



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

ALMATY, 2017



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

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



**Employees**

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



**Labor Union**

Execution of collective agreement;  
Organization of leisure and rest.



**Local Communities**

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



**State Authorities**

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



**Controlling Authorities**

Fulfillment of investment commitments;  
Company's tariff policy.



**Suppliers, Contractors, and Customers**

Provision of transparency in tendering processes.



**Universities, Colleges, Employment Centers**

Conducting internship and recruitment of the graduates.



**Mass Media**

Information about activity of the enterprise.



**NGO**

Ecology, social activity, business sector.



Contents:


Report of PAVLODARENERGO JSC .....	4-9 pp.
Report of SEVKAZENERGO JSC .....	10-16 pp.
Report of AEDC JSC .....	17-22 pp.
Report of Astanaenergoby LLP .....	21-24 pp.


**List of abbreviations:**

RK – Republic of Kazakhstan  
CAEPCO JSC – Central-Asian Electric Power Corporation JSC  
SKE JSC – SEVKAZENERGO JSC  
PE JSC – PAVLODARENERGO JSC  
AES LLP – Astanaenergoby LLP  
AEDC JSC – Akmola Electric Distribution Company JSC  
NK EDC – North-Kazakhstan Electric Distribution Company JSC  
NKR – North-Kazakhstan region  
EPC – Electric Power Council  
KEA – Kazakhstan Electrical Association  
PRD – Public Relations Department  
HRD – Human Resources Department  
LD – Logistics Department  
NGO – Non-governmental organization  
SS – Substation  
MM – Mass media  
CHPP – Combined Heat and Power Plant  
DCNMCCP – Department of the Committee on Natural Monopoly Control and Competition Protection of the Ministry of National Economics of the Republic of Kazakhstan  
IMSG – Integrated Management System Group  
OHSS – Occupational health and Safety Service








	<p>Social assistance and support</p> <p>Labor dispute settlement procedure</p>			<p>information, rules of labor dispute consideration, information of labor union committees, Company's quality, energy management, and environmental policies etc.</p> <ul style="list-style-type: none"> <li>• <b>E-mail distribution of messages on the most significant events and achievements to employees (as and when necessary).</b></li> <li>• <b>Consultation of employees regarding personal matters by Company's management (as and when necessary).</b></li> <li>• <b>Feedback mechanism:</b> <ul style="list-style-type: none"> <li>- It is offered to write an e-mail to the e-mail address: <a href="mailto:pavlodarenergo@pavlodarenergo.kz">pavlodarenergo@pavlodarenergo.kz</a>. The Secretary shall submit all incoming messages to the management.</li> <li>- It is suggested to send a message using a contact form on the website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> (Feedback, Anti-Corruption Hot Line). PRD shall forward the received messages to the management, which shall either entrust the relevant services to prepare a reply or invite a message author for consultation.</li> <li>- Operative e-mail address for requests of employees: <a href="mailto:L.Smirnova@pavlodarenergo.kz">L.Smirnova@pavlodarenergo.kz</a>,</li> <li>- Hotline - 39- 95-09.</li> </ul> </li> </ul> <p>Meeting of the Conciliation Committee are held as far as new addresses are received. Labor disputes are settled with the participation of labor unions, Company's HR Department, top management. Employees may discuss all disputable matters before meeting by making the appointment at General Director.</p>
<p><b>Labor union</b></p> 	<p>Execution of collective agreement Organization of leisure and rest</p>	<p>"Local Union of Energy System Employees of Pavlodarenergo" NGO 27 Krivenko Street, Pavlodar, 140000, RK, Room 504, Tel.: 39-97-85</p> <p>149 Kamzina Street, Pavlodar, tel.: 60-60-60</p> <p>76 Toraigyrova Street, Pavlodar. Tel.: 75-14-50, 27 Krivenko Street, Pavlodar, Tel.: +77015116023</p>	<p>V.A. Yermolayev, Chairman of "Local Union of Energy System Employees of Pavlodarenergo" NGO <a href="mailto:profkom_pv@bk.ru">profkom_pv@bk.ru</a></p> <p>M.F. Sarycheva, Chairman of the Shop Committee of "Pavlodarskiye teplovye seti" LLP <a href="mailto:M.Saryicheva@pavlodarenergo.kz">M.Saryicheva@pavlodarenergo.kz</a></p> <p>B.K. Toleubayev, Chairman of the Shop Committee of PEDC JSC <a href="mailto:B.Toleubaev@pavlodarenergo.kz">B.Toleubaev@pavlodarenergo.kz</a></p> <p>K.M. Tokatova, Chairman of the Shop Committee of Pavlodarenergosbyt LLP <a href="mailto:chancel@pavlodarenergo.kz">chancel@pavlodarenergo.kz</a></p>	<p>In 2017, a new collective agreement of the PAVLODARENERGO group of companies until 2019 (January-February) will remain in effect.</p> <p>Annual holding of shop conferences with the labor union progress report is planned.</p> <p>Coverage of labor union activity in newspaper "Energetik" (published twice a month), on the corporate website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>, on Company's page in Facebook <a href="https://www.facebook.com/pavlodarenergo">https://www.facebook.com/pavlodarenergo</a> (as and when necessary).</p>




<p><b>Local communities</b></p> 	<p>Impact of the enterprise activity</p> <p>Public hearings on approval of tariff estimates</p>	<p>Company's office 27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHPP-3, CHPP-2, Ekibastuz - ECHPP Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a></p> <p>Official Company's account in Facebook</p>	<p>Reception of PE JSC Tel.: 39-95-06, Fax: 32-97-88, <a href="mailto:pavlodarenergo@pavlodarenergo.kz">pavlodarenergo@pavlodarenergo.kz</a></p> <p>PRD of PE JSC Tel./Fax: 39-98-70 <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> Acting head of PRD O.A. Yemelyanova Hotline 903-309.</p>	<p><b>In 2017, the following sources and measures will be used when working with the local community:</b></p> <ul style="list-style-type: none"> <li>- <b>Written and e-mail requests of consumers on a permanent basis.</b> Requests of consumers shall be sent to the Company in form of written applications, via postal service, telephone communication, or Internet. Written and e-mail requests shall be registered, and a reply shall be submitted by a specialist (with the specification of contact details) under the hand of a manager; phone requests shall be sent to specialists, who analyze needs and monitor the consumer satisfaction level. The management shall be provided with the Customer Communication Report and suggestions on the improvement of service quality.</li> <li>- <b>Hot line (on a permanent basis).</b> Hot line number is 39-95-50 and specified on the Company's website and in payment slips.</li> <li>- <b>Contact Center of Pavlodarenergosbyt, LLP.</b> Multichannel line 903-309. Reference information regarding the power supply. Processing of complaints towards the quality of power supply or electricity; acceptance of values from hot water and electric energy meters.</li> <li>- <b>Columns for consumer feedback: Feedback, Questions–Answers, Anti-corruption (on a permanent basis).</b> In service centers and on the Company's website, consumers are offered to receive, fill-in, and send to the Company a Complaint Form.</li> <li>- <b>Outside MM (as and when necessary).</b> Placement of information on held public hearings, briefings, round tables, conferences, and press tours.</li> <li>- <b>Round tables regarding protection of consumers in Pavlodar and Ekibastuz (as and when necessary).</b></li> <li>- <b>Press conferences regarding relevant topics with the participation of managers of PE, JSC's enterprises (as and when necessary).</b></li> <li>- <b>Public hearings for the consideration of reports on the approval of tariff estimate for generation, supply, and transfer of thermal and electric energy (as and when necessary).</b></li> <li>- <b>Public hearings. Reports on the Environmental Action Plan pursuant to the Environmental Action Plan of Pavlodarenergo, JSC for 2015–2019</b> <a href="http://pavlodarenergo.kz/assets/files/finotch/Plan_OOS_PE_2015_2019.doc">http://pavlodarenergo.kz/assets/files/finotch/Plan_OOS_PE_2015_2019.doc</a></li> </ul> <p><b>Announcement in newspapers "Zvezda Priirtyshya" and "Saryarka Samaly" (as</b></p>
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				<p><b>and when necessary).</b> Provision of information on the investment project submission for a state environment impact assessment, on repair works, thermal- and electric energy outages, provision of specifications on the Company's website.</p>
<p><b>State authorities</b></p> 	<p>Interaction with state authorities; Participation of the enterprise in activities of the city and the region</p> <p>Preparation for heating season</p>	<p>Company's office 27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHPP-3, CHPP-2, Ekibastuz - ECHPP Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a></p>	<p>Reception of PE JSC Tel.: 39-95-06, Fax: 32-97-88, <a href="mailto:pavlodarenergo@pavlodarenergo.kz">pavlodarenergo@pavlodarenergo.kz</a> Top managers of the group of enterprises of PE JSC PRD of PE JSC Tel./Fax: 39-98-70 <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> Acting head of PRD O.A. Yemelyanova Hotline 903-309.</p>	<p><b>Letters and requests sent by controlling and state authorities on a permanent basis.</b></p> <p>Incoming correspondence shall be registered in the registration log and forwarded to an addressee. All replies shall be agreed and signed by a relevant manager.</p> <p><b>Meetings of the executive staff regarding the preparation of the housing stock to heating season (six times a week).</b> Managers of enterprises of PAVLODARENERGO group (or appointed responsible persons) take part in the event together with state and controlling authorities.</p> <p><b>Reporting of managers of local executive authorities to public.</b> Compulsory participation of power transmission providers' and power supply company's representatives.</p> <p><b>Outside MM, Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> (once a year).</b> Placement of requirements regarding the obligatory actions for timely and qualitative preparation of heat supply systems to the next heating season.</p> <p><b>Compiling and placement of a video clip about the need to install building-level heat meters in MM.</b> Together with the press service of Akim of Pavlodar.</p> <p><b>Website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> (on a permanent basis).</b> Placement of information on scheduled and emergency power outages with the specification of periods in the column "Planned Outages" <a href="http://pavlodarenergo.kz/ru/informacziya-o-planovyix-otklyucheniyax.html">http://pavlodarenergo.kz/ru/informacziya-o-planovyix-otklyucheniyax.html</a></p> <p><b>Placement of information on public hearings, changes in cash office work hours.</b> MM: "Zvezda Priirtyshya" and "Saryarka Samaly", "Irbis TV", "Vesti Ekibastuza", "Ekibastuz City TV Company" (as and when necessary), "Nasha Zhizn", "Semyorka".</p> <p><b>Blog of Akim of the region (daily).</b> Monitoring of the Blog of Akim of the region regarding consumer complaints towards divisions of the Company.</p> <p><b>Meetings and tours for official representatives of state authorities (as and when necessary).</b></p>

<p><b>Controlling authorities</b></p> 	<p>Fulfillment of investment commitments</p>	<p>Company's office 27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHPP-3, CHPP-2, Ekibastuz - ECHPP Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a></p>	<p>Reception of PE JSC Tel.: 39-95-06, Fax: 32-97-88, <a href="mailto:pavlodarenergo@pavlodarenergo.kz">pavlodarenergo@pavlodarenergo.kz</a> Top managers of the group of enterprises of PE JSC,</p> <p>PRD of PE JSC Tel./Fax: 39-98-70 <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a></p> <p>Acting head of PRD O.A. Yemlyanova</p> <p>Hotline 903-309.</p>	<p><b>Meetings in akimats of Pavlodar, Ekibastuz, Aksu regarding the passing of heating season (six times a week).</b></p> <p><b>Press tours to objects of PAVLODARENERGO, JSC, PEDC, JSC, and PTS, LLP with respect of intended use of funds received in the result of a tariff rise.</b> Press tours shall be held together with the Department of the Committee on Regulation of Natural Monopolies and Protection of Competition over Pavlodar region.</p> <p><b>Press release of PAVLODARENERGO, JSC regarding the preparation of Pavlodar CHPP-2, CHPP-3, and ECHPP to the heating season (annually).</b></p> <p><b>Press release of PAVLODARENERGO, JSC regarding the preparation of Pavlodarskiye Teplovyye Seti, LLP and "PEDC" JSC to the heating season (annually).</b></p> <p><b>Public hearings:</b> Reports of PE, JSC's enterprises on the activity on provision of regulated services: production of thermal energy, supply, transfer, and distribution of thermal and electric energy in Pavlodar and Ekibastuz over 2017. PE, JSC's report on the use of investment commitments over 2017 for Pavlodar and Ekibastuz. Consideration of a tariff for electric energy supply services in Pavlodar.</p>
<p><b>Suppliers, contractors, customers</b></p> 	<p>Provision of transparency in tendering processes</p>	<p>Company's office 27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHPP-3, CHPP-2, Ekibastuz - ECHPP Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a></p>	<p>Reception of PE JSC Tel.: 39-95-06, Fax: 32-97-88, <a href="mailto:info@pavlodarenergo.kz">info@pavlodarenergo.kz</a> Top managers of the group of enterprises of PE JSC PRD of PE JSC Tel./Fax: 39-98-70 <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> Head of PRD O.A. Yemlyanova Hotline 903-309.</p>	<p>Newspaper "Zakup Info", website: <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>. Placement of announcements on tender holding and results.</p> <p><b>Summarizing of competition and tender results.</b> Envelopes with price quotations shall be opened in public in the Company's office in presence of tenderers and all concerned.</p> <p><b>Column on the Company's site - Anti-corruption hot line (on a permanent basis).</b> There is a feedback form on the corporate website, which allows addressing to the Company's management with a complaint or suggestions. All messages incoming to PRD shall be forwarded to the General Director of PE, JSC for further consideration.</p>
<p><b>Universities, colleges, employment centers</b></p>	<p>Conducting internship and recruitment of the graduates</p>	<p>Company's office 27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHPP-3, CHPP-2, Ekibastuz - ECHPP Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> Official Company's</p>	<p>Reception of PE JSC Tel.: 39-95-06, Fax: 32-97-88, <a href="mailto:info@pavlodarenergo.kz">info@pavlodarenergo.kz</a> Top managers of the group of enterprises of PE JSC PRD of PE JSC Tel./Fax: 39-98-70 <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a></p>	<p>In 2017, implementation of the PROFENERGY Project aimed at training of high-grade young specialists will be continued in PE.</p> <p>In 2017, the competition of research papers for students of institutions of higher and secondary education of Pavlodar and Ekibastuz will be continued. Reward for the best research paper is a personal scholarship of General Director of PE.</p> <p>In 2017, the following is planned: - Participation in vacancy fairs arranged by universities, colleges, employment centers</p>




		<p>account in Facebook</p>	<p>Head of PRD O.A. Yemelyanova Hotline 903-309. HRD of PE JSC Head of HRD L.A. Smirnova, Tel.: 39-95-09. <a href="mailto:info@pavlodarenergo.kz">info@pavlodarenergo.kz</a></p>	<p>(as and when necessary). - Provision of an on-the-job training to students of subject-oriented universities (once a year). - Issue of the Booklet "Molodoi Energetik" to distribute it in universities and colleges in order to involve graduates of universities and secondary specialized colleges to the Company's enterprises.</p>
<p><b>Mass media</b></p> 	<p>Information about activity of the enterprise</p>	<p>Company's office 27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHPP-3, CHPP-2, Ekibastuz - ECHPP Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> Official Company's account in Facebook.</p>	<p>Reception of PE JSC Tel.: 39-95-06, Fax: 32-97-88, <a href="mailto:info@pavlodarenergo.kz">info@pavlodarenergo.kz</a></p> <p>PRD of PE JSC Tel./Fax: 39-98-70 <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> Head of PRD O.A. Yemelyanova Hotline 903-309.</p>	<p>In 2017, it is planned to work:</p> <ul style="list-style-type: none"> <li>- with local and republican MM (on a permanent basis) to place printed materials and video plots about the Company's activity;</li> <li>- in Internet, social networks, emailing. Placement of announcements on important Company's events, references to press releases, invitations to press events, prompt comments on occurring events;</li> <li>- on websites <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>, <a href="http://www.pavlodarnews.kz">www.pavlodarnews.kz</a>, <a href="http://www.pavon.kz">www.pavon.kz</a>, <a href="http://www.smartpavlodar.kz">www.smartpavlodar.kz</a>;</li> <li>- issue of the Annual Report for 2016. A hard copy of the Annual Report is assumed to be distributed among stakeholders, online version of the Annual Report will be placed on website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a></li> <li>- SMM (weekly): Promotion of information placed on the Company's website using Facebook account.</li> </ul>
<p><b>NGO</b></p> 	<p>Environmental issues, social activity etc.</p>	<p>Company's office 27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHPP-3, CHPP-2, Ekibastuz - ECHPP Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a></p> <p>Official Company's account in Facebook.</p>	<p>Reception of PE JSC Tel.: 39-95-06, Fax: 32-97-88, <a href="mailto:info@pavlodarenergo.kz">info@pavlodarenergo.kz</a></p> <p>Environmental Protection Department of PE JSC - T.A. Koval, Head of EPD</p> <p>PRD of PE JSC Tel./Fax: 39-98-70 <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> Head of PRD O.A. Yemelyanova Hotline 903-309.</p>	<p>Press tours for MM and NGO representatives are planned in 2017. Invitation of NGO representatives.</p> <p>Public hearings are planned in 2017. Invitation of representatives of "Consumer Protection Society" NGO, "ECOM" NGO, "Ecology World" NGO etc. for the participation in all public hearings arranged by enterprises of PE, JSC.</p> <p>Provision of environmental transparency Placement of reports on plans and results of the implementation of projects oriented on the improvement of production ecological parameters on the Company's corporate website: <a href="http://pavlodarenergo.kz/ru/ekoloqiya/otchetnost.html">http://pavlodarenergo.kz/ru/ekoloqiya/otchetnost.html</a></p> <p>Hotline of Environmental Service of PE: 39-97-01 is also placed at the Company's website.</p>


Stakeholders Engagement Plan of Public Relations Department of SEVKAZENERGO JSC


1. Region: North-Kazakhstan

2. Community: Petropavlovsk, city code: 7152


Key project objects/ impact near communities	Type of information	Location of disclosed environmental and social information and consultations	Name, contact phone number	Information distribution source
3	4	5	6	7
<p><b>Employees</b></p> 	Occupational and health safety	Company office - 215 Zhabayev Street, Petropavlovsk, 150000, RK; Petropavlovsk CHP-2 – 28 Ya. Gashek Street Company website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a>	Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a> Top managers of group of enterprises of SKE JSC HRD of SKE JSC N.V. Kim, Head of HRD Tel.: 41-03-29 Tel.: 41-28-29 (130)	In 2017, pursuant to requirements of the Labor Code of the RK and in order to create healthy and safe working conditions, increase culture and aesthetics of production, SKE plans to develop the Action Plan on labor safety, industrial hygiene, and fire safety. These actions shall comply with requirements of OHSAS 18001:2007.
	Disclosure of information on the Company's activity	Company office - 215 Zhabayev Street, Petropavlovsk, 150000, RK; Petropavlovsk CHP-2 – 28 Ya. Gashek Street Company website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a>	PRD of SKE JSC 41-29-39 <a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a>  A.M. Ageyev Acting Head of PRD	<p><b>Informing of employees on the Company's activity:</b></p> <ul style="list-style-type: none"> <li>• in newspaper "Energetik Severnogo Kazakhstan" (published once a month);</li> <li>• on the corporate website <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> (updated on the website - twice a week)</li> <li>• in the Facebook social network</li> </ul> <p>Topics of information to be distributed: organization of leisure and rest of employees; benefits package; union activities, veterans organization, charity; presentation of sport and festive events, HSE regulations publication; employees and significant events in the Company's life; innovations in HR policy and changes in management composition.</p>





	<p>Social assistance and support</p> <p>Labor dispute settlement procedure</p>			<p><b>Announcement boards (as and when necessary).</b> It is planned to continue work on Placement of announcements, management congratulations, sport event schedules, HSE information, rules of labor dispute consideration, information of labor union committees, Company's quality, energy management, and environmental policies etc.</p> <p><b>Intranet website for employees:</b> <a href="http://ae-main/itsite/">http://ae-main/itsite/</a> It is planned to continue the updating of information for Company's employees including regulatory and legal framework, HR policy, regulatory documents, and information of the Risk Management Division on the website. News content will be updated weekly; announcement board and congratulations will be updated monthly. Besides, it is planned to continue the placement of video and photographic materials on the Company's activity including news items and newspaper articles.</p> <p><b>E-mail distribution of messages on the most significant events and achievements to employees (on a permanent basis).</b></p> <p><b>Consultation of employees regarding personal matters by Company's management (as and when necessary).</b></p> <p><b>Feedback mechanism:</b></p> <ul style="list-style-type: none"> <li>- It is offered to write an e-mail to the e-mail address: <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a>. The Secretary shall submit all incoming messages to the management.</li> <li>- It is suggested to send a message using a feedback form on the website <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> (Feedback, Anti-Corruption Hot Line). Received messages are forwarded to the management, which shall either entrust the relevant services to prepare a reply or invite a message author for consultation.</li> <li>- It is additionally suggested to send a message to e-mail address for requests of employees: <a href="mailto:N.Kim@sevkazenergo.kz">N.Kim@sevkazenergo.kz</a>, or to use the hotline – 41-03-29, Ext. No.: 4-46.</li> </ul> <p><b>Meeting of the Conciliation Committee (as far as new appeals are received).</b> Settlement of labor disputes with the participation of labor union, Company's HR Department, top management. Employees may discuss all disputable matters before meeting by making the appointment at General Director.</p> <p><b>Outside MM (as and when necessary).</b> Placement of information on Company's employees.</p>
<p><b>Labor union</b></p> 	<p>Execution of collective agreement</p> <p>Organization of leisure and rest</p>	<p>Branch of "Labor Union Organization" of "SKE" JSC, 28 Y. Gashek Street, Petropavlovsk, 150000, RK, PCHP-2. Tel.: 52-02-87</p> <p>Branch of "Labor Union Organization" of SKE JSC, 28 Y. Gashek Street,</p>	<p>Chairman of branch of "Labor Union Organization" of SKE JSC Ye.V. Kelba Tel.:52-02-87, Ya. Gashek Street, Petropavlovsk, 150000, RK, Petropavlovsk CHP-2 – 28 Tel.:52-02-87 <a href="mailto:E.Kelba@sevkazenergo.kz">E.Kelba@sevkazenergo.kz</a></p>	<p><b>Collective agreements of enterprises of SEVKAZENERGO Group</b></p> <p>Annual holding of shop conferences with the labor union progress report is planned.</p> <p>Labor collective conferences are held in organization departments (once five years).</p> <p>Planned representation of the labor union's activity:</p> <ol style="list-style-type: none"> <li>1. in Corporate newspaper "Energetik Severnogo Kazakhstan" (as and when necessary);</li> <li>2. on the corporate website <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> (as and when necessary), at</li> </ol>




		<p>Petropavlovsk, 150000, RK, PCHP-2. Tel.: 52-02-87</p> <p>Labor Union Committee of NK EDC JSC, 144 A. Shazhimbayev Street, Petropavlovsk, 150 000, RK. Tel.: 31-42-17</p> <p>Labor Union Committee of Petropavlovsk Heating Networks LLP, 23 Stroitel'naya Street, Petropavlovsk, 150 000, RK. Tel.: 52-26-77</p> <p>Employee representative of Sevkazenergosbyt LLP, RK, 66 Zhumabayev Street, Petropavlovsk, 150 007. Tel.: 36-38-52</p>	<p>Chairman of Labor Union Committee of NK EDC JSC Ye.V. Pomogalova Tel.: 31-42-17, Ext. 33 80</p> <p>Chairman of Labor Union Committee of Petropavlovsk Heating Networks LLP V.A. Burakova Ext. 2-76 <a href="mailto:V.Burakova@sevkazenergo.kz">V.Burakova@sevkazenergo.kz</a></p> <p>N.I. Tabachuk Tel.: +7 (7152) 36-38-52, Ext. 63 22 <a href="mailto:N.Tabachuk@sevkazenergo.kz">N.Tabachuk@sevkazenergo.kz</a></p>	<p>3. announcement boards; on the intranet website for the Company's employees <a href="http://ae-main/itsite/">http://ae-main/itsite/</a> (as and when necessary).</p>
<p><b>Local communities</b></p> 	<p>Impact of the enterprise activity Public hearings on approval of tariff estimates</p>	<p>Company office - 215 Zhabayev Street, Petropavlovsk, 150000, RK;</p> <p>Company website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a></p>	<p>Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a></p> <p>PRD of SKE JSC 41-29-39 <a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a></p> <p>A.M. Ageyev, Acting Head of PRD</p> <p>Environmental Protection Department A.V. Aitikeyeva Tel.: 31-70-22</p>	<p><b>In 2017, the following sources and measures will be used when working with the local community:</b></p> <ul style="list-style-type: none"> <li>- <b>Written and e-mail requests of consumers (on a permanent basis).</b> It is suggested to send requests of consumers to a subsidiary company in form of written applications, via postal service, telephone communication, or Internet. Written requests shall be registered, and a reply shall be submitted by a specialist (with the specification of contact details) under the hand of a manager; e-mail messages shall be sent to employees of the Contact Center of Sevkazenergosbyt, LLP, who prepare a competent reply (pursuant to the Regulation of SEVKAZENERGO, JSC's Corporate Group Stakeholder Engagement (Reg. No.10.186.2014)); phone requests shall be sent to specialists, who analyze needs and monitor the consumer satisfaction level. The management shall be provided with the Customer Communication Report and suggestions on the improvement of service quality.</li> <li>- <b>Hot line (on a permanent basis).</b> Number of the call center multi-channel hot line 500-666 is specified on the Company's website and in receipts for service consumers.</li> </ul>



				<ul style="list-style-type: none"> <li>- <b>Columns for consumer feedback: Feedback, Questions–Answers, Anti–corruption (on a permanent basis).</b> In service centers and on the Company’s website, consumers are offered to receive, fill-in, and send to the Company a Complaint Form, in which a consumer may point out the revealed disadvantages at the receiving thermal- and power supply services.</li> <li>- <b>Outside MM (on a permanent basis).</b> Placement of information on held public hearings, briefings, round tables, conferences, and press tours.</li> <li>- <b>Round tables regarding the passing through a heating season in Petropavlovsk (annually).</b></li> <li>-</li> <li>- <b>Round tables regarding the investment program implementation (as and when necessary).</b></li> <li>- <b>Public hearings regarding the fulfillment of investment commitments by SKE, JSC (March of 2016).</b></li> <li>- <b>Public hearings regarding the approval of tariff estimate for generation, supply, and transfer of thermal and electric energy (as and when necessary).</b></li> <li>- <b>Press tours to objects of the SKE, JSC corporate group modernization (June–September).</b></li> <li>- <b>Public hearings of reports on the Environmental Action Plan (as and when necessary).</b></li> <li>- <b>Website <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> (weekly).</b> Placement of information on repair works, thermal and electrical energy outages, provision of specifications.</li> </ul>
<p><b>State authorities</b></p> 	<p>Interaction with state authorities; Participation of the enterprise in activities of the city and the region Preparation for heating season</p>	<p>Company office - 215 Zhabayev Street, Petropavlovsk, 150000, RK;</p> <p>Company website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a></p>	<p>Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a></p> <p>Top managers of the group of enterprises of SKE JSC PRD of SKE JSC Tel.: 41-29-39 <a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a> A.M. Ageyev, Acting Head of PRD</p>	<p><b>Letters and requests sent by controlling and state authorities (on a permanent basis).</b> Incoming correspondence shall be registered in the registration log and forwarded to an addressee; a reply shall be agreed and signed by a relevant manager.</p> <p><b>Meetings of the executive staff regarding the preparation of the housing stock to heating season (June–September, weekly).</b> Managers of enterprises of SEVKAZENERGO, JSC corporate group (or appointed responsible persons) shall plan the participation in the event together with state and controlling authorities.</p> <p><b>Outside MM, Company’s website <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> (as and when necessary).</b> Placement of requirements regarding the obligatory actions for timely and qualitative preparation of heat supply systems to the next heating season.</p>

				<p><b>Website</b> <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> (on a permanent basis). Placement of information on scheduled and emergency power outages with the specification of periods.</p> <p><b>MM: TRC "Kazakhstan-Petropavl", newspapers: "Severny Kazakhstan", "Soltustik Kazakhstan", "Prospekt SK", and "Kyzylzhar Nury" (as and when necessary).</b> Placement of information on public hearings, changes in cash office work hours.</p> <p><b>Meetings and presentations (tours) for official representatives of state authorities (as and when necessary).</b></p> <p><b>Blog of Akim of the region (weekly).</b> Monitoring of the Blog of Akim of the region regarding consumer complaints towards divisions of the Company.</p>
<p><b>Controlling authorities</b></p> 	Fulfillment of investment commitments	<p>Company office - 215 Zhabayev Street, Petropavlovsk, 150000, RK;</p> <p>Company website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a></p>	<p>Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a></p> <p>Top managers of the group of enterprises of SKE JSC</p> <p>PRD of SKE JSC Tel.: 41-29-39 <a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a> A.M. Ageyev, Acting Head of PRD Hot line 41-29-39</p>	<p>In 2017, the following events are planned:</p> <ul style="list-style-type: none"> <li>- Press tours with respect to the intended use of funds obtained under the State Program "Tariff in Exchange for Investments" (as and when necessary).</li> <li>- Public hearings regarding the representation of results of the investment program implementation (four times a year).</li> <li>- Meetings of official representatives of controlling and state authorities (as and when necessary).</li> <li>- Outside MM (as and when necessary). Publication of materials on the Company's interaction with controlling authorities.</li> </ul>
<p><b>Suppliers, Contractors, Customers</b></p> 	Provision of transparency in tendering processes	<p>Company office - 215 Zhabayev Street, Petropavlovsk, 150000, RK; Logistics Department of SKE JSC Company's website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a></p>	<p>Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a> Y.K. Vizner Head of PM of SKE JSC Reception Tel.: 41-24-42 PRD of SKE JSC Tel.: 41-29-39 <a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a> A.M. Ageyev, Acting Head of PRD Hotline - 31-43-92</p>	<p><b>Newspaper "Zan" (as and when necessary).</b> Placement of tender announcements.</p> <p>Arrangement and holding of tenders pursuant to all applicable laws. Results of competitions and tenders shall be announced in public in the Company's office by opening the envelopes in presence of tenderers and all interested people.</p> <p><b>Meeting with contractors and customers based on the results of work (weekly).</b></p> <p><b>Column on the Company's site - Anti-corruption hot line (on a permanent basis).</b> It offers to address to the Company with a complaint or suggestion.</p>



<p><b>Universities, colleges, employment centers</b></p> 	<p>Conducting internship and recruitment of the graduates</p>	<p>Company office - 215 Zhabayev Street, Petropavlovsk, 150000, RK; Logistics Department of SKE JSC Company's website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a></p>	<p>Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a></p> <p>HRD of SKE JSC N.V. Kim, Head of HRD Tel.: 41-03-29 Tel.: 41-28-29 (130) PRD of SKE JSC Tel.: 41-29-39 <a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a> A.M. Ageyev, Acting Head of PRD</p>	<p>In 2017, implementation of the PROFENERGY Project aimed at training of high-grade young specialists will be continued in SKE.</p> <p>In 2017, the competition of research papers for students of institutions of higher and secondary education of Petropavlovsk will be continued. Reward for the best research paper is a personal scholarship of General Director of SKE.</p> <p>In 2017, the following is planned:</p> <ul style="list-style-type: none"> <li>- Participation in vacancy fairs arranged by universities, colleges, employment centers (as and when necessary).</li> <li>- Provision of an on-the-job training to students of subject-oriented universities (once a year).</li> <li>- Temporary job placement to the period of summer holidays for students of subject-oriented specialties.</li> <li>- Briefings with graduates of subject-oriented specialties in educational institutions of the city (as and when necessary).</li> <li>- Participation in work of examining boards (annually).</li> </ul>
<p><b>Mass media</b></p> 	<p>Information about activity of the group of SKE JSC's enterprises</p>	<p>Company office - 215 Zhabayev Street, Petropavlovsk, 150000, RK;  Company's website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a></p>	<p>PRD of SKE JSC Tel.: 41-29-39 <a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a> A.M. Ageyev, Acting Head of PRD</p>	<p>In 2017, it is planned to work:</p> <ul style="list-style-type: none"> <li>- <b>Local and republican MM (on a permanent basis).</b> Placement of printed materials and video plots about the Company's activity;</li> <li>- <b>Emailing (twice a week).</b> Placement of announcements on important Company's events, references to press releases, invitations to press events, prompt comments on occurring events;</li> <li>- <b>Internet, social networks, emailing.</b> Placement of announcements on important Company's events, references to press releases, invitations to press events, prompt comments on occurring events;</li> <li>- <b>Issue of the Annual Report for 2016.</b> A hard copy of the Annual Report is assumed to be distributed among stakeholders, online version of the Annual Report will be placed on website <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a></li> <li>- Promotion of information placed on the Company's website using Facebook account</li> </ul>
<p><b>NGO</b></p> 	<p>Problems of business sector, social issues</p>	<p>Company office - 215 Zhabayev Street, Petropavlovsk, 150000, RK;  Company's website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a></p>	<p>Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a></p> <p>PRD of SKE JSC Tel.: 41-29-39 <a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a> A.M. Ageyev, Acting Head of PRD</p>	<p>Representatives of NGOs of the North-Kazakhstan region were invited to participate in press tours and public hearings held throughout the year.</p> <p>Besides, in 2016, the following events were conducted with the participation of non-governmental organizations:</p> <p>06.05.16 – A festive performance in the "Alakai" child daycare center with the participation of representatives of veterans organizations devoted to the 71<sup>st</sup> anniversary of the GPW Victory Day;</p> <p>09.05.16 – Participation of managers of the enterprises of SEVKAZENERGO JSC's group, veterans organizations of the Company in city events devoted to celebration of the 9<sup>th</sup> of May;</p> <p>06-09.05.16 – Congratulations of GPW veterans, who worked in the Company, with the Victory Day;</p> <p>22.08.16 – "A Way to School" campaign was conducted together with labor unions of SEVKAZENERGO JSC: provision of money to purchase school supplies for schoolchildren from</p>



				<p>needy families.</p> <p>Top managers of enterprises of SEVKAZENERGO JSC's group took part in open meetings with representatives of small and medium enterprises on the basis of the Chamber of Enterprises of NKR, as well as in round tables, meetings, and other events with representatives of NGO.</p> <p>In 2016, 3 public hearings regarding environmental projects were held:</p> <ol style="list-style-type: none"> <li>1. Project "Environmental Impact Assessment" to the detailed design "Modernization of CHPP-2 with the Replacement of Turbine Unit No.1";</li> <li>2. Environmental Action Plan at modernization of CHPP-2 with the replacement of turbine unit No.1;</li> <li>3. Environmental Action Plan of SKE JSC for 2016-2018 in order to obtain air emission permit.</li> </ol> <p>The following air emission permits were obtained:</p> <ol style="list-style-type: none"> <li>1. Air emission permit at modernization of TU No.1;</li> <li>2. Air emission permit at reclamation of ash dump No.3.</li> </ol> <p>To comply with environmental legislation of the RK with regard to a greenhouse gas formation, SKE obtained an additional Greenhouse Emission Certificate for 2016.</p> <p>Based on results of these events, presentation of interaction with nongovernmental organizations and local communities is carried out on a regular basis on the Company's website <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> and in MM. Total 50 articles were published in mass media on this subject in 2016.</p>
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### Stakeholders Engagement Plan 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 objects/ impact near communities	Type of information	Location of disclosed environmental and social information and consultations	Name, contact phone number	Information distribution source
3	4	5	6	7
	Occupational and health safety	2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC  Office of AEDC- Energosbyt LLP 42 Seifullin Street, Astana, RK  Company's website <a href="http://www.arek.kz">www.arek.kz</a>	Reception of AEDC JSC Tel.: 37-12-90 Fax: 37-10-37 e-mail: <a href="mailto:kence@arek.kz">kence@arek.kz</a> Heads of divisions of AEDC: T.V. Buling, Head of HRD Tel.: 37-48-03 G.N.Ganol, Head of HSE Service: Tel.: 48-91-46 R.M. Zhakupov, Head of CD&E Unit (Civil Defense and Emergency Unit): Tel.: 48-91-46	In 2017, pursuant to requirements of the Labor Code of the RK and in order to create healthy and safe working conditions, increase culture and aesthetics of production, AEDC plans to develop the Action Plan on labor safety, industrial hygiene, and fire safety.  <b>In 2017, the following is planned:</b> <ul style="list-style-type: none"> <li>• Annual compulsory training on occupational safety in own training center.</li> <li>• Holding of annual professional skill competitions at the levels of line-shop sites, district electric networks, interdistrict and republican electric networks.</li> <li>• Holding of "Safety Days" at the Company's branches.</li> </ul>
	Information on the Company's activity	2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC  Office of AEDC- Energosbyt LLP 42 Seifullin Street, Astana, RK	Reception of AEDC JSC Tel.: 37-12-90 Fax: 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> PRD of AEDC JSC Tel.: 27-48-30, R. Sadykova <a href="mailto:pressa@arek.kz">pressa@arek.kz</a>	<b>Informing of employees on the Company's activity:</b> <ul style="list-style-type: none"> <li>• In newspaper "Vesti AREK" (published once a month);</li> <li>• On the corporate website <a href="http://www.arek.kz">www.arek.kz</a> (updated on the website – once a week)</li> </ul> Topics of information to be distributed: organization of leisure and rest of employees; benefits package; union activities, veterans organization, charity; presentation of sport and festive events, HSE regulations publication; employees and significant events in the Company's life; innovations in HR policy and changes

		Company's website <a href="http://www.erek.kz">www.erek.kz</a>		<p>in management composition; presentation of activity of the health and recreation resort "Energetik", summer camp "Elektronik" etc.</p> <ul style="list-style-type: none"> <li>• <b>Announcement boards (as and when necessary)</b></li> </ul> <p>Type of information to be distributed : announcements, management congratulations, sport event schedules, HSE information, rules of labor dispute consideration, information of labor union committees, Company's quality, energy management, and environmental policies etc.</p> <ul style="list-style-type: none"> <li>• <b>Emailing of messages on the most significant events and achievements to employees (as and when necessary).</b></li> <li>• <b>Consultation of employees regarding personal matters carried out by the Company's chief executive officer each Wednesday by previous appointment from 11:00 to 12:00.</b></li> <li>• <b>Feedback mechanism:</b> Messages received to the website <a href="http://www.erek.kz">www.erek.kz</a> and via hotline to be forwarded by PRD to the relevant services for consideration and preparation of a reply.</li> </ul>
<p><b>Labor union</b></p> 	<p>Execution of collective agreement</p> <p>Organization of leisure and rest</p>	<p>Territorial labor union organization (LUO) of AEDC JSC</p> <p>Branches of "Kazelektroprofsoyuz" NGO – LUO of Akmola IEN, LUO of Stepnogorsk IEN (Intersystem Electric Networks)</p>	<p>V.V. Pen'kova, Chairman of LUO of Akmola IEN Tel.: 43-71-64</p> <p>T.N. Zaugol'nikova, Chairman of LUO of Stepnogorsk IEN Tel.: 37-36-09</p>	<p><b>Approval of collective agreement (annually).</b> Analysis of effect of the collective agreement, hearing of progress reports, Chairman election.</p> <p><b>Arrangement of celebration of national and state holidays</b> (in accordance with the Labor Law of the RK).</p> <p><b>Holding of sport events in IEN and REN.</b></p> <p><b>Spartakiad Games devoted to the Kazakhstan Independence Day.</b></p> <p><b>Arrangement of participation in city-wide sport tournaments (as and when necessary).</b></p>
<p><b>Local communities</b></p> 	Impact of the enterprise activity.	<p>2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC</p> <p>Office of AEDC- Energosbyt LLP 42 Seifullin Street, Astana, RK</p> <p>Company's website <a href="http://www.erek.kz">www.erek.kz</a></p>	<p>Reception of AEDC JSC Tel.: 37-12-90 Fax: 37-10-37 e-mail: <a href="mailto:kence@erek.kz">kence@erek.kz</a></p> <p>PRD of AEDC JSC Tel.: 27-48-30, R. Sadykova <a href="mailto:pressa@erek.kz">pressa@erek.kz</a></p>	<p><b>In 2017, the following sources and measures will be used when working with the local community:</b></p> <ul style="list-style-type: none"> <li>- <b>Online and e-mail requests of consumers (on a permanent basis).</b> Requests of consumers shall be sent to the Company via electronic or telephone communication, or Internet. All requests shall be registered in the Office and forwarded to the relevant services for consideration and preparation of a reply. Report on consumer requests received at the hotline shall be forwarded by PRD to the Economic Security Service (monthly).</li> <li>- <b>Hot line (on a permanent basis).</b> Hot line number is specified on the Company's website. Requests received at the hotline shall be registered by PRD and forwarded to the relevant services for consideration.</li> <li>- <b>Columns for consumer feedback: Internet-Reception, Questions-Answers (on a</b></li> </ul>




				<p><b>permanent basis).</b> Customer service unit, which carries out control over the arrangement of consumer claim settlement, is available in service centers and on the Company's website.</p> <ul style="list-style-type: none"> <li>- <b>Outside MM (as and when necessary).</b> Placement of information on held public hearings, briefings, and conferences.</li> <li>- <b>Announcements in newspapers "Akmolinskaya Pravda", "Arka Azhary", "Express-K" and regional publications (as and when necessary).</b> Provision of information about repair works, power outages, public hearings and tenders on public purchases.</li> <li>- <b>Press tours to objects of modernization of the Company (as and when necessary).</b></li> </ul>
<p><b>State authorities</b></p> 	Preparation to the autumn/winter season	<p>2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC</p> <p>Office of AEDC- Energosbyt LLP 42 Seifullin Street, Astana, RK</p> <p>Company's website <a href="http://www.arek.kz">www.arek.kz</a></p>	<p>Reception of AEDC JSC Tel.: 37-12-90 Fax: 37-10-37 e-mail: <a href="mailto:kence@arek.kz">kence@arek.kz</a></p> <p>PRD of AEDC JSC Tel.: 27-48-30, R. Sadykova <a href="mailto:pressa@arek.kz">pressa@arek.kz</a></p>	<p><b>Obtainment of the "Certificate on Readiness of Energy-producing and Energy-transmitting Organizations for Operation in Winter Conditions for 2017-2018".</b></p> <p><b>Meetings and tours for official representatives of state authorities (as and when necessary)</b> to energy facilities of the Company.</p> <p><b>Letters and requests sent by state and controlling authorities (on a permanent basis).</b> Incoming correspondence shall be forwarded to the Clerical Office to register it in the registration log and forwarded to an addressee; a reply shall be agreed and signed by a relevant manager.</p>
<p><b>Controlling authorities</b></p> 	Company's tariff policy	<p>2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC</p> <p>Company's website <a href="http://www.arek.kz">www.arek.kz</a></p>	<p>Reception of AEDC JSC Tel.: 37-12-90 Fax: 37-10-37 e-mail: <a href="mailto:kence@arek.kz">kence@arek.kz</a></p> <p>PRD of AEDC JSC Tel.: 27-48-30, R. Sadykova <a href="mailto:pressa@arek.kz">pressa@arek.kz</a></p>	<p>A tariff for power transmission and distribution for a long term from 01.01.2016 to 31.12.2020 was approved by Order of the Department of the Committee on Regulation of Natural Monopolies and Protection of Competition under the MNE of the RK over Akmola region dated 24.11.15.</p> <p>In 2016, Firm Kazenergonaladka LLP conducted an expert examination of technical characteristics of AEDC JSC's assets. An annual report of AEDC JSC regarding activity on regulated service of power transmission and distribution in front of consumers and other stakeholders was prepared.</p> <p>Information on implementation of measures under the investment program over 2015 was published in mass media and Internet resource.</p>
<p><b>Suppliers, contractors, customers</b></p>	Provision of transparency in tendering processes	<p>2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC 37-14-29</p> <p>Office of AEDC- Energosbyt LLP 42 Seifullin Street,</p>	<p>Reception of AEDC JSC Tel.: 37-12-90 Fax: 37-10-37 e-mail: <a href="mailto:kence@arek.kz">kence@arek.kz</a></p> <p>PRD of AEDC JSC Tel.: 27-48-30, R. Sadykova <a href="mailto:pressa@arek.kz">pressa@arek.kz</a></p>	<p><b>Obtainment of the "Certificate on Readiness of Energy-producing and Energy-transmitting Organizations for Operation in Winter Conditions for 2017-2018".</b></p> <p><b>Meetings and tours for official representatives of state authorities (as and when necessary)</b> to energy facilities of the Company.</p> <p><b>Letters and requests sent by state and controlling authorities (on a permanent basis).</b> Incoming correspondence shall be forwarded to the Clerical Office to register it in the</p>




		<p>Astana, RK</p> <p>Company's website <a href="http://www.erek.kz">www.erek.kz</a></p>	<p>D. Auezkhanova, Head of Legal Department 37-32-12</p> <p>R.S. Nukina, Head of Procurement and Contracts Department 37-14-29</p>	<p>registration log and forwarded to an addressee; a reply shall be agreed and signed by a relevant manager.</p>
<p><b>Universities, colleges, employment centers</b></p> 	<p>Conducting internship and recruitment of the graduates</p>	<p>2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC</p> <p>Office of AEDC- Energosbyt LLP 42 Seifullin Street, Astana, RK</p> <p>Company's website <a href="http://www.erek.kz">www.erek.kz</a></p>	<p>Reception of AEDC JSC Tel.: 37-12-90 Fax: 37-10-37 e-mail: <a href="mailto:kence@erek.kz">kence@erek.kz</a></p> <p>Heads of divisions of AEDC JSC: T.V. Buling, Head of HRD Tel.: 37-48-03</p> <p>G.K. Ismagambetova, Head Human Resources Division Tel.: 37-19-56 Tel.: 37-19-56</p> <p>PRD of AEDC JSC Tel.: 27-48-30, R. Sadykova <a href="mailto:pressa@erek.kz">pressa@erek.kz</a></p>	<p>In 2016, the Company entered into social partnership agreements under the Young Specialists Support Program with representatives of eight educational institutions of Astana and Akmola region.</p> <p>The Company arranged practical training for 61 students. 26 graduates were employed by the Company, among them 17 graduates had higher education, 9 - technical and professional.</p> <p>In 2016, the Company took part in a vacancy fair of the Power Engineering Department of KazATU named after S. Seifullin.</p> <p>During the year, 8 tours to power engineering facilities of the Company for students of power engineering departments of Astana and Stepnogorsk was arranged and held.</p> <p>6 articles on the topic was published in regional editions, corporate newspaper, and on the Company's website.</p> <p>Also, representatives of the Company took part in a forum devoted to issues of dual education, that took place in the vocational college (VC) of Astana for orphaned children.</p> <p>During the year, brochures, booklets, and stands were developed for graduates of power engineering departments and young specialists. Besides, a project on involvement of young specialists for further approval by the Board of Directors of AEDC was developed.</p>
<p><b>Mass media</b></p> 	<p>Information about activity of the group of AEDC JSC's enterprises</p>	<p>2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC</p> <p>Company's website <a href="http://www.erek.kz">www.erek.kz</a></p>	<p>Reception of AEDC JSC Tel.: 37-12-90 Fax: 37-10-37 e-mail: <a href="mailto:kence@erek.kz">kence@erek.kz</a></p> <p>PRD of AEDC JSC Tel.: 27-48-30, R. Sadykova <a href="mailto:pressa@erek.kz">pressa@erek.kz</a></p>	<p>In the reporting period, 30 articles was published in local mass media and went on air. Main topics – operational and financial indicators, and social projects of the Company;</p> <p>Media personnel receive complete answers to their request expeditiously and within short timeframes (as soon as requests are received).</p> <p>Great attention is paid to development of the Company's website <a href="http://www.erek.kz">www.erek.kz</a> as a principal source of information about the enterprise for external stakeholders, on which news items are posted on a weekly basis.</p>





				<p><b>13.00).</b></p> <p><b>Feedback mechanism:</b> Feedback mechanism is available. It is offered to write an e-mail to the e-mail address: <a href="mailto:aesbyt@aesbyt.kz">aesbyt@aesbyt.kz</a>. Secretary shall send the received messages to the Company management, which shall either entrust the relevant services to prepare a reply or invite a message author for consultation. Complaints of employees shall be also received by heads of divisions.</p> <p><b>Outside MM (as and when necessary).</b> Placement of information on employees of the enterprise.</p>
<p><b>Local communities</b></p> 	Public hearings on approval of tariff estimates	<p>Company office 4/1 B. Momyshtuly Avenue, 010000, Astana, RK</p> <p>Company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a></p>	<p>Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 e-mail: <a href="mailto:aesbyt@aesbyt.kz">aesbyt@aesbyt.kz</a></p> <p>Call-center: 91-88-88 Information Service: 91-83-33, I.L. Poshevelina, Head of Call-center</p> <p>T.V. Garanina, Head of Planning-and-Economic Department Tel.: 91-80-63</p> <p>L.A. Netayeva, Public Relations Specialist Tel.: 91-80-15, <a href="mailto:LNetayeva@aesbyt.kz">LNetayeva@aesbyt.kz</a></p>	<p><b>In 2017, the following sources and measures will be used when working with the local community:</b></p> <ul style="list-style-type: none"> <li>- <b>Written and e-mail requests of consumers (on a permanent basis).</b> Requests of consumers shall be sent to the Company in form of written applications, via postal service, telephone communication, or Internet. All messages shall be registered in the Document Control Department and forwarded to the Company management. A manager shall write letters to immediate performers. Upon that, consumers' letters shall be redirected to performers with an indexed accompanying card to be returned by the performer to the Document Control Department within five days.</li> <li>- <b>Phone requests</b> shall be sent to specialists, who analyze needs and monitor the consumer satisfaction level. The management shall be provided with the Customer Communication Report and suggestions on the improvement of service quality.</li> <li>- <b>Columns for consumer feedback: Internet-Reception, Questions-Answers.</b> In service centers and on the Company's website, consumers are offered to receive, fill-in, and send to the Company a Complaint Form.</li> <li>- <b>Outside MM.</b> Placement of information on held public hearings, briefings, round tables, and conferences.</li> <li>- <b>Announcement in newspapers "Vechernyaya Astana", "Astana Akshamy".</b> Provision of information concerning the changes in existing tariffs for thermal and electric energy, holding of public hearings.</li> <li>- <b>Public report on the provision of regulated services – thermal energy supply (once a year).</b></li> <li>- <b>Company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a> (as and when necessary).</b> Placement of information on the Company's activity.</li> </ul>
<b>State authorities</b>	Company's tariff policy	Company office 4/1 B. Momyshtuly Avenue, 010000, Astana, RK	Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 e-mail: <a href="mailto:aesbyt@aesbyt.kz">aesbyt@aesbyt.kz</a>	<b>Letters and requests sent by controlling and state authorities (on a permanent basis).</b> Incoming correspondence shall be registered in the Document Control Department and in the Registration Log for incoming requests, and sent to the addressee; and the reply shall be agreed and signed by a relevant manager.



		<p>Company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a></p>	<p>Heads of divisions of AES LLP L.A. Netayeva, Public Relations Specialist Tel.: 91-80-15, <a href="mailto:LNetayeva@aesbytkz.kz">LNetayeva@aesbytkz.kz</a></p>	<p><b>Meetings and briefings regarding to the discussion of tariff policy (as and when necessary).</b> Manager of AES, LLP or appointed responsible person shall take part in the event together with state and controlling authorities.</p> <p><b>Meetings of the executive staff regarding the preparation to heating season.</b> Manager of AES, LLP or appointed responsible person shall take part in the event together with state and controlling authorities.</p> <p><b>Outside MM, Company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a> (as and when necessary).</b> Concerning the changes in existing tariffs for thermal and electric energy, holding of public hearings, announcement of holding or cancellation of tenders.</p> <p><b>Meetings and tours for official representatives of state authorities (as and when necessary).</b></p> <p><b>Blog of Akim of the region (daily).</b> Monitoring of the Blog of Akim of the region regarding consumer complaints towards AES, LLP.</p>
<p><b>Controlling authorities</b></p> 		<p>Company office 4/1 B. Momyshtuly Avenue, 010000, Astana, RK</p> <p>Company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a></p>	<p>Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 e-mail: <a href="mailto:aesbytkz@aesbytkz.kz">aesbytkz@aesbytkz.kz</a></p> <p>Heads of divisions of AES LLP L.A. Netayeva, Public Relations Specialist Tel.: 91-80-15, <a href="mailto:LNetayeva@aesbytkz.kz">LNetayeva@aesbytkz.kz</a></p>	<p><b>Public hearings on approval of tariff estimate for thermal energy supply (as and when necessary).</b></p> <p><b>TV Channel "31", newspapers "Vechernyaya Astana", "Astana Akshamy" (as and when necessary).</b> Placement of announcements concerning the changes in existing tariffs for thermal and electric energy.</p>
<p><b>Suppliers, contractors, customers</b></p> 	<p>Provision of transparency in tendering processes</p>	<p>Company office 4/1 B. Momyshtuly Avenue, 010000, Astana, RK</p> <p>Company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a></p>	<p>Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 e-mail: <a href="mailto:aesbytkz@aesbytkz.kz">aesbytkz@aesbytkz.kz</a></p> <p>G.T. Mustafina, Head of Contracts Department Tel.: 91-81-04 L.A. Netayeva, Public Relations Specialist Tel.: 91-80-15, <a href="mailto:LNetayeva@aesbytkz.kz">LNetayeva@aesbytkz.kz</a></p>	<p>Announcement of holding or cancellation of tenders shall be published in the newspaper "Zakup Info". They shall be also placed on the Company's corporate website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a>, in the column "Purchases".</p> <p>Arrangement and holding of tenders shall be performed pursuant to all applicable laws. Results of competitions and tenders shall be announced in public in the Company's office by opening the envelopes in presence of tenderers and all interested people.</p> <p><b>Feedback form "Complaint Form" located on the corporate website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a></b> (on a permanent basis) allows addressing to the Company's management with a complaint or suggestions</p>



<p><b>Universities, colleges, employment centers</b></p> 	<p>Conducting internship and recruitment of the graduates</p>	<p>Company office 4/1 B. Momyshtuly Avenue, 010000, Astana, RK</p> <p>Company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a></p>	<p>Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 e-mail: <a href="mailto:aesbytkz@aesbytkz.kz">aesbytkz@aesbytkz.kz</a></p> <p>HRD of AES LLP M.M. Rupina, Head of HRD Tel.: 91-80-30 <a href="mailto:MRupina@aesbytkz.kz">MRupina@aesbytkz.kz</a> L.A. Netayeva, Public Relations Specialist Tel.: 91-80-15, <a href="mailto:LNetayeva@aesbytkz.kz">LNetayeva@aesbytkz.kz</a></p>	<p><b>In 2017, the following events are planned:</b></p> <ul style="list-style-type: none"> <li>- Provision of an on-the-job training to students of colleges and universities.</li> <li>- Meeting of representatives of the Company with graduates of subject-oriented specialties in educational institutions of the city.</li> <li>- Participation in vacancy fairs for graduates and students of universities (as and when necessary).</li> <li>- Publication of information about vacancies in such publications as "Rabota", weekly newspaper "Vakansii Astany i obucheniye", using a "crawler" message on TV channels "STV" and "31 Channel".</li> </ul>
<p><b>Mass media</b></p> 	<p>Information about activity of the enterprise</p>	<p>Company office 4/1 B. Momyshtuly Avenue, 010000, Astana, RK</p> <p>Company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a></p>	<p>Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 e-mail: <a href="mailto:aesbytkz@aesbytkz.kz">aesbytkz@aesbytkz.kz</a></p> <p>L.A. Netayeva, Public Relations Specialist Tel.: 91-80-15, <a href="mailto:LNetayeva@aesbytkz.kz">LNetayeva@aesbytkz.kz</a></p>	<p>In 2017, it is planned to work:</p> <ul style="list-style-type: none"> <li>- with local and republican MM (on a permanent basis). Placement of printed materials and video plots about the Company's activity;</li> <li>- Placement of announcements on important Company's events, references to press releases, invitations to press events, prompt comments on occurring events on the website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a></li> </ul>

President of CAEPCO JSC



Ye. A. Amirkhanov