



**STAKEHOLDERS ENGAGEMENT REPORT OF
THE GROUP OF COMPANIES OF
CENTRAL-ASIAN ELECTRIC POWER CORPORATION, JSC
FOR 2017**

ALMATY, 2018

**STAKEHOLDERS AND
TYPE OF INFORMATION DISCLOSED IN THE
REPORT**

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



Personnel

Occupational safety and health;
Disclosure of information on the company's activities;
Social assistance and support; Performance of collective agreement.



Trade union

Performance of the collective agreement;
Organization of leisure and rest.



Local communities

Influence of the enterprise;
Public hearings on approval of a tariff estimate;
Reduction in the impact of the enterprise on the city and the region;
Preparation for the heating season;



Government authorities

Interaction with government authorities;
Participation of the enterprise in the life of the city and the region;
Preparation for the heating season;
Reduction of the company's impact on the city and the region.



Controlling bodies

Performance of investment obligations;
Company's tariff policy.



Suppliers, contractors, customers

Ensuring the transparency in holding tenders.



Universities, colleges, employment centers

Practical training, internship and employment of graduates



Mass media

Information on the enterprise's activities.



NGOs

Ecology, social activity, business sector.



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List of abbreviations:

RK – Republic of Kazakhstan
CAEPCO JSC – Central-Asian Electric Power Corporation JSC
CAPEC JSC – Central-Asian Power Energy Company JSC
SKE JSC – SEVKAZENERGO JSC
PE JSC – PAVLODARENERGO JSC
AES – Astanaenergoby 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
EBRD - European Bank for Reconstruction and Development
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

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

Key project facilities/ Impact near communities	Type of information	Provision of disclosed environmental and social information and consultations	Name, contact number	Source of information dissemination
3	4	5	6	7
Personnel	Occupational Safety and Health	Company's office 27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP Company's website www.pavlodarenergo.kz	Reception of PE JSC Tel.: 39-95-06, Fax: 32-97-88, pavlodarenergo@pavlodarenergo.kz . Management of PE JSC's enterprises, Acting Officer of IMSG I.V. Brikunova, Tel.: 39-97-22. Head of HSE Service K.B. Tazhenov Tel.: 39-93-54 info@pavlodarenergo.kz	In 2017, as required by the RK Labor Code, with a view to create healthy and safe working conditions, to improve the culture and aesthetics production, PE made out the Plan of actions for occupational safety and health. These actions corresponded to the requirements of MS OHSAS 18001: 2007. The basic obligations of PE on OHSAS 18001: 2007 are: 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; compliance with the requirements of the OHSAS standard at all stages of electric and thermal power generation. 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). In 2017, external audits were carried out that confirmed the validity of certificates, recertification as per MS OHSAS 18001: 2007. During the year, "12 Days of safety engineering" were held in structural subdivisions of the PE's Group of enterprises, as well as 317 introductory briefings and 22 production meetings.
Personnel	Disclosure of information on the company's activities	Company's office 27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP	PRD of PE JSC Tel./Fax: 39-98-70 pr@pavlodarenergo.kz Head of PRD O.A. Yemelyanova, Contact-Centre's Tel.:	In 2017, PE prepared and published its annual report for 2016, which was 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



		Company's website www.pavlodarenergo.kz	903-309.	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. Employees are received by the company's management in personal matters by a preliminary record. There is a feedback mechanism: all messages received by e-mail pavlodarenergo@pavlodarenergo.kz are transferred to the company's management by the secretariat.
Personnel	Social assistance and support	Company's office 27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP Company's website www.pavlodarenergo.kz Administrative Department of PE JSC, HR Department Company's website: www.pavlodarenergo.kz	Administrative Department of PE JSC Tel.: 39-95-08, Acting Chief of the Administrative Department: K.Y. Rezner HR Department of PE Chief – L.A. Smirnova 39-95-09 info@pavlodarenergo.kz	For the personnel of the PE's Group of Companies, in 2017 a set of activities were carried out aimed at organizing leisure activities and maintaining the principles of corporate social responsibility: - Lease of premises in the Tennis Centre «Energetik» and the Sports and Recreation Complex «Neptune» for those employees of the enterprise who engage in sports activities; - provision of material assistance from the accumulative medical fund at the request of an a PE's employee; - preparation and holding of a championship on sport fishing for workers of the enterprise; PE provides social assistance and support to its employees including: 1. Payment for an educational leave (for students being taught in the company's core specialties), bonuses are paid for the successful graduation, and an interest-free loan is granted for education. 2. Material remuneration when reaching retirement age. 3. Program for support of the company's veterans, under which funds are annually transferred to support a veterans' organization. In addition, veterans are given coal at cost, incentive payments are made to the Victory Day, the Senior Citizen's Day, the Power Engineers' Day, and March 8. The PE's Council of Veterans visits veterans at home on birthdays and holidays. Valuable gifts and food packages are purchased for Veterans of the Great Patriotic. 4. Material assistance on the actual basis, for ritual services, for treatment of low-income and large families. 5. Centralized purchase of New Year's gifts for PE's workers' children. 6. Additional payment in the amount of a ticket price to workers who travel to their work. 7. Motor transport services for transportation of workers to/from work. 8. Co-financing of expenses incurred by JSC "Pavlodar Tram Department» for transportation of PE's employees to/from their work (CHP-3). 9. Sale of coal at cost to workers living in houses with a stove heating. 10. Funds for cultural events. 11. Sports competitions and events are held annually. In 2017, corporate events were held in honor of the 20 th anniversary of Central Asian Power Energy Company JSC: for workers and their children, and pensioners of the company (in total, 1010 persons), a visit was organized to the international Exhibition - EXPO 2017 "Energy of the Future». A mini-football tournament was held among the subsidiaries of the holding company, in which six teams took part from Pavlodar, Petropavlovsk and Astana.



				<p>According to the results of the tournament, the PE's expansion team ranked fourth. On the threshold of celebration of the Power Engineers' Day, a children's art competition on the subject: «EXPO 2017 - Energy of the Future» was held among the children of the company's workers.</p> <p>On 12.22.2017, a solemn celebration of personnel of the PE's Group of Companies was held on the occasion of the professional holiday - the Power Engineers' Day. The best employees were awarded certificates of honor by the General Director of PE JSC, and the corporate titles «The best employee of the enterprise», and were registered in the «Enterprise's Book of Honor». Awards were given from the Kazakhstan Electric Power Association: «Honored Power Engineer KEPA», «Honorary Power Engineer KEPA», «Certificate of Honor KEPA», and from the CIS Electric Power Council: «CIS's Honored Power Engineer». 15 veterans were awarded the title of «Ardager Power Engineer KEPA».</p>
Personnel	Labor dispute settlement	Company's Office of 27, Krivenko Str., 140000 Pavlodar, RK. CHP-3, CHP-2, Northern Industrial Area, Ekibastuz - ECHP Company's Website: www.pavlodarenergo.kz	Reception of PE JSC Tel.:39-95-06, Fax: 32-97-88, pavlodarenergo@pavlodarenergo.kz . Management of PE JSC's enterprises HR Department of PE JSC Chief – L.A. Smirnova Tel.: 39-95-09. info@pavlodarenergo.kz	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. If an issue arises before the submission of a request to the Conciliation Commission, the personnel of enterprises of the PE'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 PE by submitting a personal request, and on the basis of a record for a personal reception.
Trade Union	Performance of the collective agreement	Public Organization «Local Trade Union of Workers of Power System «Pavlodarenergo»». Room 504, 27, Krivenko Str., 140000 Pavlodar, RK. Tel.: 39-97-85 149, Kamzin Str., Pavlodar. Tel.: 60-65-60, 1/141, Tolstoy Str., Pavlodar. Tel.: 75-16-61 27, Krivenko Str., Pavlodar. Tel.: +77015116023	Chairman of the Public Organization «Local Trade Union of Workers of Power System «Pavlodarenergo»» B.K. Toleubayev profkom_pv@bk.ru Chairman of the Shop Committee of Pavlodar Heat Networks LLP M.F. Sarycheva M.Saryicheva@pavlodarenergo.kz Chairman of the Shop Committee of PREDC JSC L.A. Yevtushenko L.Evtushenko@pavlodarenergo.kz Chairman of the Shop Committee of Pavlodarenergosbyt LLP K.M. Tokatova chancel@pavlodarenergo.kz	On September 1, 2016 a new Collective Agreement was concluded between the enterprises of the PE's system through September 23, 2019. Under the Agreement, during 2017, the structural subdivisions heard reports of trade union chairmen and reporting back meetings were held. In 2017, a complaint was received, to which oral and written answers were given. According to the minutes of the meeting of the Conciliation Commission, the worker was reinstated in his post by a decision of the director. Out of the funds of the Trade Union, compensation for treatment was paid in the amount of 1,611 mln KZT. Charitable assistance was rendered to the amount of 4,04 mln KZT. The activities of the Trade Union are covered on an ongoing basis through the Newspaper «Energetic», on the corporate website, and on information boards.

Trade Union	Organization of leisure and rest	Public Organization «Local Trade Union of Power System Workers «Pavlodarenergo». Room 504, 27, Krivenko Str., 140000 Pavlodar, RK. Tel.: 39-97-85 149, Kamzin Str., Pavlodar. Tel.: 60-65-60, 1/141, Tolstoy Str., Pavlodar. Tel.: 75-16-61 27, Krivenko Str., Pavlodar. Tel.: +77015116023	Chairman of the Public Organization "Local Trade Union of Workers of Power System "Pavlodarenergo" B.K. Toleubayev profkom_pv@bk.ru Chairman of the Shop Committee of Pavlodar Heat Networks LLP M.F. Sarycheva M.Sarycheva@pavlodarenergo.kz Chairman of the Shop Committee of PREDC JSC L.A. Yevtushenko L.Evtushenko@pavlodarenergo.kz Chairman of the Shop Committee of Pavlodarenergosbyt LLP K.M. Tokatova chancel@pavlodarenergo.kz	In 2017, the NGO «Local Trade Union of the PE's Power System» held 7 sports events. The winners were awarded diplomas and monetary prizes. For competitions and trainings, 3 halls, summer stadiums, a ski stadium, and a chess club were leased. 3,29 mln KZT was spent on sports events out of the funds of the Trade Union. In the winter period, 1 648 employees of PE visit a swimming pool, and it is paid by the Trade Union as part of the financing. During the year, some events were held for employees with a total budget of 21,47 mln KZT as part of the holidays: the Children's Day, March 8, the Knowledge Day, Defender of the Fatherland Day, Nauryz, the Victory Day, the Chemist's Day, the Environment Day, the Senior Citizen's Day, the Labor Day, the Power Engineer's Day, and the New Year. 1280 persons participated in activities for employees' children (holiday matinees). The course of competitions and festive events was covered in the Newspaper «Energetik» and on the PE's corporate website. The names of winners of competitions were duplicated with congratulations on information boards, and photo reports were posted on the company's page in the social network of Facebook (https://www.facebook.com/pavlodarenergo).
Local communities	Impact of the enterprise's activities	Company's Office of 27, Krivenko Str., 140000 Pavlodar, RK. CHP-3, CHP-2, Northern Industrial Area, Ekibastuz - ECHP Company's Website: www.pavlodarenergo.kz	Reception of PE JSC Tel.:39-95-06, Fax: 32-97-88, pavlodarenergo@pavlodarenergo.kz . PRD of PE JSC Tel./Fax: 39-98-70 pr@pavlodarenergo.kz Chief of PRD O.A. Yemelyanova Trust line 903-309.	The interested parties may send their message, complaint, question via feedback forms on the website www.pavlodarenergo.kz («Feedback», «Hot line against corruption») in the PRD, which distributes issues among the relevant services. Received replies are sent to the authors of messages. On the company's website there is a blog of the chief executive. In 2017, the blog received 271 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 meters. PE has a contact centre. A person applying by a phone number 903-309 may ask a question, express a wish or claim for services provided by PE. In 2017, operators of the contact center processed 523 841 calls from consumers. From among them, there were 209 complaints. In 2017, the PE's enterprises accepted and processed 537 420 calls from consumers including 523 841 calls with requests, questions, applications, proposals, and transfer of meter readings to the contact centre. The hotline (trust line) received 209 requests (Pavlodar Heat Networks – 59, 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 companies recorded as follows: Pavlodar Heat Networks -



				<p>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 1585 requests.</p> <p>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.</p> <p>The web-site www.pavlodarenergo.kz updated a list of documents required for obtaining technical conditions. Information is posted on free and available electric and thermal power at substations of PREDC and thermal 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.</p> <p>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.</p>
Local communities	Public hearings on the approval of a tariff estimate	<p>Company's Office of 27, Krivenko Str., 140000 Pavlodar, RK. CHP-3, CHP-2, Northern Industrial Area, Ekibastuz - ECHP Company's Website: www.pavlodarenergo.kz</p>	<p>Reception of PE JSC Tel.:39-95-06, Fax: 32-97-88, pavlodarenergo@pavlodarenergo.kz</p> <p>PRD of PE JSC Tel./Fax: 39-98-70 pr@pavlodarenergo.kz Chief of PRD O.A. Yemelyanova Trust line 903-309.</p>	<p>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».</p> <p>In 2017, 9 public hearings were held as related to:</p> <ol style="list-style-type: none"> 1. The annual report on the activities of PAVLODARENERGO JSC for 2016 for the provision of services for the heat power generation to consumers in Pavlodar (28.04.2017). 2. The annual report on the activities of PAVLODARENERGO JSC for 2016 for the provision of services for the heat power generation to consumers in Ekibastuz (27.04.2017). 3. The annual report on the activities of Pavlodar Heat Networks LLP for 2016 for the provision of services for the heat power transfer and distribution to consumers and other interested persons in Pavlodar (28.04.2017). 4. The annual report on the activities of Pavlodar Heat Networks LLP for 2016 to provide services for the heat power transfer and distribution to consumers and other interested persons in Ekibastuz (27.04.2017). 5. The annual report on the activities of Pavlodarenergosbyt LLP for 2016 for the provision of regulated types of services for the heat power supplies to consumers in Pavlodar (28.04.2017). 6. The annual report on the activities of Pavlodarenergosbyt LLP for 2016 for the provision of regulated types of services for the heat energy supplies to consumers in Ekibastuz (27.04.2017). 7. Public hearings on the consideration of a project of a selling price for the services of Pavlodarenergosbyt LLP for sale of electric power (13.04.2017). 8. Public hearings on the tariff for the services of Pavlodarenergosbyt LLP for electric power from September 01, 2017 (14.08.2017). 9. Public hearings on the annual report on the activities of JSC Pavlodar Distribution Electronetwork Company to provide electric power transmission and distribution services for 2016 in Pavlodar (28.04.2017).



Government authorities	Interaction with government authorities; Participation of the enterprise in the life of the city and the region	Company's Office of 27, Krivenko Str., 140000 Pavlodar, RK. CHP-3, CHP-2, Northern Industrial Area, Ekibastuz - ECHP Company's Website: www.pavlodarenergo.kz	Reception of PE JSC Tel.:39-95-06, Fax: 32-97-88, pavlodarenergo@pavlodarenergo.kz . Management of the PE JSC's Group of Enterprises PRD of PE JSC Tel./Fax: 39-98-70 pr@pavlodarenergo.kz Chief of PRD O.A. Yemelyanova Trust line 903-309.	In 2017, a daily monitoring of the Pavlodar Region Mayor's blog was carried out on http://blog.pavlodar.gov.kz where 326 requests related to the operation of the company were received. Another 252 requests were received on the Ekibastuz Mayor's website. All requests were answered. On the corporate site on an ongoing basis, information is posted on scheduled and emergency outages of electric and heat power, and time frames of repair work and testing of heat networks are specified. Information on public hearings is published in the regional and city MSM. The official delegations of government officials are as follows: 02.02.2017 - presentation of awards to PE's employees from the Pavlodar Oblast Emergency Department for a joint fruitful work on firefighting, antiterrorist and command-staff exercises. T 30.06.17 – the awarding of the PE's PRD in honor of the Day of Journalism by the Pavlodar Region Mayor. 08.08.2017 – the holding of press tours on investment objects of enterprises of the PE's Group of Companies with the participation of the representative of the Committee for Natural Monopolies Regulation in the Pavlodar Region. 15.08.2017 - visit to CHP-2 and CHP-3 by the First Deputy Mayor of the Pavlodar Region in the preparation for the heating season. 15.12.2017 - the setting up of a student hostel for students of the Pavlodar Assembly College with the participation of the Pavlodar Region Mayor. The hostel was built under the Memorandum signed between CAPEC and the Mayor's office of Pavlodar Region.
Government authorities	Preparation for the heating season	Company's Office of 27, Krivenko Str., 140000 Pavlodar, RK. CHP-3, CHP-2, Northern Industrial Area, Ekibastuz - ECHP Company's Website: www.pavlodarenergo.kz	Reception of PE JSC Tel.:39-95-06, Fax: 32-97-88, pavlodarenergo@pavlodarenergo.kz . Management of the PE JSC's Group of Enterprises PRD of PE JSC Tel./Fax: 39-98-70 pr@pavlodarenergo.kz Chief of PRD O.A. Yemelyanova Trust line 903-309.	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 mayors of cities and districts with the population. In MSM, and 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. At the beginning of the 2017-2018 heating season, the heading "Readiness for the heating season» was opened on the corporate site of the company for consumers.
Controlling bodies	Performance of investment obligations	Company's Office of 27, Krivenko Str., 140000 Pavlodar, RK. CHP-3, CHP-2, Northern Industrial Area, Ekibastuz - ECHP Company's Website:	Reception of PE JSC Tel.:39-95-06, Fax: 32-97-88, pavlodarenergo@pavlodarenergo.kz . Management of the PE JSC's Group of Enterprises	In 2017, joint press tours were organized with the Committee for Natural Monopolies Regulation in the Pavlodar Oblast (DCRNM & PC): - press tour for investment objects of PREDC JSC (08.08.2017); - press tour for investment objects of the Pavlodar Heat Networks LLP (8.08.2017); - press tour for investment objects of CHP-2 and CHP-3 (ash dumps) of PE (08.08.2017). In the external MSM, 11 materials on the interaction of the company with controlling bodies were published.



		www.pavlodarenergo.kz	PRD of PE JSC Tel./Fax: 39-98-70 pr@pavlodarenergo.kz Chief of PRD O.A. Yemelyanova Trust line 903-309	
Suppliers, contractors, customers	Ensuring the transparency in holding tenders	Company's Office of 27, Krivenko Str., 140000 Pavlodar, RK. CHP-3, CHP-2, Northern Industrial Area, Ekibastuz - ECHP Company's Website: www.pavlodarenergo.kz	Reception of PE JSC Tel.:39-95-06, Fax: 32-97-88, pavlodarenergo@pavlodarenergo.kz Management of the PE JSC's Group of Enterprises PRD of PE JSC Tel./Fax: 39-98-70 pr@pavlodarenergo.kz Chief of PRD O.A. Yemelyanova Trust line 903-309.	In 2017, 538 advertisements for tenders and the results thereof were published in the Republican printed publication "Purchase-Info" (published 5 times a week) and posted on the website www.pavlodarenergo.kz . 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 publicly in the company office by opening envelopes in the presence of the participants and all those who wish. On the corporate website, there is a feedback form referred to as «Hot line for fight against corruption», which allows addressing a complaint or proposals to a Company's shareholder. All messages received through «Feedback» in the PRD are sent to the PE's General Director for a further consideration. In 2017, complaints against corruption of employees of enterprises of PE JSC were not received.
Universities, colleges, employment centers	Practical training, internship and employment of graduates	Company's Office of 27, Krivenko Str., 140000 Pavlodar, RK. CHP-3, CHP-2, Northern Industrial Area, Ekibastuz - ECHP Company's Website: www.pavlodarenergo.kz Company's official account in Facebook	Reception of PE JSC Tel.:39-95-06, Fax: 32-97-88, pavlodarenergo@pavlodarenergo.kz Management of the PE JSC's Group of Enterprises PRD of PE JSC Tel./Fax: 39-98-70 pr@pavlodarenergo.kz Chief of PRD O.A. Yemelyanova Trust line 903-309. HR Department of PE JSC Chief of HR Department L.A. Smirnova, Tel.: 39-95-09. info@pavlodarenergo.kz	In 2017, an opportunity to receive practical training was afforded to 234 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 Consumers Union; - Tomsk Polytechnic University; - Information Technology College; - Management College; - Omsk State University; - Non-Ferrous Metallurgy College; - Technical Service College. In 2017, PE's enterprises participated in fairs of vacancies of offered by the following universities and colleges: - S. Toraigyrov Pavlodar State University (1 st half-year of 2017); - Innovation Eurasian University - (1 st half-year of 2017); - Academician K. Satpayev Ekibastuz Engineering and Technical Institute, Ekibastuz (1 st half-year of 2017).




<p>MSM</p>	<p>Disclosure of information on the company's activities</p>	<p>Company's Office of 27, Krivenko Str., 140000 Pavlodar, RK. CHP-3, CHP-2, Northern Industrial Area, Ekibastuz - ECHP Company's Website: www.pavlodarenergo.kz Company's official account in Facebook</p>	<p>Reception of PE JSC Tel.:39-95-06, Fax: 32-97-88, pavlodarenergo@pavlodarenergo.kz</p> <p>PRD of PE JSC Tel./Fax: 39-98-70 pr@pavlodarenergo.kz Chief of PRD O.A. Yemelyanova Trust line 903-309.</p>	<p>In total, in 2017 there were 863 publications on the company's activities including:</p> <ul style="list-style-type: none"> - 106 publications in local and national printed MSM; - 700 publications in Internet publications (information sites, agencies, news aggregators, portals); - 57 plots on local and republican television channels. Together with the supervisory authorities and Pavlodarenergosbyt, a video was prepared on controlling debtors. A video clip was produced about the modernization of a turbine workshop of the Pavlodar CHP-3. The following press releases were prepared for the most significant newsbreaks and information events: - Project implementation of the Pavlodar Heat Networks financed by the EBRD in combination with state subsidization under the Nurly Zhol Program (09.02.2017, 06.06.2017, 04.08.2017); - Reconstruction by Pavlodar REDC JSC of Power Transmission Lines No. 38 and No. 117 by replacing (16.05.2017); - The Service «Personal Account» was put into operation on the PE's website (16.03.2017); - information on new tariffs for heat (13.04.2017); - summing up the results of the students' competition for the PE's scholarship (29.05.2017); - heat networks eliminated the consequences of a breakage (29.10.2017); - prompt elimination of a breakage gust on intra-quarter networks (28.11.2017); - completion of connection of the private and multi-storey residential sector to the heat supply system - beginning of the 2017-2018 heating season (19.10.2017); - a promotional event for debtors of Pavlodarenergosbyt LLP: if debts are fully repaid until December 31, 2017, a fine will be written off (11.12.2017). <p>In social networks, announcements of important company events, news, invitations to press events, operative comments and information about the company's activities are posted. The development of the website continues as the leading source of information on the enterprise for external interested parties. Articles are posted on the website www.pavlodarnews.kz in the specially created column referred to as «Energospor». Information on the Company's activities is posted on the corporate website www.pavlodarenergo.kz (twice a week).</p>
<p>NGOs</p>	<p>Ecological problems, social activity etc.</p>	<p>Company's Office of 27, Krivenko Str., 140000 Pavlodar, RK. CHP-3, CHP-2, Northern Industrial Area, Ekibastuz - ECHP Company's Website: www.pavlodarenergo.kz Company's official account in Facebook</p>	<p>Reception of PE JSC Tel.:39-95-06, Fax: 32-97-88, pavlodarenergo@pavlodarenergo.kz</p> <p>Environmental Protection Department of PE JSC – T.A. Koval, Chief of the Environmental Protection Department.</p>	<p>In 2017, some representatives of NGOs from the Pavlodar Oblast participated in all public hearings held by PE's enterprises during the year. In turn, some representatives of enterprises of the PE's Group of Companies participated in roundtables and meetings arranged for by the Pavlodar Oblast Chamber of Entrepreneurs during the year as well as in other events together with representatives of some regional NGOs.</p> <p>On June 5, 2017, PAVLODARENERGO JSC held a contest of handicrafts referred to as «Second Life of Waste». Children at the age of 6 to 14 years were involved, whose parents, grandmothers and grandparents work at the enterprises of the Group of Companies. The principal purpose of the contest was to draw attention of the younger generation to the problem of an increase in solid domestic waste volumes. Three subjects were announced: «Toy», «Second Life of Packaging» and «Do-it-yourself». The awarding of the winners took place in the Recreation Centre «Power Engineer» where not only prizes but also a real</p>



			<p>PRD of PE JSC Tel./Fax: 39-98-70 pr@pavlodarenergo.kz Chief of PRD O.A. Yemelyanova Trust line 903-309.</p>	<p>holiday of sports and friendship waited for all participants. During the year, detailed information was provided to the requests of the environmental NGOs «Ecom» and «World of Ecology».</p> <p>In 2017, 3 public hearings on environmental projects were held:</p> <ul style="list-style-type: none"> - «Residential complex with an attached corner three-storeyed insert in the Usolsk Microdistrict No. 1A in Pavlodar» (14.04.2017); - «Construction of the third stage of the ash disposal of CHP-3 in Pavlodar» (29.03.2017); - «Exploratory and evaluation work for clay rocks at the Beta Site in the Northern Industrial District of Pavlodar» (13.12.2017). <p>Representatives of the Social Fund «World of Ecology», NGO «Ecom», MSM and state bodies participate in public hearings organized by PE's enterprises. Information on public hearings so held is published in external media by the company.</p>
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Stakeholders Engagement Report of Public Relations Department of SEVKAZENERGO JSC

1.Region: North-Kazakhstan
2.Community: Petropavlovsk, city code: 7152

Key project facilities/ Impact near communities	Type of information	Provision of disclosed environmental and social information and consultations	Name, contact number	Source of information dissemination
3	4	5	6	7
<p>Personnel</p> 	Occupational Safety and Health	Company's Office of 215, Zhabayev Str., 150000 Petropavlovsk, RK; Petropavlovsk CHP- 2 of 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 HR Department of SKE JSC Head of HR Department – N.V. Kim Tel.: 41-03-29 Tel.: 41-28-29 (130)	In 2017, as required by the RK Labor Code and with a view to create healthy and safe working conditions, improve the culture and aesthetics production, the 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. The activities undertaken corresponded the requirements of OHSAS 18001: 2007, Occupational Safety and Health Management System. According to the said system, SKE was certified in 2011. During the year, the SKE's Group of Enterprises held 36 «Safety Days» in its structural divisions, 1064 introductory briefings, 124 production meetings, and 2 inspections of the state of occupational safety and health.
	Disclosure of information on the company's activities	Company's Office of 215, Zhabayev Str., 150000 Petropavlovsk, RK; Petropavlovsk CHP- 2 of 28, Y.Gashek Str. Company's Website: www.sevkazenergo.kz	PRD of SKE JSC 41-29-39 A.M. Ageyev, Head of PRD	In 2017, an annual report for 2016 was prepared and published by SKE, which was posted on the KASE's website and on the corporate website. 10 issues of the Corporate Newspaper «Power Engineer of the Northern Kazakhstan» were prepared and published with a circulation of 1000 copies each. 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 centre, a personnel policy and regulatory documents as well as risk management information. Weekly news are published and «Bulletin and congratulations Board» is in effect. Employees have





				<p>the opportunity to get acquainted with video and photographic materials about the Company's activities including news items and newspaper publications. There are inclusions with daily updated data on planned power outages.</p> <p>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:</p> <ol style="list-style-type: none"> 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.
	Social assistance and support	<p>Company's Office of 215, Zhabayev Str., 150000 Petropavlovsk, RK; Petropavlovsk CHP- 2 of 28, Y.Gashek Str. Company's Website: www.sevkazenergo.kz</p>	<p>Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 info@sevkazenergo.kz Management of the Group of Enterprises of SKE JSC HR Department of SKE JSC Head of HR Department – N.V. Kim Tel.: 41-03-29 Tel.: 41-28-29 (130)</p> <p>PRD of SKE JSC 41-29-39 A.M. Ageyev, Head of PRD</p>	<p>SKE provides social assistance and support to its employees including as follows:</p> <ol style="list-style-type: none"> 1. An educational leave is paid, expenses for travels to educational institutions are compensated, bonuses are paid for the successful graduation, and an interest-free loan is granted for education; 2. Material remuneration is paid when the retirement age is reached; 3. There is a current program to support the company's veterans, under which funds are annually transferred to support a veteran organization. In addition, veterans are given coal at cost, incentive payments are made by the Victory Day, the Senior Citizen's Day, the Power Engineer's Day, and March 8. The Company's management visits veterans at home on their birthdays and holidays. Veterans of the Great Patriotic War receive valuable gifts and food packages; 4. Low-income and large families receive material assistance for the birth of a child, ritual services, treatment, and by the Knowledge Day; 5. Permits/passes are purchased to children's and recreation camps as well as the New Year's gifts for the children of the workers; 6. A surcharge is made in the amount of the cost of a passage ticket to workers who make business trips; 7. Motor transport services are provided for deliveries of workers to/from work; 8. Coal is sold at cost to those workers who live in houses with a stove heating; 9. A discount is provided to pay for accommodation in a corporate hostel; 10. Funds are allocated for cultural events, collective recreation, and corporate visits; 11. Sports competitions, games, tourist meetings are held annually. Costs are reimbursed for food to the sports team. <p>6-9.05.2017 г. - Congratulation of veterans of the Great Patriotic War, who was employed by the company, on the Victory Day;</p> <p>In August 2017, together with the company's trade unions, SKE held the promotional action «The Road to School»: money was allocated to purchase school supplies to students from low-income families.</p> <p>Corporate events were held in honor of the 20th Anniversary of Central-Asian Power Energy Company JSC: a visit of employees and their children, pensioners of the company, educatees of a sponsored family of an orphan home (in total, 389 persons) was organized to the International Exhibition «EXPO 2017 «Energy of the Future». A mini-football tournament was organized among the holding's subsidiaries where 6 teams from Pavlodar, Petropavlovsk and Astana took</p>



				<p>part. According to the results of the tournament, the team of SEVKAZENERGO JSC ranked second. On the eve of the Power Engineer's Day celebration, a children's art competition was held on the subject: «EXPO 2017 - Energy of the Future» among the children of the company's personnel and educates of the said sponsored family of an orphan home.</p> <p>On 22.12.2017, a solemn celebration of employees of the Group of Enterprises of SEVKAZENERGO JSC was held devoted to the celebration of the professional holiday – the Power Engineer's Day. The best employees were awarded certificates of honor by the General Director of SEVKAZENERGO JSC, and corporate titles «The best in profession», «The best employee of the enterprise» and certificates of entry into the «Book of Honor of the Enterprise». The following awards of the Kazakhstan Electric Power Association were handed out: «KEPA's Honored Power Engineer, KEPA's Honorary Power Engineer as well as those of the CIS Electric Power Council – «CIS's Honored Power Engineer», a Medal «Elektr energetikasy salasyyna koskan ulesi ushin» – «For contribution to the energy sector". Four veterans were awarded the title of «Ardager Power Engineer». In addition to the social support of employees, SKE annually provides sponsor support to the sponsored family «Zhuldyzdar» of the Public Unity Service «Regional boarding school for orphans and children left without parental care».</p>
	Labour dispute settlement	Company's Office of 215, Zhabayev Str., 150000 Petropavlovsk, RK; Petropavlovsk CHP- 2 of 28, Y.Gashek Str. Company's Website: www.sevkazenergo.kz	<p>Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 info@sevkazenergo.kz Management of the Group of Enterprises of SKE JSC HR Department of SKE JSC Head of HR Department – N.V. Kim Tel.: 41-03-29 Tel.: 41-28-29 (130)</p>	<p>A procedure for settling labor disputes is set forth in the Regulations on Labor Dispute Settlement (Regulations No. 02.098.2013 of 04.04.2013).</p> <p>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.</p>
<p>Trade Union</p> 	Performance of the collective agreement	Branch of Trade Union Organization of SKE JSC of PCHP-2, 28, Y.Gashek, 150 000 Petropavlovsk, RK. Tel.: 52-02-87	<p>Chairman of Branch of Trade Union Organization of SKE JSC Ye.V. Kelba, PCHP-2, 28, Y.Gashek, 150 000 Petropavlovsk, RK. Tel.:52-02-87 E.Kelba@sevkazenergo.kz</p>	<p>The Trade Union Committee protects economic and professional interests of the Trade Union members and participates in proceedings of commissions in matters of ensuring the occupational safety, health, and certification of workplaces, and carries out an explanatory work among the Trade Union members on the discharge of such duties as related to the labor and environment protection, and provides charitable assistance to the Trade Union members: on the anniversary dates to men at the age of 50 and 60 years, to women - 50 and 55 years; for treatment; at the birth of a child; for marriage, for burial of close relatives and workers; and in case of retirement.</p> <p>The activities of the Trade Union is covered on an ongoing basis in the newspaper «Power Engineer of North Kazakhstan», on the intra-corporate website for the company's employees, on the external corporate website www.sevkazenergo.kz, and on information boards as well.</p> <p>Information on the organization of leisure and rest of employees is published in external MSM, and 22 references to the social subject were recorded in 2017. In addition, 50 references to the social subject were recorded by MSM in 2017.</p>
	Organization of leisure and rest	Branch of Trade Union Organization of SKE JSC	Chairman of Branch of Trade Union Organization of SKE JSC	<p>In total, the Trade Unions held 94 events in the Group of Enterprises in 2017. In 2017, the Trade Union organization and the management of SKE JSC held 20 events to</p>






		<p>of PCHP-2, 28, Y.Gashek, 150 000 Petropavlovsk, RK. Tel.: 52-02-87</p> <p>Trade Union Committee of NK REDC JSC of 144, A. Shazhimbayev Str., 150000 Petropavlovsk, RK Тел.: 31-42-17</p> <p>Trade Union Committee of Petropavlovsk Heat Networks LLP of 23, Stroitel'naya, 150 000 Petropavlovsk, RK. Tel.: 52 26 77</p> <p>Reprtesentative of workers of Sevkazenergosbyt LLP of 66, Zhumabayev Str., Petropavlovsk, RK. Tel.: 36-38-52</p>	<p>Ye.V. Kelba Tel.:52-02-87 E.Kelba@sevkazenergo.kz</p> <p>Chairman of Trade Union Committee of NK REDC JSC Ye.V. Pomogalova Tel.: 31-42-17, inner 33 80</p> <p>Chairman of Trade Union Committee of Petropavlovsk Heat Networks LLP V.A. Burakova inner 2-76 V.Burakova@sevkazenergo.kz</p> <p>N.I. Tabachuk Tel.: 36-38-52, Inner 63 22 N.Tabachuk@sevkazenergo.kz</p>	<p>organize summer vacations including:</p> <ul style="list-style-type: none"> - 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 Oblast; - Visits of the children of the personnel were organized to health camps of the North-Kazakhstan Region(Health Camps «Dostyk» and «Beryozka»). - tickets were purchased to the children of the personnel for the New Year's events. <p>In 2017, the Trade Union of NK REDC JSC held 59 events including as follows:</p> <ul style="list-style-type: none"> - During the year, funds were allocated under the collective agreement for social payments - for marriage, the birth of a child, treatment, burial of close relatives, workers and pensioners of the enterprise; - funds were allocated for the organization of trips for the winter fishing and ice fishing competitions; - two stages of a paintball tournament were arranged for all units of NK REDC JSC ; - celebration of the workers on the home front was organized on the 9th day of May, and meetings of the management with the retired veterans of the enterprise were held in honor of the Senior Citizen's Day, the Power Engineer's Day, during the annual professional competitions; - funds were allocated to visit a drama theatre, a philharmonic hall, and cinema; - funds were allocated for the participation of members of the Club «Salang» in the international event «Watch of Memory» in the Russian Federation; - financial assistance was rendered to those affected by a flood; - funds were allocated and a purchase of food and water was arranged for a trip of employees and their children as well as the company's pensioners to the International Exhibition EXPO-2017 in Astana; - sports and recreational activities were organized for the workers of the enterprise and the members of their families with a trip to recreation areas of the North Kazakhstan Oblast; - trips of the workers' children were organized to health camps in the North-Kazakhstan Oblast («Dostyk», «Beryozka», «Ayu tas», «Rodnik», «Lesnaya Polyana»); - an was arranged for the workers of the Yesil DEC to the Petropavlovsk greenhouse; - a mini-football tournament was organized among the units of NK REDC JSC; - in honor of the Senior Citizen's Day, a meeting of pensioners - veterans of the enterprise was arranged in a restaurant as well as tickets were bought to a concert in the Philharmonic; - funds were allocated for a promotional action «Road to School»; - household appliances (thermal pot) were bought for workers of the enterprise to rest rooms and for food intake; - To participate in corporate competitions in mini-football in Astana, sports footwear was purchased for the football team players; - a seminar-meeting was held in Astana for technical inspectors referred to as «Labor legislation, occupational safety and health at energy companies»; - funds were allocated funds to celebrate the Power Engineer's Day; - The children's New Year parties were organized. funds were allocated to remote areas to organize children's matinees and to congratulate children on the spot; - funds were allocated to purchase New Year's gifts to the children of the workers of the enterprise.
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<p>Local communities</p> 	<p>Impact of the enterprise's activities</p>	<p>Company's Office of 215, Zhabayev Str., 150000 Petropavlovsk, RK; Company's Website: www.sevkazenergo.kz</p>	<p>Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 info@sevkazenergo.kz</p> <p>PRD of SKE JSC Tel.: 41-29-39 A.M. Ageyev, Head of PRD</p> <p>Environmental Protection Department A.V. Aitikeyeva Tel.: 31-70-22</p>	<p>In 2017, the enterprises of SEVKAZENERGO JSC accepted and processed 340 107 requests from consumers. There were 43 appeals from consumers of "Sevkazenergosbyt" LLP registered and reviewed, 23 of them were complaints in the form of written registered claims and notes written in the "Customer Feedback Book" posted at the reception desk in the "Service Center". 323 391 calls with requests, questions, proposals, and transfer of meter readings to the contact centre. 196 requests were received in the «Feedback» Section of the Company's website, including 176 complaints. 73 requests were sent to the Customer's personal account on the Company's website. There were not registered complaints, necessary explanations were given to all requests.</p> <p>The log books of the offices of the enterprises of the SKE's Group of Companies recorded the following requests from the state and controlling bodies: SCE - 181 requests, Petropavlovsk Heat Networks LLP - 64, and Sevkazenergosbyt LLP - 2048. In 2017, the adjustment group of Petropavlovsk Heat Networks LLP accepted 6437 requests from consumers, and NK REDC JSC registered 7 717 request.</p> <p>On the Company's website www.sevkazenergo.kz, daily information on scheduled electric power outages, and as required – those of thermal energy, as well as weekly data on the number of issued technical conditions of NK REDC JSC is updated.</p> <p>To improve the quality and efficiency of the customer service in Petropavlovsk on the basis of the Service Centre of Sevkazenergosbyt LLP, there is a contact centre of the company located at 66, Zhumabaev Str. This centre allows the consumers, daily from 8.00 a.m. to 08.00 p.m., to transmit meter readings for accounting electric power and hot water, to obtain exhaustive information on the actual charging, arrears, execution of documentation, taking of readings, and on scheduled and emergency power outages via the multichannel telephone number 500-666.</p>

				<p>The interactive voice response system provides information on standard questions in an automatic mode. In total, the Contact Centre services about 29000 calls a month. On the average, about 1110 calls are serviced by the operators on weekdays, and the maximum number of received calls reaches 3000 ones per day.</p> <p>On the official website of SKE, the «Personal Account» Service is in effect. This option allows consumers to perform a lot of operations without leaving home. As of the end of 2017, 4601 consumers in Petropavlovsk and the North Kazakhstan Oblast used the interactive service «Personal Account» including 2423 household consumers of the city and 2178 legal entities of the city and districts of the region.</p> <p>On the Company's website, information is available to consumers on tariffs, a regulatory framework, customer service centres, points for accepting payments, and scheduled power outages. In the «Feedback» Section, the Contact Centre communicates with consumers on-line and receives wishes and proposals to the Company.</p> <p>The company publishes information on public hearings, briefings, roundtables, conferences and press tours in external MSM.</p>
	Public hearings on the approval of a tariff estimate	Company's Office of 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 PRD of SKE JSC Tel.: 41-29-39 A.M. Ageyev, Head of PRD	<p>In 2017, 4 public hearings were held:</p> <ol style="list-style-type: none"> 1. Report on the activities of PCHP-2 for 2016 (public hearings). 3.04.2017. 2. Report on the activities of NK REDC JSC for 2016 (public hearings). 4.04.2017. 3. Report on the activities of Petropavlovsk Heat Networks LLP for 2016 (public hearings). 5.04.2017. 4. Report on the activities of Sevkazenergosbyt LLP for 2016 (public hearings). 6.04.2017. <p>Based on the results of the events already held, 3 references were recorded in MSM.</p>
<p>Government authorities</p> 	Interaction with government authorities; Participation of the enterprise in the life of the city and the region	Company's Office of 215, Zhabayev Str., 150000 Petropavlovsk, RK; Company's Website: www.sevkazenergo.kz	<p>Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 info@sevkazenergo.kz</p> <p>Management of Group of Enterprises of SKE JSC</p> <p>PRD of SKE JSC Tel.: 41-29-39 A.M. Ageyev, Head of PRD</p>	<p>A daily monitoring of Petropavlovsk Mayor's blog is carried out. For 2017, 13 requests were received on the Petropavlovsk Mayor's blog in relation to the operation of the company. All requests were answered.</p> <p>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».</p> <p>Meetings of official delegations from the state authorities were as follows:</p> <p>29.03.17 - Press conference with representatives of the city mayor's office on the establishment of a single information and settlement centre) on the basis of Sevkazenergosbyt LLP;</p> <p>10.08.17. - Briefing with representatives of the city mayor's office and the regional MSM on the need for installation of general-purpose heat metering devices, and problems of non-payers of utility payments;</p> <p>24.08.17 - Press tour on the preparation for the 2017-2018 heating season, and the modernization of the city heating networks, and the development of loans from EBRD and Nurly Zhol;</p> <p>10.10.17. - Press conference with the participation of the Petropavlovsk Mayor and the Deputy Mayor of the North Kazakhstan Region to inform the public and MSM on the process of</p>

				connection to the heating of social facilities and the residential sector of Petropavlovsk.
	Preparation for the heating season	Company's Office of 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 Group of Enterprises of SKE JSC	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. 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.
Controlling bodies 	Performance of investment obligations	Company's Office of 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 Group of Enterprises of SKE JSC PRD of SKE JSC Tel.: 41-29-39 A.M. Ageyev, Head of PRD Trust line - 31-43-92	In 2017, the PRD organized 5 briefings with MSM representatives, and the state and regulatory bodies. In addition, 4 press tours were held with representatives of the North Kazakhstan Oblast Department of the Committee for Natural Monopolies Regulation and Protection of Competition of the RK Ministry of Energy, the controlling bodies and the public: 1. Press tour dedicated to the targeted use of funds, and the modernization of assets of PCHP-2 - 22.09.17; 2. Press tour dedicated to the targeted use of funds, and the modernization of assets of Petropavlovsk Heat Networks LLP in Petropavlovsk - 24.08.17; 3. Press tour highlighting the operation of the Contact Centre of Sevkazenergosbyt LLP - 21.09.17; 4. Press tour dedicated to the targeted use of funds, and the modernization of assets of NK REDC JSC - 27.09.17. In total, 26 references were registered in MSM about the interaction of the Company with the controlling bodies in 2017.
Suppliers, contractors, customers 	Ensuring the transparency in holding tenders	Company's Office of 215, Zhabayev Str., 150000 Petropavlovsk, RK. Company's Website: www.sevkazenergo.kz 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 Y.K. Vizner. Reception Tel.: 41-24-42 PRD of SKE JSC Tel.: 41-29-39 A.M. Ageyev, Head of PRD Trust line - 31-43-92	In 2017, 85 tender announcements were placed: publication was carried out in the Republican printed edition «Zakup Info» (issued 5 times a week). 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 2017, there were no complaints against corruption of employees of the SKE Group of Enterprises.

<p>Universities, colleges, employment centers</p> 	<p>Practical training, internship and employment of graduates</p>	<p>Company's Office of 215, Zhabayev Str., 150000 Petropavlovsk, RK. MSD of SKE JSC Company's Website: www.sevkazenergo.kz</p>	<p>Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 info@sevkazenergo.kz</p> <p>HR Department of SKE JSC Chief of HR Department N.V. Kim Tel.: 41-03-29 Tel.: 41-28-29 (130)</p> <p>PRD of SKE JSC Tel.: 41-29-39 A.M. Ageyev, Head of PRD</p>	<p>During 2017, a professional practice was provided to 102 students of educational institutions - social partners of the company. During the reporting period, the company employed 27 young specialists (graduates of universities and colleges, for whom the Company was the first place of work). In June 2017, the SKE's employees were members of the State Certification Commission for final exams and thesis defence: in the North Kazakhstan Vocational and Pedagogical College - V.V. Fesko (Deputy General Director for Production - Chief Engineer of NK REDC JSC), in Petropavlovsk College of Railway Transport – A.M. Zakharyan (First Deputy General Director for Production - Chief Engineer of Petropavlovsk Heat Networks LLP). On May 15, 2017, SKE took part in the Fair of the NKSU graduates. Under the social partnership agreements concluded with the M. Kozybaev North Kazakhstan State University. M. Kozybaev (NKSU), the Petropavlovsk College of Railway Transport (PCRT), and the North Kazakhstan Vocational and Pedagogical College (NKVPC), 11 students received internship with payment, 8 students were employed for the summer, a competition of scientific works for the SKE's corporate scholarship was organized and held. According to the results of the competition, the winner was decided who will receive a personalized scholarship from the company until the end of the course. The Republican TV Channel «24 KZ» organized programs «Professional» with the participation of specialists of Petropavlovsk CHP-2.</p>
<p>MSM</p> 	<p>Information on activities of SKE JSC's Group of Enterprises</p>	<p>Company's Office of 215, Zhabayev Str., 150000 Petropavlovsk, RK; Company's Website: www.sevkazenergo.kz</p>	<p>PRD of SKE JSC Tel.: 41-29-39 A.M. Ageyev, Head of PRD</p>	<p>In 2017, there were 1185 references to the activity of the SKE's Group of Enterprises were noted, among them: on television - 162, in printed editions - 414, on lines of news agencies and websites - 609. In 2017, 12 press conferences, briefings and roundtables were held for MSM representatives:</p> <ol style="list-style-type: none"> 1. Briefing with representatives of the regional and republican MSM to clarify the prohibition of the use of metal-plastic pipes at heat supply facilities in the residential sector (30.01.17); 2. Press conference on the establishment of a single settlement centre) on the basis of the service centre of Sevkazenergosbyt LLP (29.03.17); 3. Briefing with MSM representatives on the operation of the Personal Account Service on the company's website (22.05.17); 4. Briefing with representatives of television MSM on the replacement of heat networks of the fifth heating main with new pre-insulated pipes (26.05.17); 5. Briefing with regional MSM on the commencement of works for the reconstruction of Heating Main No.5, which will be carried out under the loan of the European Bank for Reconstruction and Development and budget subsidies of the RK Ministry of Investment and Development (1.06.17); 6. Briefing with representatives of the regional MSM on Heating Main No.5 as related to modernization works on heating mains of the city and hot water supply disconnection (29.06.17); 7. Participation of the speaker of Petropavlovsk Heat Networks LLP in the program «Actual issue» of the MTRK Channel (28.07.17); 8. Briefing with representatives of the regional MSM on the need to install condominium metering devices, and on the problem of non-payers of utility payments (10.08.17); 9. Briefing with representatives of the regional MSM on the readiness of Petropavlovsk CHP -2

				<p>for the 2017-2018 heating season (15.08.17);</p> <p>10. Press conference with personal correspondent sof the republican and regional MSM on the beginning of the 2017-2018 heating season (27.09.17);</p> <p>11. Briefing with MSM representatives on the basis of Sevkazenergosbyt LLP on the recalculation of fees for heating and hot water (20.10.17);</p> <p>12. Briefing with representatives of the regional MSM on the need to install condominium metering devices. Economic benefit by the example of several chairmen of the Control and Counting Boards of Petropavlovsk. (27.11.17).</p> <p>Information on the events already held was also published in the regional, city and republican printed publications, on television and radio as well as on newlines.</p> <p>At the same time, journalists are promptly provided with full answers to their requests, and information and comments are sent out (as requests are received).</p> <p>Much attention is paid to the development of the Company's website www.sevkazenergo.kz as the main source of information on the company for external interested parties where weekly news items are posted.</p>
<p>NGOs</p> 	Ecological problems, social activity	Company's Office of 215, Zhabayev Str., 150000 Petropavlovsk, RK; Company's Website: www.sevkazenergo.kz	<p>Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 info@sevkazenergo.kz PRD of SKE JSC Tel.: 41-29-39 A.M. Ageyev, Head of PRD</p>	<p>Representatives of NGOs of the North-Kazakhstan Oblast were constantly invited to participate in press tours and public hearings held during the year.</p> <p>In addition, in 2017, with the participation of public associations, the following activities were carried out:</p> <p>5.05.2017 - a concert dedicated to the 72nd Anniversary of the Victory in the Great Patriotic War was organized by the company's employees;</p> <p>In July of 2017, the Company took part in the regional contest «Paryz» and ranked second in the Category «The Best Socially Responsible Enterprise».</p> <p>In September 2017, the company's workers took part in the regional contest «Yenbek Zholy», dedicated to the celebration of the Labor Day. The company's workers took prizes: 1st and 2nd places in the Category «Best labor dynasty», 2nd place in the Category «Best young worker», 3rd place - «Best mentor for working youth». In a solemn atmosphere, workers were awarded memorable prizes from the head of the State Labor Inspectorate for the North Kazakhstan Oblast. The management of the SKE's Group of Companies took part in open meetings with representatives of the small and medium-sized businesses on the basis of the Chamber of Entrepreneurs of the North Kazakhstan Oblast as well as in «round tables», meetings and other events with NGO representatives.</p> <p>In 2017, public hearings were held on the following environmental projects:</p> <ol style="list-style-type: none"> 1. Project «Environmental Impact Assessment» to the Working Project «Reconstruction of scheme for heat output of Petropavlovsk CHP-2»; 2. Project «Environmental Impact Assessment» to the Working Project «Extension of enclosing dams of Section No. 3 of Ash Dump No. 2 of Petropavlovsk CHP-2 of SEVKAZENERGO JSC»; 3. Project «Environmental Impact Assessment» (Stage III) to the project of industrial development of loams of the Roschinka Deposit in the Kyzylzhar District of the North Kazakhstan Oblast. <p>The following permits for emissions were obtained:</p> <ol style="list-style-type: none"> 1. Permission for emissions into the environment in the development of the Roshinka Deposit in the Kyzylzhar District of the of the North Kazakhstan Oblast; 2. Permission for emissions into the environment for SKE for the 2018-2025 period of operation.




				As a result of the said events, interaction with public associations and the local community is regularly covered on the company's website www.sevkazenergo.kz and in MSM.
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Stakeholders Engagement Report of AEDC JSC



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

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


Key project facilities/ Impact near communities	Type of information	Provision of disclosed environmental and social information and consultations	Name, contact number	Source of information dissemination
3	4	5	6	7
Personnel 	Occupational Safety and Health	Office of AEDC JSC of 2, Tsiolkovskiy Str., Astana, RK Office of AEDC Energosbyt LLP of 42, Seifullin Str., Astana, RK Company's Website www.arek.kz	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz Chief of HR Department T.V. Buling Tel.: 37 48 03 Chief of Head of HSE Service G.N. Ganol Tel.: 48 91 46 Head of Civil Defense and Emergency Unit R.M. Zhakupov Tel.: 48 91 46 PRD of AEDC JSC Tel.: 27 48 30, R. Sadykova pressa@arek.kz	In 2017, as required by the RK Labor Code of the Republic of Kazakhstan and with a view to create healthy and safe working conditions, and to improve the culture and aesthetics production, AEDC worked out and implemented the Work Plan for the Occupational Safety and Health Service. In February 2017, a contract was signed for the provision of consulting services for the implementation of international standards ISO 9001:2015 «Quality Management Systems», ISO 14001: 2015 «Environmental Management Systems», OHSAS 18001: 2007 «Occupational Health and Safety Management Systems». A diagnostic audit was performed to determine the degree of compliance of the current management system of «AEDC» JSC in accordance with the requirements of the international standards of the ISO and OHSAS series. Currently, an internal audit of the IMS is conducted in «AEDC» JSC. Completion of the project on the implementation of the IMS is scheduled for May-June 2018. During the year, 1512 events, 522 introductory briefings, and 28 production meetings were held in the structural divisions of the Company as part of the «Safety Day». In the reporting year, an annual compulsory training in professional safety was provided in its own training centre. To inform on the occupational safety and health of employees, information stands were used as well as published articles in the corporate edition. In 2017, the company's personnel participated in competitions of professional skills of linear workshop areas at the level of district and inter-district electric networks, and also in final competitions for the title of the best team of the enterprise.
	Information on the	Office of AEDC JSC of	Reception of AEDC JSC	In 2017, an annual report of AEDC for 2016 was prepared, which was posted on the corporate

	company's activities	2, Tsiolkovskiy Str., Astana, RK Office of AEDC Energosbyt LLP of 42, Seifullin Str., Astana, RK Company's Website www.arek.kz	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, R. Sadykova pressa@arek.kz	website. 10 issues of the corporate newspaper «AEDC News» were prepared and published with a circulation of 1000 copies each. 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).
	Performance of the collective agreement	Territorial Trade Union Organization of AEDC JSC Branches of Public Organization «Kazelectro trade union» – PA «Akmola Bulk Electric Power Systems», TU «Stepnogorsk Bulk Electric Power Systems»	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	In 2017, a draft collective agreement for 2018-2019 was drawn up. During the reporting year, 9 meetings of the Trade Union Committee were held, at which actions under the collective agreement were analyzed, and reports were heard on the completed work. The activities of the Trade Union are covered on a permanent basis through the Corporate Newspaper «AEDC News», on the corporate website and information boards.
	Organization of leisure and rest	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.,	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	In 2017, the trade unions held the following cultural events: - honoring women on the International Women's Day of March 8; - organization and holding of the holiday «Nauryz»; - honoring veterans of the Great Patriotic War and persons similar to them; - arrangement for visiting the Exhibition «EXPO-2017»; - organization and holding of the Senior Citizen's Day; - organization and holding of annual sports games for the Independence Day; - preparation and holding of the Power Engineer's Day; - holding a children's New Year's party for the children of AEDC JSC's personnel; - honoring persons celebrating jubilees during the year; - provision of charitable and social assistance to needy employees of the company. In 2017, the trade unions held the following sports events: - preparation and holding of sports competitions in IEN and PGA in volleyball, table tennis, chess, and arm-wrestling. - holding of Sports Games for Power Engineers dedicated to the Independence Day and the Power Engineer's Day.

		Astana, PK Company's Website www.arek.kz		All cultural events are covered on the corporate website and the newspaper «AEDC News».
Local communities 	Impact of the enterprise's activities	Office of AEDC JSC of 2, Tsiolkovskiy Str., Astana, RK Office of AEDC Energosbyt LLP of 42, Seifullin Str., Astana, RK Company's Website www.arek.kz	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz PRD of AEDC JSC Tel.: 27 48 30, R. Sadykova pressa@arek.kz	In 2017, 3 public hearings were held: 1. Report on the activities of Akmolá AEDC JSC for 2016 (27.04.17). 2. On the transfer of forest lands to other categories of lands due to the construction of High Voltage Line of 35 kV Vozdvizhenka-Maksimovka-Porcelain Plant (19.06. 2017). 3. Public hearings on the development of a project for the construction of a double-circuit High Voltage Line of 110 kV «ACHP-2-Industrial Area-City» II Launch Complex «Industrial Area-City» in Astana (April 21 and May 26, 2017) On the corporate website www.arek.kz , feedback forms («Feedback» and helpline) are posted, which allow contacting the company's management with complaints and proposals. In total, 309 requests were received in 2017: 29 - to the hotline; 280 – to the Internet site. All requests in 2017 were answered.
Government authorities 	Preparation for the autumn-winter period	Office of AEDC JSC of 2, Tsiolkovskiy Str., Astana, RK Office of AEDC Energosbyt LLP of 42, Seifullin Str., Astana, RK Company's Website www.arek.kz	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz PRD of AEDC JSC Tel.: 27 48 30, R. Sadykova pressa@arek.kz	In 2017, the «Certificate of preparedness of energy generating and energy transmitting organizations for work under the autumn-winter conditions of 2017-2018» was obtained from the Committee for Nuclear and Energy Supervision and Control. It is one of the basic documents confirming the readiness of the distribution network complex and the personnel of the Company to undergo the maximum loads. In the course of 2017, 114 measures were implemented to improve the reliability and efficiency of production and economic activities in the autumn-winter period.
Controlling bodies 	Company's Tariff Policy	Office of AEDC JSC of 2, Tsiolkovskiy Str., Astana, RK Company's Website www.arek.kz	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz PRD of AEDC JSC Tel.: 27 48 30, R. Sadykova pressa@arek.kz	By the Order of the Department of the Committee for Natural Monopolies Regulation and Protection of Competition of the RK Ministry of Energy for the Akmolá Oblast dated 24.11.15, a tariff was approved for the electric power transmission and distribution for a long-term period from 01.01.2016 to 31.12.2020. An annual report of AEDC JSC was prepared on the regulated service for the electric power transmission and distribution to consumers and other interested parties. During the year, the regional newspaper «Akmolinskaya Pravda» and the Internet resource published information on the implementation of the 2017 investment program.
Suppliers, contractors, customers	Ensuring the transparency in holding tenders	Office of AEDC JSC of 2, Tsiolkovskiy Str., Astana, RK 37-14-29	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz	During 2017, the Republican edition «Zakup Info» published announcements on the holding of tenders. The results of tenders are summed up publicly in the Company's office by opening envelopes in the presence of the participants and the invited persons.

		<p>Office of AEDC Energobyt LLP of 42, Seifullin Str., Astana, RK</p> <p>Company's Website www.arek.kz</p>	<p>PRD of AEDC JSC Tel.: 27 48 30, R. Sadykova pressa@arek.kz</p> <p>Chief of Legal Department D. Auezkhanova 37 32 12</p> <p>Chief of Department for Purchases and Conclusion of Agreements R.S. Nukina 37-14-29</p>	
<p>Universities, colleges, employment centers</p> 	<p>Practical training, internship and employment of graduates</p>	<p>Office of AEDC JSC of 2, Tsiolkovskiy Str., Astana, RK</p> <p>Office of AEDC Energobyt LLP of 42, Seifullin Str., Astana, RK</p> <p>Company's Website www.arek.kz</p>	<p>Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz</p> <p>Management of structural subdivisions of AEDC JSC: Chief of HR Department T.V. Buling Tel.: 37 48 03</p> <p>Chief of HR Department G.K. Ismagambetova Tel.: 37 19 56</p> <p>PRD of AEDC JSC Tel.: 27 48 30, R. Sadykova pressa@arek.kz</p>	<p>As part of social partnership, the Company organized production practical training in its departments for students of energy faculties. In 2017, 80 students received production practice training. From among them, 11 persons were employed by the Company including those with higher education - 2, and with technical and vocational education – 9.</p> <p>In 2017, the Company participated in the fair of vacancy of the Energy Faculty of the S. Seifullin Kaz ATU. During the year, 5 excursions to energy facilities were organized for energy students and one practical training was provided at the company's training centre. A meeting with the senior pupils of the capital's School No. 22 was also held. In the regional and regional editions, 5 articles on the said subject were published in the corporate newspaper and on the Company's website.</p>



<p>MSM</p> 	<p>Information on activities of AEDC JSC's Group of Enterprises</p>	<p>Office of AEDC JSC of 2, Tsiolkovskiy Str., Astana, RK</p> <p>Company's Website www.arek.kz</p>	<p>Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz</p> <p>PRD of AEDC JSC Tel.: 27 48 30, R. Sadykova pressa@arek.kz</p>	<p>In the reporting year, 320 materials were published and broadcasted in Kazakhstan MSM, among them: on television - 2, in printed editions - 37, on lines of news agencies and websites – 281.</p> <p>The main subjects were production and financial indicators, and social projects of the company as well.</p> <p>Journalists are promptly provided with full answers to their requests in a short time, and information and comments are sent out (as requests are received).</p> <p>Considerable attention is paid to the development of the Company's web-site www.arek.kz as the main source of information about the company for external stakeholders, where weekly news material are posted.</p>
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ASTANAENERGOSBYT

Stakeholders Engagement Report of Astanaenergoby LLC

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

3 Key project facilities/ Impact near communities	4 Type of information	5 Provision of disclosed environmental and social information and consultations	6 Name, contact number	7 Source of information dissemination
<p>Personnel</p>	<p>Occupational Safety and Health</p>	<p>Company's Office of 1/4, B. Momysuly Ave., 010000 Astana, RK</p> <p>Company's Website www.astanaenergoby.kz</p>	<p>Reception of Astanaenergoby LLC Tel.: 91-80-06 Fax: 91-80-05 e-mail: aesby@aesby.kz</p> <p>Management of structural subdivisions of Astanaenergoby LLC</p> <p>Lead Engineer of Occupational Safety & Health Sector G.A. Sakenova Tel.: 91-80-17 (717) e-mail: GSakenova@aesby.kz</p>	<p>In accordance with the requirements of the Labor Code of the RK to create healthy and safe working conditions, a work plan for the occupational safety and health service was made out and implemented in AES in 2017.</p> <p>According to the annual schedule, the following personnel passed a qualification check for occupational safety and fire safety: engineers, electricians, controllers, and controlling electricians. A mandatory periodic medical examination of personnel of the enterprise was made. Moreover, personal protective equipment was purchased for the line personnel.</p> <p>During the year, monthly checks were carried out:</p> <ul style="list-style-type: none"> • observance of safety rules at workplaces; • organization and coordination of work on occupational safety and health; • methodical assistance to the heads of the company's units on occupational safety and health: <p>Annual knowledge testing and technical training were provided: repeated, unscheduled safety briefings, technical training, fire safety exercises, and first aid for the injured.</p> <p>Instructions on occupational safety and health were drawn up and revised. «Instruction on occupational safety and health when operating computer equipment», «Occupational Safety and Health Standard», «Safety requirements in the interaction of vehicles and pedestrians on</p>



			<p>Chief of Quality Service Ye.A. Dromova Tel.: 91-80-16 (716) e-mail: EDromova@aesbyt.kz</p>	<p>the premises of Astanaenergosbyt LLP» were developed. Currently, the above-mentioned documents are at the signing stage. Central office and Service Centre No.1 were reconstructed, and Service Centre No. 4 moved to a new office. The personnel of the AES's Occupational Safety and Health Service participated in the second and third mutual audits of occupational safety and health.</p> <p>According to the requirements of the International Standard ISO 9001: 2008, in June 2017, a re-certification audit was conducted by AES LLP for the compliance with the requirements of the International Standard ISO 9001: 2015. Based on the results of the audit, positive conclusions were made about the Company's activities. AES switched over a new version of the standard, which ensures the consistently high quality of services provided, regardless of changing external or internal conditions, and prevents negative situations related to the purchase and sale of heat and electric power to the population of Astana, and by charging and collecting payments for utilities. The operation of the company's quality management system in the area of activity: «Purchase and sale of heat and electric power for the population of Astana, charging and collection of payments for utilities» was confirmed by Certificate.</p>
Personnel	Disclosure of information on the company's activities	<p>Company's Office of 1/4, B. Momyshuly Ave., 010000 Astana, RK</p> <p>Company's Website www.astanaenergosbyt.kz</p>	<p>Reception of Astanaenergosbyt LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: aesbyt@aesbyt.kz</p> <p>Management of structural subdivisions of Astanaenergosbyt LLP</p> <p>HR Department Acting Chief of HR Department A.B. Alshinbayeva Tel.: 91-80-30 (730) e-mail: AAIshinbaeva@aesbyt.kz</p>	<p>In 2017, employees were informed of the company's activities in relation to the external environment, personnel policy and changes in the management compositions etc. due to the corporate website www.astanaenergosbyt.kz.</p> <p>On an ongoing basis, the Company electronically distributes messages to employees about the most significant events and achievements. On information stands located in the Company's service centres, the following documents are placed: orders, announcements, rules for labor dispute settlement, the company's quality policy and others.</p> <p>There is a feedback mechanism: all messages and communications are recorded via feedback forms on the website www.astanaenergosbyt.kz («Feedback», «Hotline for fight against corruption») in the office and sent to the company's management who instructs the relevant services to prepare a response or invites the author for a discussion.</p> <p>Complaints from employees are accepted by the heads of structural subdivisions.</p>
Personnel	Social assistance and support	<p>Company's Office of 1/4, B. Momyshuly Ave., 010000 Astana, RK</p> <p>Company's Website www.astanaenergosbyt.kz</p>	<p>Reception of Astanaenergosbyt LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: aesbyt@aesbyt.kz</p> <p>Management of structural subdivisions of Astanaenergosbyt</p>	<p>Types of social assistance and support provided in 2017:</p> <ul style="list-style-type: none"> • Premium due to the achievement of anniversary dates; • financial assistance for treatment and funerals of relatives; • material assistance for medical examination; • material aid to the participants of the Great Patriotic War by the Victory Day; • remuneration for reaching retirement age;



			<p>LLP</p> <p>HR Department Acting Chief of HR Department A.B. Alshinbayeva Tel.: 91-80-30 (730) e-mail: AAlshinbaeva@aesbyt.kz</p>	<ul style="list-style-type: none"> • Premium by the International Women's Day of March 8; • Premium for the Power Engineer's Day; • purchase of New Year's gifts for the personnel's children; • material assistance by the Senior Citizen's Day.
Personnel	Labour dispute settlement	<p>Company's Office of 1/4, B. Momyshtuly Ave., 010000 Astana, RK</p> <p>Company's Website www.astanaenergobytkz</p>	<p>Reception of Astanaenergobytkz LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: aesbyt@aesbyt.kz</p> <p>Management of structural subdivisions of Astanaenergobytkz LLP</p> <p>HR Department Acting Chief of HR Department A.B. Alshinbayeva Tel.: 91-80-30 (730) e-mail: AAlshinbaeva@aesbyt.kz</p>	<p>Labor disputes are settled under the applicable law. If an issue arises, the workers of the enterprises of the AES's Group 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.</p>
Local communities		<p>Company's Office of 1/4, B. Momyshtuly Ave., 010000 Astana, RK</p> <p>Company's Website www.astanaenergobytkz</p>	<p>Reception of Astanaenergobytkz LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: aesbyt@aesbyt.kz</p> <p>Public Relations Officer E.B. Kussainova Tel.: 91-80-15 (715) e-mail: EKussainova@aesbyt.kz</p>	<p>In 2017, AES accepted and processed 23427 requests from consumers including:</p> <ul style="list-style-type: none"> - 6782 requests - from individuals; - 16645 calls - from legal entities. <p>Last year, the company's management held 422 meetings (personal reception).</p> <p>The Office registered 84 complaints from the Company's customers including:</p> <ul style="list-style-type: none"> - 69 complaints - from individuals; - 15 complaints - from legal entities. <p>From among 84 complaints, the following was recorded:</p> <ul style="list-style-type: none"> - in the form of feedback - 31 complaints (including from CAEPCO JSC - 2); - by mail and delivered in person - 53 complaints. <p>In the Customer Feedback Book (Recommendations and Concerns), 76 requests were left, from among them 41 complaints and 35 thanks.</p> <p>Appropriate explanations were given to all requests received in 2017.</p>



				<p>In 2017, the AES's Contact Centre served 439 469 calls. The peak of requests falls on the period from March to July (from 138 000 to 262 649 calls).</p> <p>In the period from November 23 to December 23, 2017, a questionnaire survey was conducted in the central office and in each of the five service centres of the Company, in which 392 persons participated. According to the survey, 84% of respondents assessed the operation of AES as «excellent», 15% - as «satisfactory» and only 1% thought assessed the activities of the company as «bad». Many respondents made requests for an increase in the areas of service centres, an increase in the staff in the front office, and switch-over to electronic issuance of invoices, letters, and receipts. The respondents also asked the Company to pay attention to the availability of queues.</p>
<p>Government authorities</p> <p>Controlling bodies</p>	Company's Tariff Policy	<p>Company's Office of 1/4, B. Momysuly Ave., 010000 Astana, RK</p> <p>Company's Website www.astanaenergosbyt.kz</p>	<p>Reception of Astanaenergosbyt LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: aesbyt@aesbyt.kz</p> <p>Public Relations Officer E.B. Kussainova Tel.: 91-80-15 (715) e-mail: EKussainova@aesbyt.kz</p>	<p>In total, in 2017, 749 requests and letters were received from the state and controlling bodies addressed to AES, to which written answers were given.</p> <p>Announcements on tariff changes are published in the city newspaper «Vechernyaya Astana» and the Republican advertising and information newspaper «Zakup-Info».</p> <p>The corporate website www.astanaenergosbyt.kz permanently includes information on tariff changes, reports on the execution of tariff estimates for regulated services.</p> <p>The company's management participates in meetings, briefings, and round tables on the discussion of the Company's tariff policy, together with the state and controlling bodies.</p>
<p>Suppliers, contractors, customers</p>	Ensuring the transparency in holding tenders	<p>Company's Office of 1/4, B. Momysuly Ave., 010000 Astana, RK</p> <p>Company's Website www.astanaenergosbyt.kz</p>	<p>Reception of Astanaenergosbyt LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: aesbyt@aesbyt.kz</p> <p>Chief of Contract Administration Department of AES LLP G.T. Mustafina Tel.: 91-81-04 (804) Public Relations Officer E.B. Kussainova Tel.: 91-80-15 (715) e-mail: EKussainova@aesbyt.kz</p>	<p>In 2017, 47 tender announcements were placed in the advertising and information newspaper «Zakup-Info» (published 5 times a week).</p> <p>All announcements about tenders are also posted on the corporate site, in the Section «Purchases»: http://www.astanaenergosbyt.kz/buying</p> <p>The results of competitions and tenders are summed up according to the norms and provisions of the current legislation, publicly in the company's office, by opening envelopes in the presence of the participants and those who wish to be present.</p> <p>On the corporate site www.astanaenergosbyt.kz, «Feedback» is in effect, which allows contacting the company's management with complaints or proposals. All messages are received in the office and recorded in hard copies and sent to the company's management for a further consideration. In 2017, complaints against corruption of employees of Astanaenergosbyt LLP were not received.</p> <p>Since November 2017, announcements for consumers have been published in the monthly advertising and information booklet «Astana-ERTS» (circulation - 270 ths. copies).</p>



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				In December of 2017, a motivational event was held – a promotional action for unscrupulous customers of the Company to increase the level of payment discipline of individuals and to collect receivables. 40 thousands of customers attended the action who repaid their debts for the previous period.
Universities, colleges, employment centers	Practical training, internship and employment of graduates of universities and colleges	Company's Office of 1/4, B. Momyshtuly Ave., 010000 Astana, RK Company's Website www.astanaenergobytkz	Reception of Astanaenergobytkz LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: aesbyt@aesbyt.kz HR Department Acting Chief of HR Department A.B. Alshinbayeva Tel.: 91-80-30 (730) e-mail: AAlshinbaeva@aesbyt.kz Public Relations Officer E.B. Kusasynova Tel.: 91-80-15 (715) e-mail: EKussainova@aesbyt.kz	In 2017, AES took part in the fairs of vacancies in some universities, colleges, and employment centres. Production practice was organized for a student of the College of the Eurasian Humanitarian Institute. Announcements about vacancies are posted on the corporate website of the Company www.astanaenergobytkz in the Section «Career».
MSM	Information on the enterprise's activities	Company's Office of 1/4, B. Momyshtuly Ave., 010000 Astana, RK Company's Website www.astanaenergobytkz	Reception of Astanaenergobytkz LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: aesbyt@aesbyt.kz Public Relations Officer E.B. Kusasynova Tel.: 91-80-15 (715) e-mail: EKussainova@aesbyt.kz	As requests are received, the company promptly provides exhaustive information for requests and comments that ensures the transparency of relations when interacting with MSM. In the reporting year, there were 197 references to the Company in MSM. The basic subjects covered in MSM are production ones, and issues on receivables and tariff policy. For the year 2017, 40 information materials for the Company's customers and 8 reports from the planning and economic department were posted on the corporate site in the Section «News of the Company».

First Vice-president of CAEPCO

Turganov D.N.