



**Report on Stakeholders Engagement Plan for  
2014  
Group of companies "CAEPCO" JSC**

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### Report on Stakeholders Engagement Plan for 2014 of "SEVKAZENERGO" JSC

1. Area: North Kazakhstan Region
2. Community: Petropavlovsk

Key project facilities/impact near community	Information type	Location of the Environmental and Social information Disclosed and consultation	Name, contact phone	Source of distribution of information
3	4	5	6	7
<b>Employees</b>	Labor and health safety.	1. Company's office. Republic of Kazakhstan, Petropavlovsk city, 150009, 215 Zhabayev street. Petropavlovsk CHP-2, 28, Gasheka street.  2. Company's website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a>	Reception of "SEVKAZENERGO" JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e-mail: <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a> Top managers of enterprises "SEVKAZENERGO" JSC. HR Department of "SEVKAZENERGO" JSC The Head S.V. Ovchinnikova +7 (7152)41-03-29 +7 (7152)41-28-29 (130) Public relationship department tel. +7 (7152) 41-29-39 e-	In "SEVKAZENERGO" JSC the Plan of measures on labor protection, industrial hygiene and fire safety is annually developed According to requirements of the Labor code of the Republic of Kazakhstan and for creation of healthy and safe working conditions, increase of culture and an esthetics of production. The system 5C (Sorting, Systematization, purity Observance, Standardization, Following to rules) which allows to provide and support in working order working space and the related means of labor is introduced. Activity of the company in the field of safety and labor protection was repeatedly lit on pages of republican magazines "Regulations on Safety and Labor Protection" and "Labor Protection Kazakhstan". In 2011 "SEVKAZENERGO" JSC was certified on the system of management conforming to requirements of OHSAS 18001: 2007 System of management of professional



	<p>Disclosure of information on the Company's activity</p>		<p>mail:vopros_oso@sevkazenergo.kz A.Y.Semenchuk</p>	<p>safety and health. Fundamental obligations of "SEVKAZENERGO" JSC for OHSAS 18001: 2007 are: preservation of life and health of employees of "SEVKAZENERGO" JSC and representatives of the third-party organizations which are in its territory; implementation of the relevant legislative and standard requirements; compliance to requirements of the OHSAS standard at all stages of production of electric and heat energy.</p> <p>Informing employees on activity of the company in environment is carried out; about the organization of leisure and rest of workers; social package; activity of labor unions, veteran organization, charity; publicizing of sporting, festive events, publications of safety regulations; about workers and significant events in life of the company; about innovations in personnel policy and changes in structure of the management by means of the corporate newspaper "Energetik Severnogo Kazakhstan" (issues once a month), the corporate site <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> (new materials on the site are published at least 3 times a week).</p> <p>There is the updated intranet website in the Company for workers, where contains fact-finding information on the enterprises of "SEVKAZENERGO" group, strategy of the Company, organizational structure, presentation pictures. There are tabs with standard and legal base, the press center, personnel policy and the regulating documents, information of risk management and committee on affairs of youth. The department of public relations weekly publishes news, "the bulletin board and congratulations" functions. Employees have opportunity to study video and photographic materials about activity of the Company, including news plots, newspaper publications. There are investments with daily updated data on planned shutdowns of power supply. In 2014 message boards which are located in territories of</p>
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				<p>the enterprises of "SEVKAZENERGO" group were updated. On them regularly placed announcements, congratulations of the management, graphics of sporting events, information on Labor protection and Safety measures, rules of consideration of labor disputes, the Politician of quality, power management, professional safety and health, environment, management of calibration and test works of "SEVKAZENERGO" JSC.</p> <p>Constantly sends e-mailing messages to employees about the most significant events and achievements.</p> <p>Reception of workers regarding personal matters at the management of the company is made on preliminary record. There is works feedback mechanism: all messages which arrived on <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a>, the secretariat transfers to the management.</p> <p>Messages by means of feedback forms on the site <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> ("Feedback", "The hot line on fight against corruption") the department of public relations sends to the management which charges to the relevant services to prepare the answer, or invites the author to reception.</p> <p>The electronic mailbox works for requests of employees - <a href="mailto:S.Ovchinnikova@sevkazenergo.kz">S.Ovchinnikova@sevkazenergo.kz</a>, a telephone hotline – 41-03-29, 4-46.</p> <p>The order of permission of labor disputes is recorded in Regulations about an order of consideration of labor disputes (No. 02.098.2013 RG of 04.04.2013).</p> <p>Labor disputes are solved on conciliation commission with participation of representatives of the employer and worker. Meetings are held every Thursday from 15.00 till 18.00. Employees of the enterprises of SEVKAZENERGO group at emergence of a controversial issue before filing of application for consideration by conciliation commission have opportunity to discuss it with the representative of workers</p>
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	Local community and support			<p>(the chairman of trade-union committee), with the head of department on work with the personnel, with the first director, the CEO of "SEVKAZENERGO" JSC by means of submission of the personal statement, record on personal reception.</p> <p>In external mass media information on the staff of the enterprises of the company is placed. In 2014 about workers there were 86 materials.</p> <p>"SEVKAZENERGO" JSC gives to employees social help and support:</p> <ul style="list-style-type: none"> <li>• Payment of educational holiday, compensation of journey to educational institution, bonus for the successful termination, the interest-free loan for training;</li> <li>• Payment of material remuneration at achievement of a retirement age;</li> <li>• Program of support of veterans of the company;</li> <li>• Continuous training and professional development of workers;</li> <li>• Financial support on the child's birth, on funeral services, on treatment, to Knowledge Day;</li> <li>• Participation of the employer in acquisition of permits to nurseries improving camp, New Year's gifts for children and workers;</li> <li>• Surcharge at a rate of ticket cost to workers with traveling kind of work;</li> <li>• Motor transportation services in delivery of employees of the enterprises for work and from work;</li> <li>• Discount to the workers living in the corporate hostel;</li> <li>• Price of coal at prime cost for the workers living in houses with oven heating;</li> <li>• Allocation of funds for cultural events and collective</li> </ul>
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				<p>rest , corporate trips;</p> <ul style="list-style-type: none"> <li>• Holding an internal corporate sports contest and trainings on different types of sport;</li> <li>• Compensation of costs of food to participants sports competitions;</li> <li>• Placement of information on outstanding employees on an honor roll of the enterprise, lighting in newspapers, delivery of diplomas, distinctions, representation to corporate, branch to the state awards.</li> </ul>
<b>Labor unions</b>	Execution of collective agreement.	<p>Trade-union committee of "SEVKAZENERGO" JSC. Republic of Kazakhstan, city of Petropavlovsk, 150 000, Ya. Gashek St., 28 CHP-2.</p> <p>Trade-union committee of "SK REK" JSC, city of Petropavlovsk, 150 000, A. Shazhimbayev St., 144, f 105.</p> <p>Trade-union committee of "PTS" LLP city of Petropavlovsk, 150 000, Stroitel'naya St., 23.</p> <p>Representative of employees of</p>	<p>Chairman of trade-union committee of primary trade-union organization of employees of "SEVKAZENERGO" JSC. Open company the public association "Labor Union of Workers of Power Industry of RK" – A.E. Shpak Republic of Kazakhstan, Petropavlovsk, 150 000, Ya. Gashek St., 28 Ph.: +7 (7152)52-02-87</p> <p>Chairman Trade-union organization of the " SK REK" JSC – N. V. Gridneva Republic of Kazakhstan, Petropavlovsk, 150 000, Shazhimbayev St., 144, f.302 Ph. +7 (7152) 31-42-17</p>	<p>The Collective agreement of the enterprises of SEVKAZENERGO group for 2014-2016 is signed. Collective agreements are developed by the commissions, the opinion of workers represents trade-union committee. From the employer heads of divisions of the Company act. After signing of documents - official registration in social security authorities.</p> <p>If necessary adjustments and changes by signing by the Parties of the joint document which is processed in the form of the additional agreement to the Contract are made and is its integral part.</p> <p>In 2014 at the general meeting the analysis of action of the collective agreement was carried out. In structural divisions conferences of labor collective are held (1 time in 5 years), the report of the chairman of the professional union is heard, the chairman's elections are held. The report of the done work of labor union at shop conferences accepts annually. Publicizing of activity of labor union is carried out on a constant basis by the "Energetik SK" newspaper, the intra corporate site for Company's employees <a href="http://ae-main/itsite/">http://ae-main/itsite/</a>, the external corporate site <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> on message boards.</p> <p>In 2014 the trade-union organizations of the enterprises held 50 events from which it is possible to distinguish the</p>



	<p>Organization of leisure and rest activities.</p>	<p>“Sevkazenergosbyt” LLP, city of Petropavlovsk, 150 000, Zhumabayev St., 66.</p>	<p>The president of “Trade-union organization of “PTS” LLP” JSC – V. A. Burakova          Republic of Kazakhstan, Petropavlovsk, 150000, Stroitel'naya St., 23          Ph. +7 (7152)52 26 77          e.mail:V.Burakova@sevkazenergo.kz</p> <p>The representative of employees of “Sevkazenergosbyt” LLP – N. I. Tabachuk          Republic of Kazakhstan, Petropavlovsk, 150 000, Zhumabayev St., 66          Bodies +7 (7152) 36-61-56          “Sevkazenergosbyt” LLP          e.mail:          N.Tabachuk@sevkazenergo.kz</p>	<p>following:          The labor union of PCHPP-2 organized a mini-football tournament among 9 shops of the enterprise.          The labor union of SKREK in summertime organized departure of 120 workers of the remote areas on excursion to Astana. By Day of elderly people the labor union of SKREK allocated money for the organization of celebration of pensioners of the enterprise in the city and in areas (cafe, the concert program).          According to conditions of the Uniform collective agreement, 117 children were sent to nurseries improving camp with the assistance of the trade-union organizations of the enterprises of “SEVKAZENERGO” group. Information on the organization of leisure and rest of workers is placed in external mass media. In this occasion in 2014, there were 19 materials.</p>
<p><b>Local communities</b></p>	<p>Impact of the enterprise activity. Public hearing on approval of tariff estimates.</p>	<p>Republic of Kazakhstan, Petropavlovsk city, 150 009, 215, Zhabayev street</p> <p>Reception          +7(7152) 31-43-24          +7(7152) 31-42-83          +7(7152) 31-42-14          info@sevkazenergo.kz</p>	<p>Receptions of “SEVKAZENERGO” JSC          +7(7152) 31-43-24          +7(7152) 31-42-83          +7(7152) 31-42-14          info@sevkazenergo.kz          Public relations department          Ph. +7(7152) 41-29-39          e-mail:          vopros_oso@sevkazenergo.kz          A.Y. Semenchuk</p>	<p>In total in 2014 the enterprises of “SEVKAZENERGO” group accepted and processed 6 238 addresses from consumers, from them 224 complaints.          In external mass media placed information about the carried-out public hearings, briefings, round tables, conferences and press tours. In 2014 were organized:          1 round table of PTS LLP about the works on modernization which are carried out on city heating systems (June),          4 public hearings about execution of investment obligations of “SEVKAZENERGO” JSC (March),          1 public hearing about signing of the Agreement on</p>



		<p>Public relations department</p> <p>Ph. +7(7152) 41-29-39          e-mail: vopros_oso@sevkazenergo.kz          Y.A. Semenchuk          Acting head of public relations department          Company's website: www.sevkazenergo.kz</p>	<p>Acting head of public relations department.</p>	<p>investment obligations of CHP-2 of "SEVKAZENERGO" JSC (April),          1 public hearing of "SK REK" JSC according to a tariff for transfer of electric energy (November),          3 press tours on the enterprises of "SEVKAZENERGO" group showing reconstruction and modernization of the capital equipment (April, June),          1 press tour of "Sevkazenergosbyt" LLP on installation of all-house metering devices of heat energy (June),          3 briefings for mass media on objects of "PTS" LLP for the purpose of an explanation of need of the works which are carried out on the central heat highways of the city (July, September, November),          3 briefings with members of the media on objects of "SK REK" JSC for the purpose of an explanation: transparency of the scheme of receiving TS (technical specifications) on power supply, absence of intermediaries (July), need of replacement of metering devices of electric energy (July), the ASCME installations to consumers of inhabited sector (November),          1 press conference of "PTS" LLP on the current heating season (November),          2 participations in the Dialogue program of MTRK of chief engineers of "PTS" LLP (July) and "SK REK" JSC (August).          Publicizing of these actions is reflected in local regional and city printing editions and TV channels, and also in information tapes: <a href="http://www.inform.kz">www.inform.kz</a>, <a href="http://www.bnews.kz">www.bnews.kz</a>, <a href="http://www.zakon.kz">www.zakon.kz</a>.          The list of publications is reflected in weekly and monthly "Reports on monitoring of resources".          Weekly placement of information on repair work, shutdowns of heat and electric energy, to delivery of those published on the website of the company.</p> <p>Heads of "Sevkazenergosbyt" LLP carried out 62 receptions of consumers on personal matters.</p>
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<b>State authorities</b>	Reducing of enterprises impact on the city and region. Preparing for the heating season.	<p>Republic of Kazakhstan, Petropavlovsk city, 150 009, 215, Zhabayev street</p> <p>Reception +7(7152) 31-43-24 +7(7152) 31-42-83 +7(7152) 31-42-14 Company's website <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a></p>	<p>Republic of Kazakhstan, Petropavlovsk city, 150 009, 215, Zhabayev street</p> <p>Reception +7(7152) 31-43-24 +7(7152) 31-42-83 +7(7152) 31-42-14 <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a> Heads of the enterprises of "SEVKAZENERGO" JSC group of companies. Department of public relations</p>	<p>From the government and supervisory authorities to the enterprises of "SEVKAZENERGO" group were received 4 343 letters and requests, to 3 300 of them were given written answers, other requests had fact-finding character. Heads of the enterprises of "SEVKAZENERGO" group (or the designated responsible persons) participated in meetings of headquarters on preparation of housing stock for a heating season together with the government and supervisory authorities. In mass media and also on the corporate website after end of a heating season were published requirements about obligatory actions for timely and high-quality preparation of systems of heat supply for the following heating season. In 2014 "SEVKAZENERGO" JSC placed</p>



			<p>of the Company  Ph. +7(7152) 41-29-39  e-mail: vopros_oso@sevkazenergo.kz  A.Y. Semenchuk  Acting head of public relations department.</p>	<p>information on this subject on air in the Municipal TV and broadcasting channel and Broadcasting Company "Kazakhstan-Petropavl", and also in regional newspapers "Severnyi Kazakhstan", "Soltustik Kazakhstan", "Nedelya SK", "Dobryi vecher", etc.  Also in 2014 "PTS" LLP together with state agencies held a press conference on the current heating season (November), and also the chief engineer of "PTS" LLP Zakharyan A.M. took part in the Dialogue program of MTRK TV channel where gave answers to every interesting questions of consumers. Daily monitoring of the Akim's blog of North Kazakhstan area on existence of complaints from consumers to structural divisions of the Company <a href="http://petropavl.sko.kz">http://petropavl.sko.kz</a>. All complaints go to the management of "Sevkazenergosbyt" LLP. After consideration of these complaints, answers go to the editor of the Akim's blog for publication.  For 2014 on Akim's blog of area 25 addresses concerning work of the Company arrived, all answers are provided. Functions tab "Contact Us" on the website of "SEVKAZENERGO» <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a>. Questions come to "Contact center" of the Company through which consumers receive prompt and full responses from competent specialists of the company.  On the external site <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a>, and also information on planned and emergency shutdowns of power supply is daily published on the intra corporate website, terms are specified.  Information on carrying out public hearings is placed in official regional newspapers of the area "Severnyi Kazakhstan", "Soltustik Kazakhstan" and in city newspapers "Prospekt SK", "Kyzylzhar Nuri".</p>
<b>Controlling authorities</b>	Execution of investment obligations.	Republic of Kazakhstan, Petropavlovsk city, 150	Heads of the enterprises of "SEVKAZENERGO" JSC group of companies.	Following the results of implementation of investment obligations by all enterprises "SEVKAZENERGO" 4 public hearings with supervisory authorities are carried out.



	Reduction of impact of enterprise on the city and region.	009, 215, Zhabayev street  Reception +7(7152) 31-43-24 +7(7152) 31-42-83 +7(7152) 31-42-14 Company's website www.sevkazenergo.kz	Reception +7(7152) 31-43-24 +7(7152) 31-42-83 +7(7152) 31-42-14 info@sevkazenergo.kz	In 2014 3 press tours about target use of the means received on a state program "Tariff in exchange for investments" are carried out: 1 press tour on objects of "SEVKAZENERGO" JSC: PCHPP-2 (April) and 1 press tour on objects of "Petrovavlovskiye Teplovye Seti" LLP (June) and 1 press tour on objects of "SK REK" JSC (June). Also additional meetings and briefings with members of the media on objects of "PTS" LLP for the purpose of an explanation of investment policy of the Company and the carried-out works on improvement of heat supply on the central heat highways of the city (July, September, November) were held. In addition, together with the regulatory authorities held a public hearing to approve the tariff estimates for the transmission of electric energy in 2015, organized start of the boiler №8 PHT-2, with the participation of Akim of North Kazakhstan Region – E.H. Sultanov (03.12.14) Overall, external media in 2014 organized output of 205 materials about the interaction of the Company with the supervisory authorities.
<b>Suppliers, contactors</b>	Transparency of tender execution	Republic of Kazakhstan, Petropavlovsk city, 150 009, 215, Zhabayev street  Office of the company Republic of Kazakhstan, Pavlodar city, 150 009, Zhabayev Street, 215. Management of Material Support (MMS)	Republic of Kazakhstan, Petropavlovsk city, 150 009, Zhabayev Street, 215. Reception +7(7152) 31-43-24 +7(7152) 31-42-83 +7(7152) 31-42-14 info@sevkazenergo.kz Head of department of material support of "SEVKAZENERGO" JSC Y.K. Vizner. Reception: +7 (7152) 41-24-42	Publication of tender announcements made in the national print edition "Zan" (published 4 times a week). In 2014 44 tender announcements are placed. The organization and tendering process is carried out according to norms and rules of the current legislation. Summing up competitions and tenders is carried out publicly at office of the company by opening of envelopes in the presence of participants and everyone. A meeting with contractors and clients by results of work (at least once a week). The feedback form "The hot line on fight against corruption" which allows to address to the management of the company with the complaint or offers is published on the corporate website. All messages which come to department of public relations, go to the CEO of "SEVKAZENERGO" JSC



		“SEVKAZENERGO” JSC Company’s website <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a>		for further consideration. In 2014 complaints didn't arrive.
<b>Universities, colleges</b>	Conducting internship and recruitment of the graduates	<p>Republic of Kazakhstan, Pavlodar city, 150 009,215, Zhabayev Street,</p> <p>HR Department of «SEVKAZENERGO»JSC S.V. Ovchinnikova +7(7152) 41-03-29</p> <p>Information on the vacancies is at the website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a></p> <p>Publication of the vacancies.</p>	<p>Republic of Kazakhstan, Petrovavlovsk city, 150009, 215, Zhabayev street.</p> <p>Reception of “SEVKAZENERGO” JSC Tel.: +7 (7152) 31-43-24 Fax: +7 (7152) 41-28-28 e- mail: <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a></p> <p>HR Department of «SEVKAZENERGO» JSC S.V. Ovchinnikova +7(7152) 41-03-29</p> <p>Public relations department Tel.: +7 (7152) 41-29-39 e- mail: <a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a> A.Y. Semenchuk Acting head of public relations department</p>	<p>In 2014 work practice is provided for 105 students of higher education institutions:</p> <ul style="list-style-type: none"> <li>- The North Kazakhstan State University" of M. Kozybayev;</li> <li>- Petropavlovsk College of Railway Transport;</li> <li>- North Kazakhstan professional teacher training college.</li> </ul> <p>3 information meetings with graduates of profile specialties in educational institutions of the city are held:</p> <ul style="list-style-type: none"> <li>- The North Kazakhstan State University" of M. Kozybayev (May);</li> <li>- Petropavlovsk College of Railway Transport (May);</li> <li>- North Kazakhstan professional teacher training college (May).</li> </ul> <p>- Participation in fair of graduates in NKSU (May, 2014)</p> <p>Tripartite contracts on social partnership are signed between: The North Kazakhstan Professional Teacher Training College (NKPTTC), Chamber of Commerce and Industry and "SEVKAZENERGO" JSC, and also between SKPPK, Chamber of Commerce and Industry and "SK REK" JSC.</p> <p>In May during protection of degree projects and delivery of state exams representatives of "SK REK" JSC participated in an examination-paper of the commissions of the North Kazakhstan professional teacher training college. In the same time the chief engineer of "SK REK" JSC Fesko V. V. presided in the state qualification commission of the North Kazakhstan State University (NKSU) for graduates of specialization "Power industry" (May).</p> <p>Besides, the staff of "PTS" LLP took part in republican accreditation of educational programs "Mechanical engineering", "Standardization, certification and metrology", "Instrument making" which passed in May, 2014 in the territory of the North Kazakhstan state university. In</p>



				<p>December, 2014 the staff of "SK REK" JSC took part in the international practical conference "Topical Issues of Energy Saving and New Technologies in Science and Education of the Republic of Kazakhstan".</p> <p>In total in 2014 on specialties, profile for the Company, 27 university graduates are employed.</p>
<b>Mass media</b>	<p>Information about activity enterprises of group "SEVKAZENERGO"</p>	<p>Public relations department Тел. +7(7152) 41-29-39 e-mail: vopros_oso@sevkazenergo.kz</p> <p>Company's website www.sevkazenergo.kz</p>	<p>Public relations department Tel.: +7 (7152) 41-29-39 e-mail: vopros_oso@sevkazenergo.kz A.Y. Semenchuk Acting head of public relations department</p>	<p>In relations with the media organized systematic work to educate the public about the activities of "SEVKAZENERGO" Group by organizing movies on relevant topics, placing publications, information and clarification in the national, regional and city media.</p> <p>In 2014 there were 1006 materials (on a grant basis), about activities of "SEVKAZENERGO" group of companies: from them 464 plots in electronic mass media, on air of television channels and radio of republican and local value; 307 publications in printing editions and 235 materials on tapes of news agencies.</p> <p>At the same time reporters quickly in a short time provides comprehensive information on the requests, made delivery of information (2 times a week), and comments (as requests) that ensures the transparency of the relations in the interaction with the media.</p> <p>The department of public relations on a constant basis carries out press tours on objects of the company for the purpose of finishing information on the current works and long-term plans of the enterprises of "SEVKAZENERGO" group, press conferences, briefings, meetings, participation of representatives of the company in "airs", in explanatory broadcasts "Dialogues" and "Modernization of Housing and Communal Services" on MTRK TV channel is provided.</p> <p>Besides, in June, 2014 the solemn congratulation of workers of mass media on behalf of the company by Day of journalism were organized, where the best members of the media were</p>



				<p>noted and awarded by gifts.</p> <p>Much attention is paid to the development of the web-site of the Company <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> as the main source of information about the company to external stakeholders, where in addition to the publication of news posted daily information on repair work, outages of heat and electricity, issuance of technical conditions and others.</p>
<b>NGO</b>	Business issues, social activity and etc.	<p>Republic of Kazakhstan, Petropavlovsk city, 150009, 215, Zhabayev street.</p> <p>Reception of "SEVKAZENERGO" JSC        +7(7152) 31-43-24        +7(7152) 31-42-83        +7(7152) 31-42-14        info@sevkazenergo.kz        Company's website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a></p>	<p>Reception of "SEVKAZENERGO" JSC        +7(7152) 31-43-24        +7(7152) 31-42-83        +7(7152) 31-42-14        info@sevkazenergo.kz        CEO of "SEVKAZENERGO" JSC L.V. Larichev        Department of public relations of the Company        Ph. +7(7152) 41-29-39        e-mail: <a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a>        A.Y. Semenchuk Acting head of public relations department</p>	<p>In 2014 representatives of NGO were constantly invited for participation in the press tours, public hearings which are carried out within a year.</p> <p>Heads of the enterprises of "SEVKAZENERGO" group participated in open meetings with representatives of small and medium business on the basis of Chamber of businessmen of NKR (monthly), and also in "round tables", meetings, etc. actions with representatives of NGO.</p> <p>According to the results of these activities on a regular basis the coverage of interaction with public associations and the local community on the company's website <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> and in the media. Total on the subject in 2014 in the media came 39 submissions (18 of them on television, on the radio 8, 4 periodicals and 9 in the online editions).</p>



### Report on Stakeholders Engagement Plan for 2014 of «PAVLODARENERGO» JSC

1. **Area:** Pavlodar
2. **Community:** Pavlodar, Ekibastuz

Key project facilities/impact near community	Information type	Location of the Environmental and Social information Disclosed and consultation	Name, contact phone	Source of distribution of information
3	4	5	6	7
<b>Employees</b>	Safety of labor and health.	1. Company's office. Republic of Kazakhstan, Pavlodar, 140 000, 27 Krivenko street. Also Northern industrial zone, CHPP-3, CHPP-2, the city of Ekibastuz – experimental CHPP 2. Company's website www.pavlodarenergo.kz	Reception of "PAVLODARENERGO" JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz Heads of the enterprises "PAVLODARENERGO" JSC. Human resource management	According to requirements of the Labour code of RK and for creation of healthy and safe working conditions, increase of culture and an esthetics of production in "PAVLODARENERGO" JSC the Plan of measures on labor protection is annually developed. "PAVLODARENERGO" JSC in 2012 confirmed action of the certificate on the system of management conforming to requirements of OHSAS 18001: 2007 System of management of professional safety and labor protection. Fundamental obligations of "PAVLODARENERGO" JSC for OHSAS 18001: 2007 are: preservation of life and health of employees of



	<p>Disclosure of information on activity of the company.</p>		<p>"PAVLODARENERGO" JSC. Head of HR Smirnova L.A., Tel.: +7 (7182) 39-95-09.</p> <p>Public relations department Tel./Fax: +7 (7182) 39-98-50 e-mail: pr@pavlodarenergo.kz Shomshekov A.S., head of department of public relations. Telephone hotline: +7 (7182) 39-95-50</p>	<p>"PAVLODARENERGO" JSC and representatives of the third-party organizations which are in its territory; implementation of the relevant legislative and standard requirements; compliance to requirements of the OHSAS standard at all stages of production of electric and heat energy.</p> <p>On the message boards located in territories of the enterprises of "PAVLODARENERGO" group take place: announcements, congratulations of the management, graphics of sporting events, information about labor protection and safety measures, rules of consideration of labor disputes, the Politic of quality, power management, professional safety and health, environment, management of calibration and test works of "PAVLODARENERGO" JSC.</p> <p>Reception of workers on private matters at the management of the company is made on preliminary record.</p> <p>1. The feedback mechanism works: all messages which arrived on pavlodarenergo@pavlodarenergo.kz, the secretariat send to the management.</p> <p>2. Messages by means of feedback forms on the site www.pavlodarenergo.kz ("Feedback", "The hot line on fight against corruption") department of public relations sends to the management which charges to the relevant services to prepare the answer, or invites the author to reception.</p> <p>3. Telephone hotline - 39-95-50. Labor disputes are solved according to the current legislation, and also at a meeting of conciliation commission with participation of representatives of the employee and worker. Meetings of conciliation commission are appointed in process of receipt of complaints and addresses of workers. Employees of the Group "PAVLODARENERGO"</p>
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	<p>Social assistance and support</p>			<p>for any matters before applying for a conciliation commission have the opportunity to discuss it with the workers' representative (chairman of the trade union committee), with the head of the Office of Human Resources, the first head of the company, General Director of "PAVLODARENERGO" JSC by submission of personal statements, recording a personal appointment.</p> <p>"PAVLODARENERGO" JSC provides employees social assistance and support. Including:</p> <ul style="list-style-type: none"> <li>- pay rent halls and swimming pools for training employees in sports;</li> <li>- compensations are paid to tram management of Pavlodar for transportation of employees to a work place;</li> <li>- funds are allocated for acquisition of New Year's gifts for children of employees;</li> <li>- financial support from medical fund is given to the employees who underwent an operation;</li> <li>- material assistance to employees for the funeral of close relatives of the employee;</li> <li>- allocation of funds for the funeral veterans of the enterprise;</li> <li>- allocated funds for the promotion of non-working pensioners for the Day of Energetics (450 persons).</li> <li>- lump sum payments to home front workers (40 people) on the Victory Day are made.</li> <li>- organized home visits to veterans who cannot move independently. During the visit, veterans receive food packages, etc.</li> </ul> <p>In the external media provides information about the company's employees. So, in 2014 came 7 materials.</p> <p>Published corporate newspaper "Energetic" edition of 1500 copies, Frequency - 2 times a month.</p> <p>12.19.14 grand celebration of the best employees in connection with celebration of Day of an energy and the 50 anniversary of "PREK" JSC is carried out. The best employees are awarded by diplomas and</p>
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				<p>letters of thanks of Akim of area, the CEO of "PAVLODARENERGO" JSC, honorary titles of KEA, Electrotechnical council of the CIS. Names of 4 employees are brought in "Books of honor" of the enterprises. Two employees of "PREK" JSC are awarded by cars.</p>
<b>Labor Union</b>	<p>Implementation of the collective agreement.</p> <p>Organization of leisure and rest.</p>	<p>PO "Professional organization of workers of a power supply system" of "PAVLODARENERGO". Republic of Kazakhstan, city of Pavlodar, 140 000, Krivenko Street, 27., apartment 504. Tel.: 39-97-85</p>	<p>Chairman of PO "Trade-union organization of workers of a power supply system" of "PAVLODARENERGO" Yermolaev V.A. Republic of Kazakhstan, Pavlodar, 140 000, Krivenko St., 27, apartment 504. Tel.: 39-97-85 e-mail: <a href="mailto:profkom_pv@bk.ru">profkom_pv@bk.ru</a></p> <p>Chairman of shop union committee of "PTS" LLP Sarycheva M. F. G. Pavlodar, Kamzin St., 149. Tel.: 60-60-60, e-mail: <a href="mailto:M.Saryicheva@pavlodarenergo.kz">M.Saryicheva@pavlodarenergo.kz</a></p> <p>Chairman of shop union committee of "PREK" JSC Toleubayev B. K. G. Pavlodar, Toraygyrov St., 76. Tel.: 75-14-50, e-mail: <a href="mailto:B.Toleubaev@pavlodarenergo.kz">B.Toleubaev@pavlodarenergo.kz</a></p>	<p>In 2012, extends the validity of the Collective Agreement enterprise system "PAVLODARENERGO" until 31.12.2015</p> <p>In 2014 received 21 applications and complaints, oral and written replies were given.</p> <p>In 2014, the trade union organization of the power system "PAVLODARENERGO" held 23 sporting events. The course of events covered in the newspaper "Energetic" and on the Company's website. The names of the winners of congratulations duplicated on the information boards, photo posted on the company's social network Facebook (<a href="https://www.facebook.com/pavlodarenergo">https://www.facebook.com/pavlodarenergo</a>).</p> <p>03.12.14. Grand celebration of Druzhba club of council of veterans of "PAVLODARENERGO" JSC took place.</p> <p>28.05.14 In the "Pavlodarenergosbyt" LLP summed up the competition of children's drawings and crafts, dedicated to the "International Children's Day."</p> <p>In addition, union members are given gifts for the holidays: "March 8", "Day of Defender of the Fatherland", "Day of energetics", the New Year.</p>



			<p>Chairman of shop union committee of "Pavlodarenergosbyt" LLP Tokatova K.M. G. Pavlodar, Krivenko St., 27. Tel.: +77015116023, e-mail: <a href="mailto:chancel@pavlodarenergo.kz">chancel@pavlodarenergo.kz</a></p>	
<b>Local communities</b>	<p>Influence of the enterprise. Public hearing on approval of the tariff estimate.</p>	<p>Republic of Kazakhstan, Pavlodar, 140 000, 27 Krivenko street.</p> <p>Reception of "PAVLODARENERGO" JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email:pavlodarenergo@pavlodarenergo.kz</p> <p>Company's public relations department Tel./Fax: +7 (7182) 39-98-50 e-mail: pr@pavlodarenergo.kz Shomshekov A.S., head of department of public relations.</p> <p>Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a></p>	<p>Reception of "PAVLODARENERGO" JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz</p> <p>Public relations department Tel./Fax: +7 (7182) 39-98-50 e-mail: pr@pavlodarenergo.kz Shomshekov A.S., Telephone hotline: +7 (7182) 39-95-50</p>	<p>In total enterprises of "PAVLODARENERGO" JSC accepted and processed 29 931 appeal from consumers. Including on a telephone hotline received 870 appeals and complaints.</p> <p>In 2014 conducted 16 public hearings on environmental projects:</p> <ol style="list-style-type: none"> <li>1. Report on Investment activity of "PAVLODARENERGO" JSC, "PREK" JSC, "PTS" LLP, "PES" LLP in Pavlodar, 28.02.2014</li> <li>2. Report on Investment activity of "PAVLODARENERGO" JSC ETEC, PK ETS «PTS» LLP, «PES» LLP in Ekibastuz, 25.02.14</li> <li>3. Consideration of project tariff experimental CHPP, 6.05.14</li> <li>4. EIA to the working project of experimental CHPP "Construction of section No. 2 of an ash dump in a dent of Tuz Lake". 27.02.14</li> <li>5. EIA to the project "Recultivation of the 1st turn of an ash dump of CHPP-3", "Installation of a chimney No. 2 on CHPP-3", "Installation of the water-cooling tower No. 5 of CHPP-3". 12.03.14</li> <li>6. The plan of measures on environmental protection for reconstruction of an ash dump of CHPP-2. 4.06.14</li> <li>7. EIA for the project "Reconstruction of turbine unit T-100-130 st.№5 with replacement of the generator on CHPP-3". 17.06.14</li> <li>8. The plan of measures on environmental protection for reconstruction of an ash dump of CHPP-3.24.06.14</li> <li>9. EIA for the project "Installation of a Turbine Unit st.№2 PT-65/75-130/13 CHPP-3". 29.09.14</li> </ol>



		<p>Official account of the Company in social network Facebook, Odnoklasniki, "Moy mir", V Kontakte, LinkedIn</p>		<p>The plan of measures on environmental protection for 2015-2019 of CHPP-2. 14.10.14</p> <p>10. The plan of measures on environmental protection for 2015-2019 of CHPP-3. 14.10.14</p> <p>11. The plan of measures on environmental protection for 2015-2019 of experimental CHPP. 14.10.14</p> <p>12. The plan of measures on environmental protection for 2015-2019 of CHPP. 14.10.14</p> <p>13. The plan of measures on environmental protection for construction of section No. 2 of an ash dump in a bed of Tuz Lake of experimental CHPP. 21.10.14</p> <p>14. The plan of measures on environmental protection for the period of industrial development of clay breeds on sites "Kuat" and "Zhyly su". 21.10.14</p> <p>15. The plan of measures on environmental protection for the period of constructions of the cooler No. 5 of CHPP-3. 21.10.14</p> <p>16. The plan of measures on environmental protection for the period of reconstruction of a turbine unit of T-100-130 No. 5 of CHPP-3. 21.10.14</p> <p>17. EIA to the working project "Reconstruction of earth pressure constructions of an ash storage (ash dump) of CHPP-3". 19.12.14</p> <p>Also 10.11.14 the advisory meeting with representatives of public organizations in INEU in connection with removal at public hearings of the Plans of measures on environmental protection for 2015-2019 by CHPP-2, CHPP-3 and experimental CHPP is held.</p> <p>Also 10.11.14 the advisory meeting with representatives of public organizations in INEU in connection with removal at public hearings of the Plans of measures on environmental protection for 2015-2019 by CHPP-2, CHPP-3 and experimental CHPP is held. CHPP-2, CHPP-3 and experimental CHPP.</p>
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				<p>Representatives of «Ecology world», PO «EKOM» participate in the public hearings organized by the enterprises of “PAVLODARENERGO” JSC.</p> <p>Information on transfer of the investment project on the state environmental examination is placed in the form of announcements in newspapers "Zvezda Priirtyshya" and "Saryarka Samaly". Weekly placement of information on repair work, shutdowns of a heat and electric ash storages of energy, delivery of technical specification on the website of the company.</p> <p>Placement of information on repair work on the website <a href="http://www.pavlodarnews.kz">www.pavlodarnews.kz</a> (monthly).</p> <p>The management of “Pavlodarenergosbyt” LLP carried out 101 receptions of consumers, the CEO carries out reception on private matters in Ekibastuz once a month.</p> <p>For improvement and centralization of service of consumers in 09.09.14 “Pavlodarenergosbyt” LLP opened the service center for consumers, address: Pavlodar, Lomov St., 160.</p>
<b>Public authorities</b>	<p>Decrease impact of the enterprise on the city and region. Preparation for a heating season.</p>	<p>Republic of Kazakhstan, Pavlodar, 140 000, 27 Krivenko street.</p> <p>Reception of “PAVLODARENERGO” JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email:pavlodarenergo@pavlodarenergo.kz Company’s website</p>	<p>Reception of “PAVLODARENERGO” JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz Heads of the enterprises of group of companies “PAVLODARENERGO” JSC Public relations department Tel./Fax: +7 (7182) 39-98-50</p>	<p>From government and regulatory authorities to the companies of the group of “PAVLODARENERGO” received 3871 appeal and letter and for which are given written answers. Business executives group of “PAVLODARENERGO” JSC (or designated responsible person) participate in meetings of the staff on the preparation of housing for the heating season together with government and regulatory authorities. After completion of the heating season in the media, as well as on the corporate website located requirement of mandatory events for the timely and quality preparation of heating systems to the next heating season. Conducted daily monitoring of the Akim’s blog of Pavlodar region <a href="http://blog.pavlodar.gov.kz">http://blog.pavlodar.gov.kz</a>. For 2014 to the Akim’s blog received</p>



		www.pavlodarenergo.kz	e-mail: pr@pavlodarenergo.kz Shomshekov A.S., Telephone hotline: +7 (7182) 39-95-50	34 appeals concerning the Company's performance. For all appeals provided answers. On the corporate website www.pavlodarenergo.kz on a regular basis provides information on planned and unplanned power outages, specified period of time. Information about a public hearing, change in schedule of service centers located in the media of Pavlodar and Ekibastuz: "Zvezda Pryirtishya", "SaryArka Samaly", "Irbis TV", "Golos Ekibastuza", "Ekibastuzskaya gorodskaya telekompania." <b>Meeting of the delegations from the public authorities:</b> 15.09.14 - visit of the state inspector of the Presidential Administration to the enterprise of "PAVLODARENERGO" JSC (CHPP-2, CHPP-3, "PREK" JSC, "PTS" LLP) 05.12.14 - after an extensive renovation in the Pavlodar CHPP-3, K. Bozumbaev Akim of the region took part in the ceremony of commissioning of turbine unit №5.
<b>Controlling authorities</b>	Performance of investment obligations..	Reception of "PAVLODARENERGO" JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email:pavlodarenergo@pavlodarenergo.kz Company's website www.pavlodarenergo.kz	Heads of the enterprises of group of companies "PAVLODARENERGO" JSC. Reception of "PAVLODARENERGO" JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz  Public relations department Tel./Fax: +7 (7182) 39-98-50 e-mail: pr@pavlodarenergo.kz Shomshekov A.S., Telephone hotline: +7 (7182) 39-95-50	Following the results of the implementation of investment commitments of "PAVLODARENERGO" JSC and subsidiaries held 4 public hearings with representatives of DANMR on Pavlodar region.  Joint press tours with the Department Agency for Natural Monopolies Regulation of the Pavlodar region (DANMR):  1. Press tour in conjunction with DANMR dedicated to the modernization of the "PAVLODARENERGO" JSC in Pavlodar: CHPP-2, CHPP-3, "PTS", 05.05.14 2. Press tour for the facilities modernization of "PAVLODARENERGO" JSC in Ekibastuz: experimental CHPP, PK ETS "PTS" LLP, 23.05.14 3. Press tour in conjunction with DANMR dedicated to the modernization of the "PREK" JSC, 27.05.14  In the external media in 2014 published 31 materials about the interaction of the Company with the supervisory authorities.



<p><b>Suppliers, contractors, customers</b></p>	<p>Ensuring transparency in the tendering</p>	<p>The Republic of Kazakhstan, Pavlodar, 140000, Krivenko street, 27. The company's office The Republic of Kazakhstan, Pavlodar, 140000, Krivenko street, 27. Management of materially-technical ensuring (MMTE) "PAVLODARENERGO" JSC. Company's website www.pavlodarenergo.kz</p>	<p>Reception of "PAVLODARENERGO" JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz</p> <p>Deputy chief of MMTE "PAVLODARENERGO" JSC Egorov O.V., Tel.: +7 (7182) 39-95-85.</p> <p>Public relations department Tel./Fax: +7 (7182) 39-98-50 e-mail: pr@pavlodarenergo.kz Shomshekov A.S., Telephone hotline: +7 (7182) 39-95-50</p>	<p>Publication of tender notices in the national print publication "Aikyn" (5 times in a week). In 2014, placed 228 ads. The organization and tendering process are carried out according to norms and rules of the current legislation. Summing up competitions and tenders is carried out publicly at office of the company by opening of envelopes in the presence of participants and everyone.</p> <p>The feedback form "The hot line on fight against corruption" which allows addressing to the management of the company with the complaint or offers is published on the corporate website. All messages which come to Department of public relations go to the CEO of "PAVLODARENERGO" JSC for further consideration. In 2014 complaints of corruption character to the staff of the enterprises of "PAVLODARENERGO" JSC didn't arrive.</p>
<p><b>Universities, colleges, employment centers</b></p>	<p>Conducting practice and employment of graduates</p>	<p>The Republic of Kazakhstan, Pavlodar, 140000, Krivenko street, 27. Human resource management "PAVLODARENERGO" JSC. Head of HRM Smirnova L.A., +7 (7182) 39-95-09 Information about the vacancies on the site www.pavlodarenergo.kz</p>	<p>Reception of "PAVLODARENERGO" JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz Human resource management "PAVLODARENERGO" JSC. Head of HR Smirnova L.A., +7 (7182) 39-95-09 Public relations department Tel./Fax: +7 (7182) 39-98-50 e-mail: pr@pavlodarenergo.kz</p>	<p>In 2014 the Company "PAVLODARENERGO" JSC took part in career fairs of universities, colleges, employment centers:</p> <ol style="list-style-type: none"> <li>1. Pavlodar State University of S.Toraigyrov (late April - early May)</li> <li>2. Innovative University of Eurasia (third decade of April);</li> <li>3. Ekibastuz Engineering and Technical University named after Academician K.Satpaev, Ekibastuz ( the first decade of June)</li> <li>4. Pavlodar State University College of S.Toraigyrov (the second decade of March);</li> <li>5. Innovative University of Eurasia College (third decade of April);</li> <li>6. Ekibastuz College of Engineering and Technical Institute named after Academician K.Satpaev (third decade of May);</li> <li>7. The department of employment and social programs of Pavlodar (September-October).</li> </ol>



		z Official account of the Company in social network Facebook, Odnoklasniki, "Moy mir", Vkontakte, LinkedIn	Shomshekov A.S., Telephone hotline: +7 (7182) 39-95-50	Providing work experience for students: 1. Pavlodar State University of S.Toraigyrov 2. Innovative University of Eurasia (third decade of April) 3. Ekibastuz Engineering and Technical University named after Academician K.Satpaev, Ekibastuz 4. Pavlodar State University College of S.Toraigyrov 5. Innovative University of Eurasia College <b>6.</b> Ekibastuz College of Engineering and Technical Institute named after Academician K.Satpaev
<b>Mass Media</b>	Information on the activities of enterprise.	Company's public relations department Tel./Fax: +7 (7182) 39-98-50 e-mail: pr@pavlodarenergo.kz Shomshekov A.S., head of department of public relations. Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> z Official account of the Company in social network Facebook, Odnoklasniki, "Moy mir", Vkontakte, LinkedIn	Reception of "PAVLODARENERGO" JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: pavlodarenergo@pavlodarenergo.kz  Public relations department Tel./Fax: +7 (7182) 39-98-50 e-mail: pr@pavlodarenergo.kz Shomshekov A.S., Telephone hotline: +7 (7182) 39-95-50	PAVLODARENERGO JSC for informing actively uses both traditional mass media, and those opportunities which became available thanks to development of social networks. Socially important information is published on the website of the company, in the account <a href="http://www.facebook.com/pavlodarenergo">www.facebook.com/pavlodarenergo</a> , on the sites devoted to the cities of Pavlodar, Ekibastuz, social networks Vkontakte, "Moy mir", "Odnoklasniki". For traditional mass media press conferences and briefings are held: 1. About shutdown of not populated multiroom house on Zhayau Musa St. in connection with receivables. 23.02.14. 2. About assistance in rehabilitation of the boy, injured accidentally. 24.01.14. 3. "PAVLODARENERGO" JSC: preparation for a heating season is conducted according to the schedule. 22.07.14. 4. About damage of the heat highway of "PTS" LLP around a railway crossing. 5. About an order of delivery of specifications on heat supply and power supply. 24.09.14  In the most significant information occasions and events the following press releases were prepared:  15.08.14. About building of the second turn of an ash dump of





				<p>CHPP-2.          22.08.14 "PAVLODARENERGO" JSC: preparation for a heating season is conducted according to the schedule".          05.12.14. "The Pavlodar CHPP-3 increased power".          03.12.14 "Pavlodarskiye teplovye seti" LLP completely restored the mode of heat supply of the city of Pavlodar".          02.12.14 "Due to the damage of the heat highway of "Pavlodarskiye teplovye seti" LLP warns about decrease in parameters of heat supply in northern part of the city of Pavlodar during repair work on December 2-3, 2014".</p> <p>04.11.14 "Pavlodarenergosbyt" LLP because of failure to pay debt stops power supply of Aksu plant on production of polyethylene pipes".          24.09.14. "About an order of delivery of specifications on heat supply".          24.09.14. "About an order of delivery of specifications on power supply"</p> <p>Information on the carried-out press actions is placed in regional and city printing editions and TV channels, and also on information tapes: "Zakon.kz" - <a href="http://www.zakon.kz">http://www.zakon.kz</a>;          the information site "Meta.kz" - <a href="http://meta.kz">http://meta.kz</a>;          the information site "Pavlodarnews.kz" - <a href="http://pavlodarnews.kz">http://pavlodarnews.kz</a>; "I-news.kz" news agency - <a href="http://i-news.kz">http://i-news.kz</a>.</p> <p>More detailed contents of publications are reflected in weekly and monthly "Reports on monitoring of resources".</p> <p>In total in 2014 there were 347 publications about activity of the company:          - 130 publications in local and republican print media;          - 158 publications in Internet editions (the information sites, agencies, aggregators of news, portals);</p>
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				<p>- 59 plots in local, republican television channels. On social networks announcements of important actions of the Company, the link to press releases, invitations to press actions, operational comments on the occurring events are placed. Development of the website as the main source of information on the enterprise for outer interested parties. Advance of the site on social networks is carried out by placement of hyperlinks to the most important publications.</p> <p>Placement of articles on the website <a href="http://www.pavon.kz">www.pavon.kz</a> (weekly). Placement of information on activity of the company on the website of the <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> company (two times a week).</p> <p>24.06.14 the tournament on tennis among members of the media of the Pavlodar region in which 20 journalists took part.</p>
<b>NGO</b>	Environmental problems, social activity, etc.	<p>Company's public relations department Tel./Fax: +7 (7182) 39-98-50 e-mail: <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> Shomshekov A.S., head of department of public relations. Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> Official account of the Company in social network Facebook, Odnoklasniki, "Moy mir", Vkontakte, LinkedIn</p>	<p>Reception of "PAVLODARENERGO" JSC Tel.: +7(7182)399-506; Fax: +7(7182)329788; Email: <a href="mailto:pavlodarenergo@pavlodarenergo.kz">pavlodarenergo@pavlodarenergo.kz</a> Office for Environmental Protection of "PAVLODARENERGO" JSC. Koval T.A., the head of department on environmental protection. Deputy CEO for human resource management and social problems of "PAVLODARENERGO" JSC Kurmanbayeva B.O., Public relations department Tel./Fax:</p>	<p>Representatives of NGO of the Pavlodar region participate in all public hearings which are carried out by the enterprises of "PAVLODARENERGO" JSC within a year. In turn the management of the enterprises of "PAVLODARENERGO" JSC within a year repeatedly took part in "round tables", the meetings organized Chambers of businessmen of the Pavlodar region, and also other actions with representatives of NGO of the region.</p> <p>Participation of representatives of NGO in the press tours, public hearings which are carried out within a year.</p> <p>05.05.13 - the event with participation of the veteran organizations of Pavlodar devoted to a holiday on May 9 is held: wreath-laying, visit of the museum of military glory, festive lunch.</p> <p>05.12.14 - together with Chamber of businessmen of the Pavlodar region, tour to CHPP-3 for students of "The Pavlodar technological college" is conducted. 22.08.14 "PAVLODARENERGO" JSC supported a republican action</p>



			+7 (7182) 39-98-50 e-mail: pr@pavlodarenergo.kz Shomshekov A.S., Telephone hotline: +7 (7182) 39-95-50	"Road to School": the pupil were handed sets of school supplies. 27.08.14 Head of department of public relations of "PAVLODARENERGO" JSC Shomshekov A.S. conducted a master class "Use of corporate reports for drawing attention of the public to a subject of influence of the enterprises on an ecological situation" for participants of the second republican meeting of young journalists.
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**Report on Stakeholders Engagement Plan for 2014 of "ASTANAENERGOSBYT" LLP**

1. Area: Astana
2. Community: Astana

Key project facilities/impact near community	Information type	Location of the Environmental and Social information Disclosed and consultation	Name, contact phone	Source of distribution of information
3	4	5	6	7
<b>Employees</b>	Safety of work and health. Activity of the company.	1. Office of the company Republic of Kazakhstan, Astana, 010 000, B. Momyshuly Ave., 4/1 2. Site of the company <a href="http://www.astanaenergobyt.kz">www.astanaenergobyt.kz</a> 3. Service centers of the Company 4. Boxes for complaints	Reception "ASTANAENERGOSBYT" LLP Tel.: +7(7172) 91-80-06 Fax: +7(7172) 91-80-05 e-mail: aesbyt@aesbyt.kz Heads of the structural divisions of "ASTANAENERGOSBYT" LLP Human resource management of "ASTANAENERGOSBYT" LLP Chief of HR Aytzhanova M. G.	Informing employees on activity of the company in environment; personnel policy and changes in structure of the management, etc., by means of the corporate site <a href="http://www.astanaenergobyt.kz">www.astanaenergobyt.kz</a> . On message boards announcements, management congratulations, information labor protection and safety regulations, rules of consideration of labor disputes, information of trade-union committees, policy of the company in sphere of quality, etc. On a constant basis electronic mailing of messages to the employees about the most significant events and achievements is made.



		and offers in all Service centers of the Company.	+7 (7172) 91-80-30 Department of public relations Tel.: +7 (7172) 91-80-15, e-mail: LNetaeva@aesbyt.kz Netayeva L.A., specialist in public relations.	<p>Reception of workers on private matters at the management of the company is made every Wednesday from 11.00 till 13.00 o'clock.</p> <p>The feedback mechanism works: all messages by means of feedback forms on the site <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a> ("Feedback"). They are registered in Management on document flow and go to the management of the company which charges to the relevant services to prepare the answer, or invites the author to appointment.</p> <p>Complaints from workers are accepted by heads of structural divisions.</p> <p>Orders on the enterprise designated responsible persons for fire safety on rooms and buildings of the enterprise; the qualification commission on examination of the electrotechnical personnel is created.</p> <p>Obligatory periodic medical examination of employees of the enterprise in 2014 is performed.</p> <p>Annual examination and technical training is carried out; repeated, unplanned personnel safety notifications, fire safety of the personnel of Management of sale, Management of power control, group of mechanization and transport.</p>
<b>Local communities</b>	Public hearings according to the tariff estimate.	Republic of Kazakhstan, Astana, 010 000, B. Momysuly Ave., 4/1 "ASTANAENERGOSBYT" LLP Tel.: +7(7172) 91-80-06 Fax: +7(7172) 91-80-05 e-mail: aesbyt@aesbyt.kz Department of public	Reception "ASTANAENERGOSBYT" LLP Tel.: +7(7172) 91-80-06 Fax: +7(7172) 91-80-05 e-mail: aesbyt@aesbyt.kz Department of public relations Tel.: +7 (7172) 91-80-15, e-mail: LNetaeva@aesbyt.kz Netayeva L.A., specialist in public relations.	<p>In total in 2014 "ASTANAENERGOSBYT" LLP is accepted and processed 19 190 addresses from consumers, including:</p> <ul style="list-style-type: none"> <li>- from natural persons – 6 897 addresses, from them 199 complaints;</li> <li>- from legal entities – 11 521 addresses, from them 70 complaints.</li> </ul> <p>In local mass media (newspapers "Vechernyaya Astana", "Astana Akshamy", "Express K", television of "STV", "31 channel") on a constant basis take place:</p> <ul style="list-style-type: none"> <li>– announcements of changes in tariffs;</li> <li>– announcements of public hearings;</li> <li>– information and explanatory articles.</li> </ul> <p>In total in 2014 heads of the company held 389 meetings</p>



		<p>relations Tel.: +7 (7172) 91-80-15, e-mail: LNetaeva@aesbyt.kz Netayeva L.A., specialist in public relations.</p> <p>Company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a>.</p>		<p>(personal appointment). It was written down on personal appointment of 506 consumers, - 117 consumers weren't come. In 2014 the Public report on providing adjustable services of supply with heat energy for 2013 is carried out. Announcements "About change of a average tariff for electric energy from 01.01.2015" are published in city newspapers "Vechernyaya Astana", "Astana Akshamy". Information on activity of the company placed on the website of the company <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a>.</p>
<b>Public authorities</b>	<p>Tariff policy of the company. Preparation for a heating season.</p>	<p>Republic of Kazakhstan, Astana, 010 000, B. Momyshuly Ave., 4/1 "ASTANAENERGOSBYT" LLP Tel.: +7(7172) 91-80-06 Fax: +7(7172) 91-80-05 e-mail: aesbyt@aesbyt.kz Company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a></p>	<p>Reception "ASTANAENERGOSBYT" LLP Tel.: +7(7172) 91-80-06 Fax: +7(7172) 91-80-05 e-mail: aesbyt@aesbyt.kz Heads of the structural divisions of "ASTANAENERGOSBYT" LLP Department of public relations Tel.: +7 (7172) 91-80-15, e-mail: LNetaeva@aesbyt.kz Netayeva L.A., specialist in public relations.</p>	<p>From the government and supervisory authorities to "ASTANAENERGOSBYT" LLP received 297 letters and addresses from which on 195 written answers were given, other addresses had fact-finding character. The inquiries and letters arriving from the controlling and government bodies are registered in the magazine of registration of the arrived addresses and go to the addressee, the answer is coordinated and vided by the director. Daily monitoring of the Akim's blog of Astana <a href="http://astana.gov.kz/ru/modules/public_control/all/performer/all/page">http://astana.gov.kz/ru/modules/public_control/all/performer/all/page</a> on existence of complaints from consumers to "ASTANAENERGOSBYT" LLP. The complaints which arrived on Akim's site of the city go to the CEO of ASTANAENERGOSBYT LLP who defines the responsible for reply. Answers go to the editor of the blog of Akim for publication. For 2014 on Akim's blog the addresses concerning work of the Company didn't arrive. As required heads of the company participate in meetings, briefings, "round tables" on discussion of tariff policy of the Company. Information on planned and emergency shutdowns of power supply is published on the corporate website on a constant basis, terms are specified. <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a>.</p>



				Heads of "ASTANAENERGOSBYT" LLP (or the designated responsible persons) participate in meetings of headquarters on preparation of housing stock for a heating season together with the government and supervisory authorities.
<b>Controlling authorities</b>	Company's tariff policy	Reception "ASTANAENERGOSBYT" LLP Tel.: +7(7172) 91-80-06 Fax: +7(7172) 91-80-05 e-mail: aesbyt@aesbyt.kz Company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a>	Heads of the structural divisions "ASTANAENERGOSBYT" LLP Reception "ASTANAENERGOSBYT" LLP Tel.: +7(7172) 91-80-06 Fax: +7(7172) 91-80-05 e-mail: aesbyt@aesbyt.kz Heads of the structural divisions "ASTANAENERGOSBYT" LLP. Department of public relations Tel.: +7 (7172) 91-80-15, e-mail: LNetayeva@aesbyt.kz Netayeva L.A., specialist in public relations.	Following the results of implementation of investment obligations in 2014 "ASTANAENERGOSBYT" LLP carried out one public hearing according to the tariff estimate on supply with heat energy for 2015, with participation of DANMR representatives Announcements of changes of tariffs are placed in city newspapers: "Vechernyaya Astana", "Astana Akshamy", and also on air on "31 channel". Heads of "ASTANAENERGOSBYT" LLP (or the designated responsible persons) participate in meetings of headquarters on preparation of housing stock for a heating season together with the government and supervisory authorities.
<b>Suppliers, contractors, clients</b>	Ensuring transparency in the tendering process.	Republic of Kazakhstan, Astana, 010 000, B. Momysuly Ave., 4/1 Company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a>	Reception "ASTANAENERGOSBYT" LLP Tel.: +7(7172) 91-80-06 Fax: +7(7172) 91-80-05 e-mail: <a href="mailto:aesbyt@aesbyt.kz">aesbyt@aesbyt.kz</a> Head of contract department "ASTANAENERGOSBYT" LLP. Makhmetova B. S. +7(7172) 91-81-04 Department of public relations Tel.: +7 (7172) 91-80-15, e-mail: LNetayeva@aesbyt.kz Netayeva L.A., specialist in public relations.	The publication of tender announcements in the republican printing edition "Express K" (5 times a week). In 2014 54 announcements were placed. The organization and tendering process are carried out according to norms and rules of the current legislation. Summing up competitions and tenders is carried out publicly at office of the company by opening of envelopes in the presence of participants and everyone. The Feedback form which allows addressing to the management of the company with the complaint or offers is published on the corporate website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a> . All messages come to Management on document flow, are registered and on papers go to the management of the company for further consideration.



				In 2014, there were no complaints.
<b>Universities</b>	Traineeship and employment of university graduates.	Republic of Kazakhstan, Astana, 010 000, B. Momyshuly Ave., 4/1 Human resource management of "ASTANAENERGOSBYT" LLP Chief of HR Aytzhanova M. G. +7 (7172) 91-80-30 Information on vacancies on the site of the company <a href="http://www.astanaenergobyt.kz">www.astanaenergobyt.kz</a> Publication information about vacancies in editions "Rabota", to the weekly newspaper "Vakansii Astany I obuchenie", running line on TV channels "STV" and "31 channel".	Reception "ASTANAENERGOSBYT" LLP Tel.: +7(7172) 91-80-06 Fax: +7(7172) 91-80-05 e-mail: <a href="mailto:aesbyt@aesbyt.kz">aesbyt@aesbyt.kz</a> Human resource management of "ASTANAENERGOSBYT" LLP Chief of HR Aytzhanova M. G. +7 (7172) 91-80-30 Department of public relations Tel.: +7 (7172) 91-80-15, e-mail: <a href="mailto:LNetaeva@aesbyt.kz">LNetaeva@aesbyt.kz</a> Netayeva L.A., specialist in public relations..	In 2014 work practice is provided for 12 students of colleges and higher education institutions: – The Kazakh agro technical university of S. Seyfullin; – College of the Eurasian humanitarian institute, Astana; – Kazakh university of economy, finance and international trade, Astana; – College of management and business, Astana; – Construction and technical college, Astana; – Eurasian university named after L.N. Gumilev.  Participation in city fairs of vacancies. Participation in fairs of vacancies of the Kazakh agro technical university of S. Seyfullin.
<b>Mass Media</b>	Information on activity of the enterprise.	Department of public relations Tel.: +7 (7172) 91-80-15, e-mail: <a href="mailto:LNetaeva@aesbyt.kz">LNetaeva@aesbyt.kz</a> Netayeva L.A., specialist in public relations. Company's website	Reception "ASTANAENERGOSBYT" LLP Tel.: +7(7172) 91-80-06 Fax: +7(7172) 91-80-05 e-mail: <a href="mailto:aesbyt@aesbyt.kz">aesbyt@aesbyt.kz</a> Department of public relations Tel.: +7 (7172) 91-80-15, e-mail: <a href="mailto:LNetaeva@aesbyt.kz">LNetaeva@aesbyt.kz</a> Netayeva L.A., specialist in	In 2014 about activity of "ASTANAENERGOSBYT" LLP there were 43 materials (on a grant basis): from them 21 materials in mass media of republican value, 3 plots in electronic mass media, 11 publications in printing editions and 13 materials on tapes of news agencies.  In process of receipt of inquiries from mass media, the company quickly provides exhaustive information on inquiries, comments that provides transparency of the relations at interaction from





		<a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a>	public relations.	mass media.  Development of the website of the Company as the main source of information on the enterprise for outer interested parties. Public hearings according to the tariff estimate on supply and transfer of heat energy for 2015. Placement of information on activity of the company on the website of the <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a> company.
<b>NGO</b>	Tariff policy	Department of public relations Tel.: +7 (7172) 91-80-15, e-mail: LNetaeva@aesbyt.kz Netayeva L.A., specialist in public relations. Company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a>	Reception "ASTANAENERGOSBYT" LLP Tel.: +7(7172) 91-80-06 Fax: +7(7172) 91-80-05 e-mail: <a href="mailto:aesbyt@aesbyt.kz">aesbyt@aesbyt.kz</a> Management on realization, head of department realization N.P.Aytimov Department of public relations Tel.: +7 (7172) 91-80-15, e-mail: LNetaeva@aesbyt.kz Netayeva L.A., specialist in public relations.	Meetings of the management of the company with the heads of NGO supporting social and vulnerable segments of the population with representatives with representatives of consumer protection. Placement of information on activity of the company on the website of the company <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a> and in mass media.



### Report on Stakeholders Engagement Plan for 2014 of «AEDC» JSC

Area: Akmola

Community: Astana, regions: Atbasar, Arshaly, Astrakhan, Egindykol, Tselinograd, Korgalzhyn, Akkol, Bulandy, Ereymentau, Shortandy, Zharkain, Zhaksyn, Esil, Sandyktau.

Key project facilities/impact near community	Information type	Location of the Environmental and Social information Disclosed and consultation	Name, contact phone	Source of distribution of information
3	4	5	6	7
<b>Employees</b>	Safety of work and health.	1. Head office of the company Republic of Kazakhstan, Astana, Tsiolkovsky St., 2 2. Office of "AEDC- Energosbyt" LLP Republic of Kazakhstan, Astana, Seyfullin St., 42	Reception of the "AEDC" JSC Tel.: 8 71 72 37 12 90 Fax: 8 71 72 37 10 37 e-mail: kence@arek.kz pressa@arek.kz Heads of structural divisions of "AEDC" JSC: The head of human resource	Compulsory education of professional safety in own training center is annually provided: in 2014 it is carried out 12 "Days of safety measures in structural divisions of "AEDC" JSC, 531 inductions, 24 production meetings.  Competitions of professional skill at the LMU, RES and MES levels are annually held. Employees take part in the International competitions of professional skill.  For informing workers information stands and the corporate



		3. Company's website www.arek.kz	department Buling T.V. – 8 71 72 37 48 03 Head of the security service and labor protection: Hamzin U.S. – 8 71 72 48 91 46 Chief of headquarters of civil protection and emergency: Zhakupov R. M – 8 71 72 48 91 46 Department of public relations: 8 71 72 27 48 30	edition are used.
Information on activity of the company.	1. Head office of the company Republic of Kazakhstan, Astana, Tsiolkovsky St., 2  2. Office of "AEDC-Energosbyt" LLP Republic of Kazakhstan, Astana, Seyfullin St., 42  2. Company's website www.arek.kz	Reception of the "AEDC" JSC Tel.: 8 71 72 37 12 90 Fax: 8 71 72 37 10 37 e-mail: kence@arek.kz pressa@arek.kz  Heads of structural divisions of "AEDC" JSC:  The head of human resource department Buling T.V. – 8 71 72 37 48 03  The head of human resource	At information stands at offices of MPP and DPP, and also in the building of management personnel announcements, congratulations of the management, graphics of sporting events, information of labor protection and safety, etc. are placed. Electronic mailing of messages to the employees about the most significant events and achievements is used.  Informing employees of the company through the monthly corporate edition "Vesti AREK" and the corporate site www.arek.kz is carried out. In 2014 on the site of the company 35 articles were published.  The feedback mechanism works. Messages by means of feedback forms on the site www.arek.kz ("Feedback", "The hot line on fight against	



			<p>department:</p> <p>Ismagambetova G. K. – 8 71 72 37 19 56</p>	<p>corruption”), the department of public relations sends to the management which charges to the relevant services to prepare the answer.</p> <p>Appointment of workers on private matters of the first head of the company conducted every Tuesday on preliminary record from 12 to 18 o'clock.</p>
<b>Labor Union</b>	<p>Implementati on of the collective agreement</p> <p>Organization of leisure and rest</p>	<p>Territorial labor-union organization "AEDC" JSC</p> <p>Branches of PO Kazelektroprofsoyuz - PO Akmolinsky MPP, PO Stepnogorsky MPP</p> <p>Republic of Kazakhstan, Astana, Tsiolkovsky St., 2</p> <p>Republic of Kazakhstan, Astana, Seyfullin St., 42</p>	<p>Chairman Akmolinsky MPP PO Penkova V. V.</p> <p>8 71 72 43 71 64</p> <p>Republic of Kazakhstan, Astana, Seyfullin St., 42</p> <p>Chairman Stepnogorsk MPP PO Zaugolnikova T.N</p> <p>8 71 72 37 36 09</p> <p>Republic of Kazakhstan, Astana, Tsiolkovsky St., 2</p>	<p>The collective agreement for 2015-2016 is accepted. Held 8 meetings, which were heard progress reports, conducted election of the chairman.</p> <p>In 2014 collecting money (donations and professional contributions) to workers of Atbasar DPP and the Stepnogorsky MPP affected by a flood in spring months is organized.</p> <p>In 2014 the labor-union organizations of the enterprises organized the holidays devoted to the International Women's Day, the Nauryz, the Victory Day, Day of the elderly person, Day of Energetics and New year.</p> <p>Within a year sports competitions in MPP and DPP in volleyball, table tennis, chess, checkers, fishing, and also the Sports contest of Energy, devoted to the Independence Day and Day of Energetics.</p>



<p><b>Local communities</b></p>	<p>Approval of the tariff estimate</p>	<p>Republic of Kazakhstan, Astana, Tsiolkovsky St., 2</p> <p>Reception of the "AEDC" JSC Tel.: 8 71 72 37 12 90 Fax: 8 71 72 37 10 37 e-mail: kence@ arek.kz pressa@arek.kz Department of public relations: 8 71 72 27 48 30 www.arek.kz</p>	<p>Reception of the "AEDC" JSC Tel.: 8 71 72 37 12 90 Fax: 8 71 72 37 10 37 e-mail: kence@ arek.kz pressa@arek.kz</p> <p>Department of public relations: 8 71 72 27 48 30 www.arek.kz</p>	<p>In 2014 "AEDC" JSC carried out public hearings at which the annual report on activities for providing adjustable service - transfer and distribution of electric energy for 2013 was discussed, and also the demand for establishment of a tariff for transfer and distribution of electric energy by method of the comparative analysis for the period 2015-2019.</p> <p>In 2014 press tours on Atbasar DPP, the Tselinograd DPP, and Shortandy DPP, was organized for the purpose of dissemination of information on the current works and plans of "AEDC" JSC.</p>
<p><b>Public authorities</b></p>		<p>Republic of Kazakhstan, Astana, Tsiolkovsky St., 2</p> <p>Reception of the "AEDC" JSC Tel.: 8 71 72 37 12 90 Fax: 8 71 72 37 10 37 e-mail: kence@ arek.kz pressa@arek.kz Department of public relations: 8 71 72 27 48 30 www.arek.kz</p>	<p>Reception of the "AEDC" JSC Tel.: 8 71 72 37 12 90 Fax: 8 71 72 37 10 37 e-mail: kence@arek.kz pressa@arek.kz Department of public relations: 8 71 72 27 48 30 www. arek.kz</p>	<p>In 2014 materials for the approval of the investment project and a tariff on 2015-2019 were directed to government bodies on regulation of natural monopolies according to the current legislation. The order of Department of Committee on regulation of natural monopolies and protection of the competition of RK on Akmola area from 24.11.14. No. 20-OD was approved a tariff for transfer and distribution of the electric power for 2015 – 2016.</p> <p>Within a year, 143 actions directed on increase of reliability and efficiency of production economic activity during the autumn and winter period were executed.</p>



<b>Controlling authorities</b>	Tariff policy of the company.	Republic of Kazakhstan, Astana, Tsiolkovsky St., 2  Reception of the "AEDC" JSC Tel.: 8 71 72 37 12 90 Fax: 8 71 72 37 10 37 e-mail: kence@ arek.kz pressa@arek.kz Department of public relations: 8 71 72 27 48 30 www. arek.kz	Reception of the "AEDC" JSC Tel.: 8 71 72 37 12 90 Fax: 8 71 72 37 10 37 e-mail: kence@ arek.kz <b>pressa@arek.kz</b> Department of public relations: 8 71 72 27 48 30 www. arek.kz	In 2014 financial and technical expertizes of activity of "AEDC" JSC for 2013 for maintenance and confirmation of settlement materials of the investment project were carried out.
<b>Suppliers, contractors, clients</b>	Ensuring transparency at tendering process.	Republic of Kazakhstan, Astana, Tsiolkovsky St., 2  Reception of the "AEDC" JSC Tel.: 8 71 72 37 12 90 Fax: 8 71 72 37 10 37 e-mail: kence@ arek.kz pressa@arek.kz Department of public relations: 8 71 72 27 48 30 www. arek.kz	Reception of the "AEDC" JSC Tel.: 8 71 72 37 12 90 Fax: 8 71 72 37 10 37 e-mail: kence@ arek.kz <b>pressa@arek.kz</b> Department of public relations: 8 71 72 27 48 30 www. arek.kz	In 2014 tender announcements were published in the regional publication "Akomolinskaya pravda". On the corporate website www. arek.kz posted form "Contact Us", this allows access to the company with complaints or suggestions. All messages come to Management on document flow, are registered and on papers and go to the management of the company for further consideration. In 2014, there were no complaints.



<b>Universities</b>	Training and employment of universities graduates.	Republic of Kazakhstan, Astana, Tsiolkovsky St., 2  Reception of the "AEDC" JSC Tel.: 8 71 72 37 12 90 Fax: 8 71 72 37 10 37 e-mail: <a href="mailto:kence@arek.kz">kence@arek.kz</a> <a href="mailto:pressa@arek.kz">pressa@arek.kz</a>  Department of public relations: 8 71 72 27 48 30 <a href="http://www.arek.kz">www. arek.kz</a>	Reception of the "AEDC" JSC Tel.: 8 71 72 37 12 90 Fax: 8 71 72 37 10 37 e-mail: <a href="mailto:pressa@arek.kz">pressa@arek.kz</a>  Department of public relations: 8 71 72 27 48 30 <a href="http://www.arek.kz">www.arek.kz</a>	In 2014 work practice for 47 students is organized. In reporting year of "AEDC" JSC took part in city fairs of vacancies and fair of vacancies of the Kazakh agro technical university of S. Seyfullin.
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