERGO” JSC (or authorized responsible executives) participate in the meetings of the headquarters on preparation of housing for the heating season together with state and controlling authorities.</p> <p>External mass media, company's website www.pavlodarenergo.kz (once a year). Posting the requirements of obligatory actions for timely and qualitative preparation of heat supply system for the next heating season.</p> <p>Website www.pavlodarenergo.kz (on a regular basis). Posting information on scheduled and emergency shutdowns of electricity supply at the corporate website, the terms are identified.</p> <p>Mass media: “Zvezda Priirtyshia”, “Sariarka samali”, “Irbis TV”, “Golos Ekibastuza”, “Ekibastuz city TV company” (if necessary). Information on execution of public hearings, change of working time of cashiers.</p> <p>Web log of Akim of the region (weekly). Monitoring of the web log of Akim of Pavlodar region for the presence of complaints from consumers related to the structural departments of the Company.</p> <p>Visits and tours of the official delegations from the state authorities (if necessary).</p>	
Controlling authorities	Execution of investment obligations. Reduction of impact of enterprise on the city and region.	Reception of “PAVLODARENERGO” JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz Company’s website: www.pavlodarenergo.kz	Top managers of the enterprises of “PAVLODARENERGO” JSC. Reception of “PAVLODARENERGO” JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz Public relations department Tel.: +7(7182)399850	<p>Meetings with participation of the head of the agency of protection of consumers’ rights and top managers of “Pavlodarenergosbyt” LLP, “PHN” LLP (if necessary).</p> <p>Press-tour to the objects of “PHN” LLP on target usage of funds, received from tariff growth. Executed together with the Department of the Agency on regulation of natural monopolies of Pavlodar region.</p> <p>Press release of «PAVLODARENERGO» JSC on preparation of Pavlodar CHP-2 and CHP-3 for the heating season (once a year).</p> <p>Public hearings on approval of tariff estimates for generation, supply, and transmission of heat power (if necessary).</p>	

				<p>Email: pr@pavlodarenergo.kz A.S.Shomshekov,</p> <p>Trust line: +7(7182)399550</p>	
Suppliers, contractors, customers	Transparency of tender execution.	<p>Republic of Kazakhstan, Pavlodar, 140 000, 27 Krivenko street.</p> <p>Company's office Republic of Kazakhstan, Pavlodar, 140 000, 27 Krivenko street. Material management department of "PAVLODARENERGO" JSC.</p> <p>Company's website: www.pavlodarenergo.kz</p>	<p>Reception of "PAVLODARENERGO" JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz</p> <p>Deputy head of the Material Management Department of «PAVLODARENERGO» JSV O.V.Egorov Tel.: +7(7182)399585.</p> <p>Public relations department Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S.Shomshekov,</p> <p>Trust line: +7(7182)399550</p>	<p>Newspaper «Aikyn» (if necessary). Posting tender announcements. Organization and conducting tenders is executed in compliance with the norms and rules of acting legislation. Summarizing the results of the competitions and tenders is executed publicly at the Company's office, by opening the envelopes in the presence of the participants and all volunteers.</p> <p>Section at the website of the Company - «Anticorruption hotline» (on a regular basis). There is a form of feedback mechanism at the corporate website, which provides an opportunity for consumers to make complaints or proposals. All messages, which are received by the public relations department, are addressed to the Chairman of the Board of "PAVLODARENERGO" JSC for further consideration.</p>	
Universities, colleges, employment centers	Conducting internship and recruitment of the graduates	<p>Republic of Kazakhstan, Pavlodar, 140 000, 27 Krivenko street.</p> <p>HR Department of "PAVLODARENERGO" JSC The head L.A.Smirnova Tel.: +7(7182)399509</p> <p>Information on vacancies is at the website of the Company: www.pavlodarenergo.kz</p> <p>Official profile of the Company in the social networks "Facebook", "Odnoklassniki", "My world", "Vkontakte",</p>	<p>Reception of "PAVLODARENERGO" JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz</p> <p>HR Department of "PAVLODARENERGO" JSC The head L.A.Smirnova Tel.: +7(7182)399509</p> <p>Public relations department Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S.Shomshekov,</p>	<p>Participation in recruitment fairs of the Universities, colleges, employment centers (if necessary).</p> <p>Providing production internship for students of profile universities (once a year).</p>	

			“LinkedIn”.	Trust line: +7(7182)399550	
	Mass media	Information on the Company's activity.	Public relations departments Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S.Shomshekov, The head of the public relations department. Company's website: www.pavlodarenergo.kz Official profile of the Company in the social networks “Facebook”, “Odnoklassniki”, “My world”, “Vkontakte”, “LinkedIn”.	Reception of “PAVLODARENERGO” JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz Public relations department Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S.Shomshekov, Trust line: +7(7182)399550	Local and republic mass media (on a regular basis). Issuing printed materials and videos on the Company's activity. Social networks, direct emails (if necessary). Posting trails of important events of the Company, links to the press releases, invitations for press events, operational comments on new events. Website www.pavlodarnews.kz (monthly). Posting information on repair works. Website www.pavlodarnews.kz (twice a week). Posting information on the Company's activity.
	NGO	Environmental issues, social activity and etc.	Public relations departments Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S.Shomshekov, The head of the public relations department. Company's website: www.pavlodarenergo.kz Official profile of the Company in the social networks “Facebook”, “Odnoklassniki”, “My world”, “Vkontakte”, “LinkedIn”.	Reception of “PAVLODARENERGO” JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz Environmental department of “PAVLODARENERGO”. T.A.Koval, the head of the environmental department. Deputy Chairman of the Board of “PAVLODARENERGO” JSC B.O.Kurmanbayeva Public relations department Tel.: +7(7182)399850 Email: pr@pavlodarenergo.kz A.S.Shomshekov, Trust line: +7(7182)399550	Press tours for representatives of mass media and NGO (several times a year). Public hearings (if necessary). The representatives of “Consumer protection agency” NGO participate in all public hearings, organized by the enterprises of “PAVLODARENERGO” JSC.

North Kazakhstan	Petropavlovsk	Employees	Labor and health safety. Disclosure of information on the Company's activity	<p>1. Company's office. Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street.</p> <p>Also Petropavlovsk CHP-2.</p> <p>2. Company's website: www.sevkazenergo.kz</p>	<p>Reception of "SEVKAZENERGO" JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: info@sevkazenergo.kz</p> <p>Top managers of "SEVKAZENERGO" JSC.</p> <p>HR Department of "SEVKAZENERGO" JSC. The head of HR department S.V. Ovchinnikova Tel.: +7 (7152)41-03-29 Fax.: +7 (7152)41-28-29 (130)</p> <p>Public relations department Tel.: +7 (7152) 41-29-39 e-mail: vopros_oso@sevkazenergo.kz A.Y. Semenchuk Acting head of public relations department</p>	<p>Newspaper «Energetik Severnogo Kazakhstan» (issued once a month), corporate website www.sevkazenergo.kz (new materials are posted minimum 3 times a week). Informing employees about the Company's activity in outside environment; about organization of leisure and rest activities for employees; about social package; activity of labor unions, veterans organization, charity; presentation of sport, festive events, publication of technical safety rules; about employees and significant events within the Company's life; new amendments into HR Policy and changes in the staff of the top management.</p> <p>Informational boards (if necessary). Posting advertisements, top management congratulations, schedules of sport events, information on occupational safety and health, the rules of labor disputes' consideration, information of labor union committees, policy of the Company in the field of quality, energy management, environment and etc.</p> <p>Direct emails to the employees about the most significant events and achievements (if necessary).</p> <p>Consultation of the employees for personal issues with the top management (if necessary).</p> <p>Feedback mechanism:</p> <ol style="list-style-type: none"> To write a letter to email: info@sevkazenergo.kz. The secretary delivers all received messages to the top management's view. To send a message by the mean of feedback mechanism at the website www.sevkazenergo.kz ("Feedback", "Anticorruption hotline"). Press service delivers all received messages to the top management, who further assigns corresponding services to prepare responses, or invites the author to the consultation. <p>Acting email address for employees requests: S.Ovchinnikova@sevkazenergo.kz, trust line – 8(7152) 41-03-29, 4-46.</p> <p>Meetings of the Conciliation Committee (every Thursday starting 3.00 PM till 6.00 PM). Solving labor disputes with participation of labor union, HR department, and top managers. The employees may discuss all dispute issues prior to the meeting, making appointment for visiting the Chairman.</p> <p>External mass media (if necessary). Posting information on the employees of the Company.</p>
		Labor union	<p>Execution of collective agreement.</p> <p>Organization of leisure and rest activities.</p>	<p>Labor union committee of «SEVKAZENERGO» JSC. Republic of Kazakhstan, Petropavlovsk city, 150 000, 28, Gasheka street, CHP-2.</p> <p>Labor union committee of</p>	<p>Chairman – A.Y. Shpak Tel.: +7 (7152)52-02-87</p> <p>Chairman – N.V. Gridneva Тел: +7 (7152) 31-42-17</p>	<p>Collective agreement, signed by the personnel of enterprises of «SEVKAZENERGO» JSC.</p> <p>Shop floor conferences (once a year). Providing a report on the work performed by labor union.</p> <p>Newspaper «Energetik», corporate website www.sevkazenergo.kz, informational boards (on a regular basis). Presenting the activity of labor union.</p>

			<p>«NK EDC», Petropavlovsk city, 150 000, 144 Shazhimbayev street, 105 office.</p> <p>Labor union committee of «PHN» LLP, Petropavlovsk city, 150 000, 23 Stroitel'naya street.</p> <p>Representative of the employees of «Sevkazenergosbyt» LLP Petropavlovsk city, 150 000, 66 Zhumabayev street.</p>	<p>Chairman – V.B. Burakova Tel.: +7 (7152)52 26 77</p> <p>N.I. Tabachuk Tel.: +7 (7152) 36-61-56</p>	
Local communities	<p>Impact of the enterprise activity.</p> <p>Public hearings on approval of tariff estimates.</p>	<p>Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street.</p> <p>Reception of “SEVKAZENERGO” JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: info@sevkazenergo.kz</p> <p>Public relations department Tel.: +7 (7152) 41-29-39 e-mail: vopros_oso@sevkazenergo.kz A.Y. Semenchuk Acting head of public relations department Company's website: www.sevkazenergo.kz</p>	<p>Reception of “SEVKAZENERGO” JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: info@sevkazenergo.kz</p> <p>Public relations department Tel.: +7 (7152) 41-29-39 e-mail: vopros_oso@sevkazenergo.kz A.Y. Semenchuk Acting head of public relations department</p>	<p>Written and electronic requests (on a regular basis). Requests of the consumers to the subsidiary is executed by the mean of written claim, postal or telephone communication, internet channels. Written and electronic requests are registered, response is provided by the specialist (identifying contacts) and signed by the head; needs and monitoring of the degree of satisfaction of consumers. The Company presents the report on cooperation with consumers, proposals for service quality improvement to the top management.</p> <p>«Trust line» (on a regular basis). Number of the “Trust line” is shown at the website of the Company and in the receipts.</p> <p>Sections for feedback by the consumers: “Feedback”, “Questions and responses”, “Anticorruption” (on a regular basis). In the centers of service and at the website, the consumer may obtain, fill, and send “Complaint form” to the Company.</p> <p>External mass media (if necessary). Posting information on executed public hearings, briefings, round tables, conferences, and press-tours.</p> <p>Round tables on the theme of protection of consumers' rights in Petropavlovsk (once a year).</p> <p>Round tables on execution of investment program of «NK EDC» JSC (if necessary).</p> <p>Public hearings on execution of investment obligations of “SEVKAZENERGO” JSC.</p> <p>Public hearings of reports on approval of tariff estimates for generation, supply, and transmitting of heat and electric power (if necessary).</p> <p>Press tours to the objects of modernization of enterprises of “SEVKAZENERGO” JSC (if necessary).</p> <p>Website www.sevkazenergo.kz (weekly). Posting information on scheduled and emergency shutdowns of electricity supply at the corporate website, the terms are identified.</p>	

		State authorities	Reduction of enterprises impact on the city an region. Preparation for the heating season.	Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street. Reception of “SEVKAZENERGO” JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: info@sevkazenergo.kz Company’s website: www.sevkazenergo.kz	Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street. Reception of “SEVKAZENERGO” JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: info@sevkazenergo.kz Top managers of “SEVKAZENERGO” JSC. Public relations department Tel.: +7 (7152) 41-29-39 e-mail: vopros_oso@sevkazenergo.kz A.Y. Semenchuk Acting head of public relations department	<p>Requests and letters, received from the controlling and state authorities (on a regular basis). The correspondence is registered in the journal of received requests and are addressed to the recipient, response is agreed and endorsed by the manager.</p> <p>Meetings of the headquarters on preparation of housing for the heating season (once a year). The top managers of the enterprises of “SEVKAZENERGO” JSC (or authorized responsible executives) participate in the meetings of the headquarters on preparation of housing for the heating season together with state and controlling authorities.</p> <p>External mass media, company's website www.sevkazenergo.kz (once a year). Posting the requirements of obligatory actions for timely and qualitative preparation of heat supply system for the next heating season.</p> <p>Website www.sevkazenergo.kz (on a regular basis). Posting information on scheduled and emergency shutdowns of electricity supply at the corporate website, the terms are identified.</p> <p>Mass media: TV channel “Kazakhstan-Petropavl”, newspapers “Severnyi Kazakhstan”, “Soltustik Kazakhstan”, “Prospekt SK”, and “Kizilzhar Nuri” (if necessary). Information on execution of public hearings, change of working time of cashiers.</p> <p>Visits and tours of the official delegations from the state authorities (if necessary).</p> <p>Web log of Akim of the region (weekly). Monitoring of the web log of Akim of North-Kazakhstan region for the presence of complaints from consumers related to the structural departments of the Company.</p>
		Controlling authorities	Execution of investment obligations. Reduction of impact of enterprise on the city and region.	Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street. Reception of “SEVKAZENERGO” JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: info@sevkazenergo.kz Company’s website: www.sevkazenergo.kz	Top managers of “SEVKAZENERGO” JSC. Reception of “SEVKAZENERGO” JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: info@sevkazenergo.kz	<p>Press tours on the target usage of funds, obtained from the state program «Tariff in exchange for investments» (if necessary).</p> <p>Public hearings on the results of execution of investment program (minimum once a year).</p> <p>Meetings with official representatives of controlling and state authorities (if necessary).</p> <p>External mass media (if necessary). Publication of materials on cooperation of the Company with controlling authorities.</p>
		Suppliers, contractors,	Transparency of tender	Republic of Kazakhstan, Petropavlovsk city, 150009,	Republic of Kazakhstan, Petropavlovsk city, 150009, 215,	Newspaper «Zan» (if necessary). Posting tender announcements. Organization and conducting tenders is executed in compliance with the norms and rules of acting legislation.

	customers	execution.	<p>215, Zhabayev street.</p> <p>Company's office Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street. Material management department of «SEVKAZENERGO» JSC.</p> <p>Company's website: www.sevkazenergo.kz</p>	<p>Zhabayev street.</p> <p>Reception of “SEVKAZENERGO” JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: info@sevkazenergo.kz</p> <p>The head of Material management department of «SEVKAZENERGO» JSC: Y.K. Vizner. Tel.: +7 (7152) 41-24-42</p>	<p>Summarizing the results of the competitions and tenders is executed publicly at the Company's office, by opening the envelopes in the presence of the participants and all volunteers.</p> <p>Meetings with contractors and customers on the results of works (once a half-year).</p> <p>Section at the website - «Anticorruption hotline» (on a regular basis). Provides an opportunity to make complaint or proposal. All messages received by the Company, are sent to the Public relations department, and addressed to the Chairman of «SEVKAZENERGO» JSC for further consideration.</p>
	Universities, colleges, employment centers	Conducting internship and recruitment of the graduates	<p>Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street.</p> <p>HR Department of «SEVKAZENERGO» JSC S.V. Ovchinnikova +7(7152) 41-03-29</p> <p>Information on the vacancies is at the website: www.sevkazenergo.kz</p> <p>Publication of the vacancies.</p>	<p>Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street.</p> <p>Reception of “SEVKAZENERGO” JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: info@sevkazenergo.kz</p> <p>HR Department of «SEVKAZENERGO» JSC S.V. Ovchinnikova +7(7152) 41- 03-29</p> <p>Public relations department Tel.: +7 (7152) 41-29-39 e-mail: vopros_oso@sevkazenergo.kz A.Y. Semenchuk Acting head of public relations department</p>	<p>Participation in recruitment fairs of the Universities, colleges, employment centers (if necessary).</p> <p>Providing production internship for students of profile universities (once a year).</p> <p>Informational meetings with graduates within educational institutes of the city (if necessary).</p>
	Mass media	Information on the Company's activity.	<p>Public relations department Tel. +7(7152) 41-29-39 e-mail: vopros_oso@sevkazenergo.kz</p> <p>Company's website www.sevkazenergo.kz</p>	<p>Public relations department Tel.: +7 (7152) 41-29-39 e-mail: vopros_oso@sevkazenergo.kz A.Y. Semenchuk Acting head of public relations department</p>	<p>Local and republic mass media (on a regular basis). Posting printed and video materials on the Company's activity.</p> <p>Direct emails (twice a week). Posting trails of important events of the Company, links to the press releases, invitations for press events, operational comments on new events.</p> <p>Website www.sevkazenergo.kz (monthly). Posting information on repair works.</p> <p>Website www.sevkazenergo.kz (three times a week). Posting information on the Company's activity.</p>
	NGO	Business issues, social activity and etc.	<p>Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street.</p>	<p>Reception of “SEVKAZENERGO” JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28</p>	<p>Press tours and public hearings (if necessary).</p>

				<p>Reception of “SEVKAZENERGO” JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: info@sevkazenergo.kz</p> <p>Company’s website: www.sevkazenergo.kz</p>	<p>e-mail: info@sevkazenergo.kz</p> <p>Chairman of the Board of “SEVKAZENERGO” JSC Y.K. Kopenov</p> <p>Public relations department Tel.: +7 (7152) 41-29-39 e-mail: vopros_oso@sevkazenergo.kz A.Y. Semenchuk Acting head of public relations department</p>	
Astana city	Astana	Employees	<p>Labor and health safety.</p> <p>Disclosure of information on the Company’s activity</p>	<p>1. Company's office Republic of Kazakhstan, Astana city, 010 000, 4/1, B. Momishuli Av.</p> <p>2. Company's website www.astanaenergobytkz.kz</p> <p>3. Consumer service centers</p> <p>4. Boxes for complaints and proposals in all consumer service centers of the Company</p>	<p>Reception of «Astanaenergobytkz» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20 e-mail: aesbyt@aesbyt.kz</p> <p>Top managers of structural departments of «Astanaenergobytkz» LLP.</p> <p>HR Department of «Astanaenergobytkz» LLP. Deputy head of HR department O.P. Kaplunova Tel.: +7 (7172) 96-54-32</p> <p>PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: LNetayeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.</p> <p>Trust line: Tel.: +7 (7172) 96-53-90.</p>	<p>Corporate website www.astanaenergobytkz.kz (on a regular basis). Informing employees about the Company’s activity in outside environment; activity of labor unions, veterans organization, charity; presentation of sport, festive events, publication of technical safety rules; about employees and significant events within the Company’s life; new amendments into HR Policy and changes in the staff of the top management.</p> <p>Informational boards (if necessary). Posting advertisements, top management congratulations, schedules of sport events, information on occupational safety and health, the rules of labor disputes’ consideration, information of labor union committees, policy of the Company in the field of quality, energy management, environment and etc.</p> <p>Direct emails to the employees about the most significant events and achievements (if necessary).</p> <p>Consultation of the employees for personal issues with the top management (every Wednesday starting 11.00 AM till 01.00 PM).</p> <p>Feedback mechanism: To write a letter to www.astanaenergobytkz.kz. The secretary delivers all received messages to the top management’s view, which further assigns corresponding services to prepare responses, or invites the author to the consultation.</p> <p>Complaints from the employees in any format (if necessary).</p>
		Local communities	Public hearings on approval of tariff estimates	<p>Republic of Kazakhstan, Astana city, 010 000, 4/1, B. Momishuli Av.</p> <p>Reception of «Astanaenergobytkz» LLP Tel.: +7(7172) 96-54-05</p>	<p>Reception of «Astanaenergobytkz» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20 e-mail: aesbyt@aesbyt.kz</p>	<p>Written and electronic requests (on a regular basis). Requests of the consumers to the subsidiary is executed by the mean of written claim, postal or telephone communication, internet channels. Written and electronic requests are registered, response is provided by the specialist (identifying contacts) and signed by the head; needs and monitoring of the degree of satisfaction of consumers. The Company presents the report on cooperation with consumers, proposals for service quality improvement to the top management.</p>

			<p>Fax: +7(7172) 96-54-20 e-mail: aesbyt@aesbyt.kz</p> <p>PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: LNetaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.</p> <p>PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: LNetaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.</p> <p>Company's website www.astanaenergoby.kz</p>	<p>PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: LNetaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.</p>	<p>«Trust line» (on a regular basis). Number of the “Trust line” is shown at the website of the Company and in the receipts.</p> <p>Sections for feedback by the consumers: “Web reception”, “Questions and responses”, (on a regular basis). In the centers of service and at the website, the consumer may obtain, fill, and send “Complaint form” to the Company.</p> <p>External mass media (if necessary). Posting information on executed public hearings, briefings, round tables, conferences, and press-tours.</p> <p>Announcements in newspapers «Vechernyaya Astana», «Astana akshami» (if necessary). Posting information on repair works, shutdowns of heat and electric power, conducting public hearings.</p> <p>Public report on providing regulated services – supply of heat power (once a year).</p> <p>Website www.astanaenergoby.kz (if necessary). Posting information on the Company’s activity.</p>
	State authorities	<p>Tariff policy of the Company.</p> <p>Preparation for the heating season.</p>	<p>Republic of Kazakhstan, Astana city, 010 000, 4/1, B. Momishuli Av.</p> <p>Reception of «Astanaenergoby» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20 e-mail: aesbyt@aesbyt.kz</p> <p>Top managers of structural departments of «Astanaenergoby» LLP.</p> <p>Company's website www.astanaenergoby.kz</p>	<p>Reception of «Astanaenergoby» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20 e-mail: aesbyt@aesbyt.kz</p> <p>Top managers of structural departments of «Astanaenergoby» LLP.</p> <p>PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: LNetaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.</p>	<p>Requests and letters, received from the controlling and state authorities (on a regular basis). The correspondence is registered in the journal of received requests and are addressed to the recipient, response is agreed and endorsed by the manager.</p> <p>Meetings of the headquarters on discussion of tariff policy (if necessary). The top managers of “Astanaenergoby” LLP (or authorized responsible executives) participate in the meetings together with state and controlling authorities.</p> <p>External mass media, company's website www.astanaenergoby.kz (if necessary). Posting information on scheduled and emergency shutdowns of electricity, the terms are identified.</p> <p>Visits and tours of the official delegations from the state authorities (if necessary).</p> <p>Web log of Akim of the region (weekly). Monitoring of the web log of Akim of the region for the presence of complaints from consumers related to the structural departments of the Company.</p>
	Controlling authorities.	Tariff policy of the Company.	<p>Reception of «Astanaenergoby» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20 e-mail: aesbyt@aesbyt.kz</p> <p>Company's website www.astanaenergoby.kz</p>	<p>Top managers of structural departments of «Astanaenergoby» LLP.</p> <p>Reception of «Astanaenergoby» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20</p>	<p>Public hearings on approval of tariff estimates for supply of electric and heat power (if necessary).</p> <p>TV channel «31», newspapers «Vechernyaya Astana» and «Astana Akshami» (if necessary). Posting announcements on tariff changes.</p>

					<p>e-mail: aesbyt@aesbyt.kz</p> <p>PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: L.Netaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.</p> <p>Trust line: Tel.: +7 (7172) 96-53-90.</p>	
	Suppliers, contractors, customers	Transparency of tender execution.	<p>Republic of Kazakhstan, Astana city, 010 000, 4/1, B. Momishuli Av.</p> <p>Company's website www.astanaenergobytkz.kz</p>	<p>Reception of «Astanaenergobytkz» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20 e-mail: aesbyt@aesbyt.kz</p> <p>Head of the pedpartment of agreements of «Astanaenergobytkz» LLP B.S. Makhmetova Tel.: +7(7172) 96-54-60</p> <p>PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: L.Netaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.</p>	<p>Newspaper «Express K» (if necessary). Posting tender announcements. Organization and conducting tenders is executed in compliance with the norms and rules of acting legislation. Summarizing the results of the competitions and tenders is executed publicly at the Company's office, by opening the envelopes in the presence of the participants and all volunteers.</p> <p>Feedback mechanism «Complaint form» at the corporate website www.astanaenergobytkz.kz (on a regular basis). There is a form of feedback mechanism at the corporate website, which provides an opportunity for consumers to make complaints or proposals.</p>	
	Universities	Internship and recruitment of the graduates.	<p>Republic of Kazakhstan, Astana city, 010 000, 4/1, B. Momishuli Av.</p> <p>HR Department of «Astanaenergobytkz» LLP. Deputy head of HR department O.P. Kaplunova Tel.: +7 (7172) 96-54-32</p> <p>Information on vacancies at the website of the Company www.astanaenergobytkz.kz</p> <p>Publication of information on vacancies in printed press «Rabota», weekly newspaper «Vakansii Astani i obuchenie», news ticker at TV channels</p>	<p>Reception of «Astanaenergobytkz» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20 e-mail: aesbyt@aesbyt.kz</p> <p>HR Department of «Astanaenergobytkz» LLP. Deputy head of HR department O.P. Kaplunova Tel.: +7 (7172) 96-54-32</p> <p>PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: L.Netaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.</p>	<p>Providing production internship for students of Kazakh Agro Technical University named after S.Seifullin (once a year).</p> <p>Informational meetings with graduates within educational institutes of the city (minimum once a year).</p> <p>Participation in recruitment fairs of the Universities, colleges, employment centers (if necessary).</p>	

				«STV» and «31 channel».		
	Mass media	Information on the Company's activity.	PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: LNetaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department. Company's website www.astanaenergobytkz	Reception of «Astanaenergobytkz» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20 e-mail: aesbyt@aesbyt.kz PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: LNetaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.	<p>Local and republic mass media (on a regular basis). Posting printed materials and videos on the Company's activity.</p> <p>Direct emails (if necessary). Posting trails of important events of the Company, links to the press releases, invitations for press events, operational comments on new events.</p> <p>Website www.astanaenergobytkz (if necessary). Posting information on repair works.</p> <p>Website www.astanaenergobytkz (if necessary). Posting information on the Company's activity.</p>	
	NGO	Tariff policy.	PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: LNetaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department. Company's website www.astanaenergobytkz	Reception of «Astanaenergobytkz» LLP Tel.: +7(7172) 96-54-05 Fax: +7(7172) 96-54-20 e-mail: aesbyt@aesbyt.kz Department of realization, head of realization department N.P. Aytimov PR-service of the Company Tel./fax: +7 (7172) 91-74-67 e-mail: LNetaeva@aesbyt.kz L.A. Netayeva, specialist of public relations department.	<p>Meetings of the top management of the Company with the heads of NGOs, supporting vulnerable social groups, and with the representatives of the consumers' protection community (if necessary).</p>	

