



**STAKEHOLDERS ENGAGEMENT REPORT OF  
THE GROUP OF COMPANIES OF  
CENTRAL-ASIA ELECTRIC POWER CORPORATION, JSC  
FOR 2016**

ALMATY, 2017



## STAKEHOLDERS AND TYPE OF INFORMATION DISCLOSED IN THE REPORT

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



### 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.



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## 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  
CHP – 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

**Stakeholders Engagement Report of PAVLODARENERGO JSC**

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

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
<b>Employees</b>  	Occupational health and safety	Company's office 27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>	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 PE JSC IMMSG of PE JSC N.N. Buchneva, Head of IMMSG Tel.: 39-97-22. <a href="mailto:info@pavlodarenergo.kz">info@pavlodarenergo.kz</a>	In 2016, 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, PE JSC developed the Occupational Health & Safety Action Plan. These actions complied with requirements of OHSAS 18001:2007 Essential obligations of PE JSC under OHSAS 18001:2007 are: preservation of life and health of PE JSC's employees and representatives of third party organizations staying in the territory of PE JSC; meeting the relevant legal and regulatory requirements; compliance with OHSAS requirements at all stages of electric and thermal energy production. PE JSC was certified under the OHSAS system (in 2011). In 2016, an external audit, which confirmed validity of the certificate, was conducted. Throughout the year, 18 production meetings 129 events "Safety Day", 637 safety induction meetings, were held in business units of PAVLODARENERGO JSC.
	Disclosure of information on the Company's activity.	Company's office 27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>	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 Call-center hotline: 903-309.	In 2016, an annual report of PE for 2015 was prepared, published and posted on the website of the Kazakhstan Stock Exchange – KASE and corporate website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> . Hard copy of the report was distributed among the interested parties, such as state authorities, mass media, NGOs, partners, and subsidiaries. 24 editions of corporate newspaper "Energetik" of 1500 copies were prepared and published including a special edition devoted 60 <sup>th</sup> anniversary of the Ekibastuz CHP. Also, in honor of the anniversary a book "ECHP: Yesterday, Today, Tomorrow" about the history, staff, and achievements of the power plant was issued. Also, a video film "Heart of Ekibastuz" was made for the anniversary.






				<p>Information on the company's activity and its subsidiaries is updated on a constant basis on the corporate website. Advertisements, congratulations of the top managers, sport events schedules, safety and labor protection information, labor disputes consideration rules, IMS policy are placed on announcement boards located in the territory of enterprises of PE group. Consultation of employees by the management of the Company regarding private matters is performed by appointment.</p> <p>A feedback mechanism is functioning: all messages incoming to e-mail <a href="mailto:pavlodarenergo@pavlodarenergo.kz">pavlodarenergo@pavlodarenergo.kz</a> are handed over by the secretariat to the management of the Company's. Stakeholders may address their message, complaint, or question via feedback forms on the website: <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> ("Feedback Form", "Anti-Corruption Hot Line") to PRO, which distributes them among the relevant services. Replies are sent to authors of messages.</p>
	Social assistance and support	<p>Company's office 27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> Administrative Department of PE JSC Company's website: <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a></p>	<p>AD of PE JSC Tel.: 39-95-08, Head of Administrative Department K.K. Karpovich <a href="mailto:info@pavlodarenergo.kz">info@pavlodarenergo.kz</a></p>	<p>In 2016, a set of actions aimed at the arrangement of leisure and maintaining principles of corporate social responsibility was implemented for employees of PE enterprises:</p> <ul style="list-style-type: none"> <li>- leasing premises in the tennis center "Energetik", sports and health center "Neptun" for sports activities of employees of the enterprise;</li> <li>- providing material assistance from a medical provident fund upon the application of a PE employee;</li> <li>- preparation and holding of championship on sports fishing for employees of enterprises;</li> <li>- organization and holding of public voluntary Saturday works for cleaning a designated city area and territories of PE;</li> <li>- centralized purchase of New Year's gifts for children of employees of PE JSC;</li> <li>- co-financing of expenditures of "Tram Department of Pavlodar City" JSC for transportation of employees of PE to the place of work ( CHP-3) and back to the city.</li> </ul>
	Labor dispute settlement procedure	<p>Company's office 27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP 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 enterprises of PE JSC 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>Labor disputes are solved in accordance with applicable legislation, and at the meeting of conciliation committee with the participation of representatives of employer and employee. Meetings of conciliation committee are set as complaints and requests of employees become available. The employees of the enterprises of PE, when a disputable matter occurs before filing an application for consideration by the conciliation committee, have an opportunity to discuss it with a representative of employees (Chairman of Labor Union Committee), Head of Human Resources Department, CEO of the enterprise, General Director of PE by filing a personal application and making appointment.</p>
<b>Labor union</b>	Execution of collective agreement	<p>"Local Union of Energy System Employees of Pavlodarenergo" NGO 27 Krivenko Street,</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>In 2012, PE entered into the Collective Agreement that was extended until September 23, 2016. On September 1, 2016 a new Collective Agreement for enterprises of PE system was entered into; the Agreement will be valid until September 23, 2019. During 2016, reports of chairmen of labor unions were heard, reporting meetings</p>

		<p>Pavlodar, 140000, RK, Room 504, Tel.: 39-97-85 149 Kamzina Street, Pavlodar, tel.: 60-60-60</p> <p>76 Toraigyrova Street, Pavlodar. Tel.: 75-14-50,</p> <p>27 Krivenko Street, Pavlodar, Tel.: +77015116023</p>	<p>M.F. Sarycheva, Chairman of the Shop Committee of "Pavlodarskiye teplovyie 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>were held in the business units within the scope of the Collective Agreement. In 2016, 21 complaints and requests, on which verbal and written replies were given, had been received. Pursuant to minutes of meeting of the Conciliation Committee, an employee was reinstated in position by decision of the top manager. At the expense of Labor Union the compensation for treatment was paid in the amount of 8.2 mln tenge. A charitable assistance was provided in the amount of 4.5 mln tenge. Activities of the labor union are covered in the "Energetik" newspaper, at the corporate website, and on information boards on a constant basis. Information on arranging the leisure and rest of employees, as well as social issues are published in external mass media; 14 articles were published regarding this subject in 2016.</p>
	<p>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,</p> <p>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 teplovyie 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 2016, NGO "Local Labor Union of "Pavlodarenergo" Power System" held 9 sporting events. The winners were awarded with Letters of Recognition and prize money. 6 halls, summer stadiums, 1 ski stadium, and a chess club were leased for competitions and trainings. 3.9 million tenge were spent for sporting events at the expense of labor union. In winter, 1.5 thousands of PE employees visit a swimming pool; such visits were paid under the financing by the labor unit. Events were held throughout the year for employees within the frameworks of the following holidays: Children's Day; March 8; Knowledge Day; Defender's Day; Nauryz; Victory Day; Chemist's Day; International Day of Older Persons; Labor Day, Power Engineers' Day; New Year. 1623 persons took part in the events for children of employees (holiday children's matinee). The course of competitions and festive events was covered in "Energetik" newspaper and on the corporate website of PE. Names of winners of competitions with congratulations were duplicated on information boards, photo reports were posted on the company's page in Facebook social network ( <a href="https://www.facebook.com/pavlodarenergo">https //www.facebook.com/pavlodarenergo</a>).</p>
<p><b>Local communities</b></p>	<p>Impact of the enterprise activity</p>	<p>Company's office 27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP 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></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</p>	<p>In 2016, the enterprises of PE received and handled 560 applications from consumers. Among them, 350 applications were received to hot line, 153 messages – to the Main Office on Consumer Affairs, and 57 applications – to blog of General Director of PE. Information on working hours of service centers is published in mass media of Pavlodar and Ekibastuz cities: "Zvezda Priirtyshya", "Saryarka Samaly", "Irbis-TV", "Vesti Ekibastuza", "Ekibastuzskaya Gorodskaya Telekompaniya", and on the PE website. General Director of Pavlodarenergosbyt LLP carried out 44 consultations of consumers</p>






			<p>O.A. Yemelyanova Hotline 903-309.</p>	<p>regarding personal matters in accordance with the established schedule; each second Wednesday of a month in Pavlodar and once a month in Ekibastuz.</p> <p>Since November of 2016, a blog of the General Director became operational on the Company's website. General Director of PE answers questions of consumers, replies to complaints, settles disputable situations. 57 requests with respect to heat and power supply (underheating, outage, connection conditions), quality of consumer servicing, timely and accurate energy charging was received on the blog over two months of 2016.</p> <p>A list of documents required for obtaining specifications and a scheme of procedure for execution of connection to power grids was updated on the website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>. An information on presence of free and available capacities of electric and heat energy at substations of PREDC and heating mains of Pavlodar Heat Networks LLP was placed. Also, an information on planned repair works, heat and electric energy outages is weekly posted on the company's website.</p> <p>Information on presentation of the investment project before the State Environmental Expertise is published in form of advertisements on the company's website, in newspapers "Zvezda Priirtyshya" and "Saryarka Samaly" in advance, within the time established by the legislation.</p> <p>In order to improve quality and effectiveness of servicing consumers of Pavlodar city, a call-center of Pavlodarenergosbyt LLP was opened at address: 27 Krivenko St. in October of 2015. The call-center allows consumers to apply on a multi-line phone number 903-309 for consultation with respect to the following issues: provision of electricity and hot water meter records; information on charges, payments, outstanding utility bills; procedure for the conclusion of contracts; procedure for provision of specifications; scheduled and emergency power cutoffs; receipt of applications for acceptance of electricity meters; receipt of applications from consumers with respect to emergency outages; receipt of complaints to Hotline; information on tariffs daily from 8:00 to 22:00 7 days a week without holidays. An Interactive Voice Response System, which provides information about tariffs, change of ownership, obtainment of a certificate of no arrears, addresses and working hours of service centers and cash offices is operating in the call-center. The call-center services up to 42,000 calls per month. Maximum amount of answered calls per day is 5552.</p> <p>PE is certified under the following ISO 9001:2008 systems: Quality Management System (2008); ISO 50001:2011, Energy Management System (2015). In 2016, an external audit, which confirmed the effect of certificates, had been conducted.</p>
	<p>Public hearings on approval of tariff estimates</p>	<p>Company's office 27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP Company's website</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</p>	<p>In 2016, 9 public hearings was held.</p> <ol style="list-style-type: none"> <li>1. Investment Activity Report of PAVLODARENERGO JSC for 2015, Pavlodar (28.04.2016).</li> <li>2. Public hearings of the annual report of PAVLODARENERGO JSC for 2015 on activity on provision of services on production of heat energy in front of consumers of Pavlodar (29.04.2016).</li> <li>3. Public hearings of the annual report of PAVLODARENERGO JSC for 2015 on</li> </ol>

		<a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>	<a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> Acting head of PRD O.A. Yemelyanova  Hotline 903-309.	activity on provision of services on production of heat energy in front of consumers of Ekibastuz (29.04.2016). 4. Public hearings of the annual report of Pavlodar Heating Networks LLP for 2015 on activity on provision of services on transfer and distribution of heat energy in front of consumers of Pavlodar (29.04.2016). 5. Public hearings of the annual report of Pavlodar Heating Networks LLP for 2015 on activity on provision of services on transfer and distribution of heat energy in front of consumers of Ekibastuz (29.04.2016). 6. Public hearings of the annual report of Pavlodarenergosbyt LLP for 2015 on activity on provision of services on heat energy supply in front of consumers of Pavlodar (29.04.2016). 7. Public hearings of the annual report of Pavlodarenergosbyt LLP for 2015 on activity on provision of services on heat energy supply in front of consumers of Ekibastuz (29.04.2016). 8. Public hearings of the annual report of Pavlodar Regional Electric Distribution Company JSC for 2015 on activity on provision of services on transfer and distribution of heat energy in front of consumers of Pavlodar (29.04.2016). 9. Public hearings of the annual report of Pavlodar Regional Electric Distribution Company JSC for 2015 on activity on provision of services on transfer and distribution of heat energy in front of consumers of Ekibastuz (29.04.2016). Information on holding public hearings was published in mass media of Pavlodar and Ekibastuz "Zvezda Priirtyshya", "Saryarka Samaly". "Irbis-TV". "Vesti Ekibastuza", "Ekibastuzskaya Gorodskaya Telekompaniya".
<p><b>State authorities</b></p> 	Interaction with state authorities; Participation of the enterprise in activities of the city and the region	Company's office 27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>	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.	In 2016, a daily monitoring of blog of Akim of Pavlodar region <a href="http://blog.pavlodar.gov.kz">http://blog.pavlodar.gov.kz</a> , where 88 requests concerning the Company's activity was received, had been conducting. All requests were replied. Information on scheduled and emergency outages is posted on the corporate website on a constant basis; periods of repair works are specified. Information on public hearings is published in regional and city mass media. Official delegations of public authorities' representatives: 21.06.2016 – the 8 <sup>th</sup> Republican Forum of Power Industry Veterans was held. S. Yessimkhanov, Chairman of the Committee of Atomic and Energy Supervision and Control of the Ministry of Energy of the Republic of Kazakhstan, S. Nurpeissof, Chairman of the Council of Power Industry Veterans of KEA, O. Bekbas, Chairman of KazEnergoProfsoyuz, took part in the Forum. 21.10.2016 – one of stages of counterterrorism drills was held together with employees of PE and Department of National Security Committee of the RK over Pavlodar region. November of 2016 – measures of the "Kys-2016" Republic-wide command post exercises with the participation of D. Turganov, Principal Deputy of Akim of Pavlodar region, M. Kul'dikov, Deputy Chairman of Emergency Situation Committee of the Ministry of Internal Affairs of the RK, A. Dlimov, Head of Emergency Situation Department.



				9.12.2016 – D. Turganov, Principal Deputy of Akim of Pavlodar region, Ye. Nurkhanov, acting Head of Administration of Housing and Public Utilities, K. Nukenov, Akim of Ekibastuz, B. Kuspekov, Secretary of Ekibastuz Municipal Maslikhat took part in ceremonial events devoted to the 60 <sup>th</sup> anniversary of the Ekibastuz CHP.
	Preparation for heating season	Company's office 27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>	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.	Top managers of the enterprises of PE group (or designated responsible persons) participate in the meetings of staff on preparation of residential stock to heating season together with governmental and controlling authorities, and present at the reporting meetings of akims of cities and districts in front of population. Upon completion of the heating season, the requirements of obligatory events for well-timed and qualitative preparation of heat supply systems to the next heating season are published in mass media and on the corporate website.
<b>Controlling authorities</b> 	Fulfillment of investment commitments	Company's office 27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>	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.	In 2016, press tours were organized together with the Committee on Regulation of Natural Monopolies over Pavlodar region (CNMC and CP of the MINT of the RK): - press-tour of the capital projects of PREDC JSC (2.08.2016); - press-tour of the capital projects of CHP-2, CHP-3 of PE JSC in Pavlodar (22.09.2016); - press-tour of the modernization projects of PK ETS Pavlodar Heat Networks LLP in Ekibastuz (12.10.2016). 15 articles on interaction of the Company with controlling authorities were published in external MM in 2016.
<b>Suppliers, contractors, customers</b> 	Provision of transparency in tendering processes	Company's office 27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>	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.	In 2016, 381 announcements concerning holding of tenders and tenders results were published in republican printed source "Aikyn" (comes out 5 times a week). Besides, announcements concerning holding of tenders and tender results are posted on the website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> . Tenders are arranged and held according to codes and regulations of the applicable legislation. Results of competitions and tenders are announced publicly in the Company's office by opening envelopes in presence of participants and anybody who wanted. There is an "Anti-Corruption Hot Line" feedback form on the corporate website, which allows addressing to the management of the company with a complaint or proposals. All messages incoming to PRD are directed to General Director of PE JSC for further consideration. In 2016, there were no complaints regarding corruption against the employees of the enterprises of PE JSC.

<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, CHP-3, CHP-2, Ekibastuz - ECHP 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: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</p> <p>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>In 2016, a practical training was provided for 192 students of the following institutions:</p> <ul style="list-style-type: none"> <li>- Pavlodar State University (PSU) named after S. Toraigyrov;</li> <li>- Innovative Eurasian University (InEU);</li> <li>- InEU College;</li> <li>- Ekibastuz College of the Ekibastuz Engineering and Technical Institute (EETI) named after the Academician K. Satpayev, Ekibastuz;</li> <li>- Polytechnic College;</li> <li>- Chemical and Mechanical College;</li> <li>- Raipotrebsoyuz College;</li> <li>- Business College;</li> <li>- Tomsk Polytechnic University;</li> <li>- Information Technology College;</li> <li>- Management College;</li> <li>- Omsk State University.</li> </ul> <p>In 2016, the enterprises of PE took part in vacancy fairs of universities, colleges, and employment centers:</p> <ul style="list-style-type: none"> <li>- Pavlodar State University named after S. Toraiqyrov (the 1<sup>st</sup> half year of 2016);</li> <li>- Innovative Eurasian University (the 1<sup>st</sup> half year of 2016);</li> <li>- Ekibastuz Engineering and Technical Institute (EETI) named after the Academician K. Satpayev, Ekibastuz (the 1<sup>st</sup> half year of 2016);</li> </ul>
<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, CHP-3, CHP-2, Ekibastuz - ECHP 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: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></p> <p>Acting head of PRD O.A. Yemelyanova</p> <p>Hotline 903-309.</p>	<p>Total 376 articles about activity of the Company were published in 2016:</p> <ul style="list-style-type: none"> <li>- 54 articles in local and republican printed MM;</li> <li>- 289 articles in web-based media (information websites, agencies, news aggregators, web portals);</li> <li>- 33 video plots in local and republican television channels.</li> </ul> <p>Press releases were prepared with respect to the most significant newsbreaks and events.</p> <p>Previews of Company's important events, news, invitations to media events, operational comments and information about the Company's activity are placed in social networks. Development of the website as a leading source of information about the enterprise for third party stakeholders. Placement of articles on the website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>. Placement of information about the Company's activity on the website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> (twice a week).</p>
<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, CHP-3, CHP-2, Ekibastuz - ECHP 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></p> <p>Environmental Protection Department of PE JSC - T.A. Koval, Head of EPD</p>	<p>In 2016, representatives of NGOs of Pavlodar region participated in all public hearings held by the enterprises of PE throughout the year. In its turn, during the year top managers of the enterprises of PE JSC took part in several round tables and meetings arranged by the Chamber of Entrepreneurs over Pavlodar region, and in other events with the representatives of NGOs of the region.</p> <p>Throughout the year, detailed information was provided for requests of environmental NGOs "Ekom" and "Mir Ecologii".</p> <p>In 2016, 8 public hearings on ecological projects were held:</p> <ul style="list-style-type: none"> <li>- discussion of action plan for a period of reclamation of pits "Kuat" and "Zhyly Su"</li> </ul>






		<p>Official Company's account in Facebook.</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. Yemelyanova</p> <p>Hotline 903-309.</p>	<p>(11.01.2016);</p> <ul style="list-style-type: none"> <li>- EIA project "Raise of Dams of the 2<sup>nd</sup> Stage of PAVLODARENERGO JSC's CHP-3 Ash Dump" and draft action plan on environment protection for the period of raising dams of the 2<sup>nd</sup> stage of PAVLODARENERGO JSC's CHP-3 ash dump (12.01.2016);</li> <li>- Preliminary EIA for FS "Replacement of P-50-130 Turbine Unit of Station No.3 of CHP-3" (07.04.2016);</li> <li>- EIA project "Prospect Evaluation Survey for Argillaceous Rocks on the ALFA Area in the North Industrial Zone of Pavlodar" and under the draft action plan on environment protection for the period of prospect evaluation survey for argillaceous rocks on the ALFA area in the North industrial zone of Pavlodar (07.04.2016);</li> <li>- EIA project "Pavlodar CHP-3. Construction of Metal Scrap Temporary Storage Area" and draft action plan on environment protection for the period of construction of metal scrap temporary storage area of PAVLODARENERGO JSC (09.06.2016).</li> <li>- EIA project "Removal of "Kuat" and "Zhyly Su" Pits" (25.08.2016)</li> <li>- EIA project "Commercial Development of Argillaceous Rocks on the ALFA Area in the North Industrial Zone of Pavlodar" (05.12.2016)</li> <li>- EIA project "Modernization of Fuel Oil Handling Equipment of PAVLODARENERGO JSC's CHP-3 in Pavlodar" (22.12.2016)</li> </ul> <p>Representatives of NGF "Mir Ecologii", NGO "Ekom", representatives of mass media and state authorities took part in public hearings arranged by the enterprises of PE JSC. Information on public hearings held was published in external MM.</p> <p>PE JSC has the ISO 14001:2004 Certificate – Environment Management System (2008). In 2016, an external audit that confirmed effect the Certificate was conducted.</p>
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**Stakeholders Engagement Report of Public Relations Department of SEVKAZENERGO JSC**

**1.Region:** North-Kazakhstan

**2.Community:** Petropavlovsk, city code: 7152

Key project 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> 	<p>Occupational and health safety</p>	<p>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></p>	<p>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)</p>	<p>In 2016, 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 JSC developed the Action Plan on labor safety, industrial hygiene, and fire safety. Essential obligations of “SKE” JSC under OHSAS 18001:2007 are: preservation of life and health of “SKE” JSC’s employees and outside organizations’ representatives staying in the territory of “SKE” JSC; meeting the relevant legal and regulatory requirements; compliance with OHSAS requirements at all stages of electric and thermal energy production. Implemented actions complied with requirements of OHSAS 18001:2007, Occupational Health and Safety Assessment System. SKE JSC was certified under OHSAS in 2011. Throughout the year, 36 events “Safety Day”, 1824 safety induction meetings, 186 production meetings and 2 control inspections over labor health and safety were held.</p>






	<p>Disclosure of information on the Company's activity</p>	<p>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></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>In 2016, the annual report of SKE for 2015 was prepared and published on the website of Kazakhstan Stock Exchange – KASE and on corporate website <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a>. Hard copy of the report was distributed among stakeholders such as public authorities, mass media, NGOs, partners, and subsidiary enterprises.</p> <p>12 editions of the corporate newspaper "Energetik Severnogo Kazakhstanana" of 1 000 copies were prepared and published, including a special edition devoted to the 55<sup>th</sup> anniversary of Petropavlovsk CHP-2. A photo book "Energiya Preobrazovaniya" (Energy of Transformations) about history, staff, and achievements of the power plant was published in honor of the anniversary. Also, a video film was made by the solemn meeting in honor of the anniversary.</p> <p>The Company has an updated Intranet website for employees, which contains fact-finding information on the enterprises of SKE group. There are tabs with regulatory and legal base, press center, personnel policy, regulating documents, and risk management information. News are published on a weekly basis. There is also "Advertisements and Congratulations Board". Employees have a possibility to become familiar with video and photo materials on the Company's activities including news items and newspaper articles. There are tabs with daily updated data on scheduled outages.</p> <p>Consultation of employees regarding personnel matters in the management of the company is performed by appointment.</p> <p>Feedback mechanism provides for:</p> <ol style="list-style-type: none"> <li>1. Sending an e-mail to: <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a>. After receipt of e-mail, the secretariat hands over all received messages to the management.</li> <li>2. Writing a message by means of feedback forms on the website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> ("Feedback", "Anti-Corruption Hot Line"). Public Relations Department forwards the received messages to the management, which delegates the relevant services to prepare report, or invites the author to consultation.</li> <li>3. There is an email box for employees - <a href="mailto:N.Kim@sevkazenergo.kz">N.Kim@sevkazenergo.kz</a> Hot line - 41-03-29. Extension number: 4-46</li> </ol>
	<p>Social assistance and support</p>	<p>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></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>HRD of SKE JSC N.V. Kim, Head of HRD Tel.: 41-03-29 Tel.: 41-28-29 (130)</p> <p>PRD of SKE JSC Tel.: 41-29-39</p>	<p>SKE provides social assistance and support to employees. Including:</p> <ol style="list-style-type: none"> <li>1. Payment of educational leave, compensation of travel to educational institution, bonuses for successful graduation, interest-free loan for education;</li> <li>2. Material remuneration upon reaching the retirement age;</li> <li>3. The Company's veterans support program is implemented, within the framework of which the funds are annually transferred to support veterans organization. Besides, veterans receive coal at a prime cost, incentive payments in holidays – Victory Day, International Day for the Elderly, Power Engineers' Day, March 8 – are made. The Company's management visits veterans at home at their birthdays and holidays. Valuable gifts and product packages are purchased for GPW veterans;</li> <li>4. Provision of financial aid for needy and multi-child families upon the delivery of a child, for funeral services, for treatment, by the Knowledge Day;</li> <li>5. Purchase of vouchers to children's and recreation camps and New Year's gifts for employees' children;</li> <li>6. Workers with traveling kind of work receive an additional payment at a rate of ticket cost;</li> </ol>



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			<p><a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a> A.M. Ageyev Acting Head of PRD</p>	<p>7. Transportation services to deliver employees to/from work are rendered; 8. Employees living in houses with stove heating receive coal at prime cost; 9. Provision of discount for accommodation charge to employees living in a corporate hostel; 10. Allocation of funds for cultural events, collective rest, and corporate trips; 11. Holding of sports events, Olympics, sports meetings on an annual basis. Sports team is compensated with meal expenses.</p> <p>In December of 2016, a new corporate family residence hall for 90 apartments was ceremonially opened.</p> <p>On the 22nd of December 2015, the ceremonial honoring of employees of the enterprises of SEVKAZENERGO JSC's group coincided with celebration of the 55<sup>th</sup> anniversary of Petropavlovsk CHP-2 of SEVKAZENERGO JSC was conducted. The best employees were awarded with diplomas and letters of gratitude of Akim of the region, General Director of SKE JSC, certificate of honor of the Electric Power Council of CIS, certificates of honor of KEA, certificates by titles "The Best in Occupation", "The Best Employee" and "Entering in the Book of Honor of the Enterprise". Awards "Merited Power Engineer of KEA", "Honored Power Engineer of KEA", medals "Elektr Energetikasy Salasyna Koskan Ulesi Ushin" – "For Contribution in Power Industry" were handed out. Five veterans were granted with a title "Ardager Energetik".</p> <p>Besides a social assistance of employees, annually SKE provides a sponsor support to the sponsored family "Zhuldyzdar" KGU "Regional Boarding School for Orphaned Children and Children without Parental Care".</p>
	Labor dispute settlement procedure	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>	<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>HRD of SKE JSC N.V. Kim, Head of HRD Tel.: 41-03-29 Tel.: 41-28-29 (130)</p>	<p>Labor dispute settlement procedure is recorded in the Regulation for Labor Dispute Settlement Procedure (Reg. No. 02.098.2013 dated 04.04.2013).</p> <p>Labor disputes are settled by the Conciliation Commission with the participation of representatives of employer and employee. Meetings are held every Thursday from 15.00 till 18.00. Upon occurrence of a disputable issue before filing an application for consideration by the Conciliation Commission, employees of the enterprises of SKE group have an opportunity to discuss it with a representative of employees (Chairman of Labor Union Committee), Head of Human Resources Department, CEO of the enterprise, or General Director of SKE JSC by filing a personal application or making appointment.</p>
<p><b>Labor union</b></p> 	Execution of collective agreement	Branch of "Labor Union Organization" of "SKE" JSC, 28 Y. Gashek Street, Petropavlovsk, 150000, RK, PCHP-2. Tel.: 52-02-87	<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>In 2016, a collective agreement approved for the period from 2014 till 2016 was in force at the enterprises of SKE. Reports of chairmen of labor unions were heard, reporting meetings and elections of the Chairman of Labor Union Committee of SKE were held in the business units.</p> <p>Activities of the labor union are covered on a constant basis in the newspaper "Energetik SK", Intranet website for employees of the Company, external corporate website <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a>, and on information boards.</p> <p>Information on organization of leisure and rest of employees is published in external mass media. 8 articles were published regarding this subject in 2016. Besides, 85 articles of a social nature were published in mass media in 2016.</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>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 branch of "Labor Union Organization" of SKE JSC Ye.V. Kelba Tel.:52-02-87 <a href="mailto:E.Kelba@sevkazenergo.kz">E.Kelba@sevkazenergo.kz</a></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>Total 98 events were held by labor unions among the group of enterprises in 2016.</p> <p><b>Over 2016, the labor union organization of Petropavlovsk CHP-2 of SKE held 21 events, among them:</b></p> <ul style="list-style-type: none"> <li>- paintball mini-tournament among business units of the enterprise;</li> <li>- 2 indoor soccer competitions among business units of the enterprise;</li> <li>- arrangement of recreational sports for employees of the enterprise and for members of their families with travelling to recreation zones of the North-Kazakhstan region;</li> <li>- trips of employees' children to recreation camps of the North- Kazakhstan region ( Dostyk, Beryozka recreation camps);</li> <li>- purchase of presents for birthdays of foster children of "Zhuldyzdar" family of the "Regional Boarding</li> </ul> <p><b>In 2016, the labor union organization of NK EDC held 52 events. Among them:</b></p> <ul style="list-style-type: none"> <li>- allocation of money for participation of "Salang" club members in the international "Memory Watch" in the Russian Federation;</li> <li>- arrangement of the seminar "Social Partnership and Key Role of Labor Unions"; conducting the professional technical training of personnel;</li> <li>- holding a promotional event "A Way to School";</li> <li>- arrangement of honoring the homefront workers on May 9, holding the meetings of management with retired person-veterans of the enterprise in honor of the International Day of Older Persons, Power Engineers' Day;</li> <li>- arrangement of the Donor Day at the enterprise, explanation to young people of blood and blood components donation need for seriously ill patients, including children;</li> </ul> <p><b>In 2016, the labor union organization of Petropavlovsk Heating Networks LLP held 10 events. Among them:</b></p> <ul style="list-style-type: none"> <li>- allocation of money to members of the labor union for cultural events: visiting circus, concerts, performances coincided to celebration of the March 8 and Defender's Day, money for New Year's gifts for children, tickets for New Year children's matinees for children of employees of the enterprise;</li> <li>- acquisition of household appliances (electric kettles, electric stoves) for employees of the enterprise for rest rooms and meal rooms.</li> </ul> <p><b>In 2016, the labor union organization of Sevkazenergosbyt LLP held 15 events. Among them:</b></p> <ul style="list-style-type: none"> <li>- arrangement of honoring the homefront workers and GPW veterans by the 9<sup>th</sup> of May;</li> <li>- purchase of New Year gifts for children of employees of the enterprise, including network areas of the region;</li> <li>- holding the meetings of employees in business units of Sevkazenergosbyt LLP with respect to execution of a single collective agreement for 2016 and making suggestions to the Collective Agreement for 2014-2016.</li> </ul>
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## CAEPCO



<p><b>Local communities</b></p> 	<p>Impact of the enterprise activity</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>In 2016, Sevkazenergosbyt LLP received and handled 46 requests from consumers, among them 43 complaints received in form of written registered applications and feedback left in the Book of Complaints and Suggestions placed at the administrator stand in Service Center. Besides, 118 messages were received via feedback channel of the Call Center of Sevkazenergosbyt LLP, on which necessary clarifications were given. Information on planned power outage is updated every day at the company's website <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> as and when necessary – heat energy, weekly data on quantity of specifications issued by NK EDC JSC. CEO of Sevkazenergosbyt LLP carried out 96 consultations of consumers regarding personal matters. General Director carries out consultation regarding personal matters in Petropavlovsk once a week.</p> <p>For the purpose of improving quality and operability of consumer servicing in Petropavlovsk based on the Service Center of Sevkazenergosbyt LLP, the company's Call Center operates at the address 66, Zhumabayev Street. The Call Center allows consumers to give the readings of electric power meters and hot water supply meters every day from 08:00 till 20:00, receive the comprehensive information regarding the calculation of charges, current indebtedness, execution of documentation, reception of readings, and regarding the matters of scheduled and emergency power outages by multi-line phone number: 500-666. Interactive Voice Response System provides information on standard questions in automatic mode. In total, the Call Center receives about 25 000 calls a month. On average, operators receive about 110 calls in working days. The maximum quantity of received calls reaches 3500 a day.</p> <p>A tab "My Account" is available at the official website of SKE JSC. This option allows consumers to make many operations without ever leaving home. As of the end of 2016, the interactive service "My Account" is used by 3580 consumers of Petropavlovsk and the North-Kazakhstan region, including 1860 household consumers of the city and 1720 legal entities of the city and regional districts.</p> <p>Besides, the consumers have an access to information on tariffs, regulatory and legal base, information on consumer service centers, payment acceptance outlets, scheduled power outages on the company's website. In "Feedback" section, the Call Center connects to consumers in online mode and receives suggestions and proposals to the address of the company.</p> <p>The company publishes the information on public hearings, briefings, round tables, conferences and press tours being held in external mass media.</p>
	<p>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>In 2016, 7 public hearings were held:</p> <ol style="list-style-type: none"> <li>1. Report on activity of PCHP-2 over 2015 (public hearings). 4.04.2016</li> <li>2. Report on activity of NK EDC JSC over 2015 (public hearings). 5.04.2016</li> <li>3. Report on activity of PHN LLP over 2015 (public hearings). 6.04.2016</li> <li>4. Report on activity of Sevkazenergosbyt LLP over 2015 (public hearings). 7.04.2016</li> <li>5. Public hearings concerning fulfillment of investment commitments by PCHP-2 of SEVKAZENERGO JSC. 29.04.2016</li> </ol> <p>According to the results of the events held, 16 articles were published in the mass media in Bnews.kz and Kazinform newlines, on local TV channels – MTRK and "Kazakhstan-Petropavl", and in print media "Dobriy Vecher", "Nedelya SK", "Severniy Kazakhstan", "Soltustik Kazakhstan", "Kvartal", and "Prospekt SK".</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>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> 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>4017 letters and requests were received from state and controlling authorities to the address of enterprises of SKE group, among which 1319 were replied in writing, the rest requests were limited to fact-finding. A daily monitoring of weblogs of akims of the North-Kazakhstan region and Petropavlovsk was conducted. In 2016, 12 requests were received to the blog of Akim of the region, 15 requests were received to the blog of Akim of Petropavlovsk regarding the Company's activity. All requests were replied. Information on scheduled and emergency outages is posted on the corporate website <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> on a constant basis, the terms are indicated. Information on holding public hearings, schedule of repair works on electric and heating mains is published in regional and city mass media: "Severniy Kazakhstan", "Soltustik Kazakhstan", "Prospekt SK", "Radio NS", "MTRK" TV-channel. Meetings of official delegations from public authorities: 26.02.16 – A round table with representatives of the city Akimat, chairmen of the Control and Counting Boards and mass media regarding a need to mount building-level heat meters; 10.06.16 – Briefing regarding preparation for 2016-2017 heating season, modernization of heating networks of the city. Development of EBRD and "Nurly Zhol" loans; 25.08.16 – Press conference on the basis of the Akimat of Petropavlovsk to explain a prohibition to use metal-reinforced plastic pipes at the heat supply facilities of residential area; 22.12.16 – Ye. Sultanov, Akim of the region, took part in the official opening a hostel, construction of which was commenced thanks to the public and private partnership program, as well as in a ceremonial concert devoted to the 55<sup>th</sup> anniversary of CHP-2 of SEVKAZENERGO JSC.</p>
	<p>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> Top managers of the group of enterprises of SKE JSC</p>	<p>Top managers of the group of enterprises of SKE (or designated responsible persons) participated in meetings of staff on preparation of residential stock to heating season together with state and controlling authorities. Upon completion of the heating season, requirements of obligatory events for well-timed and qualitative preparation of heat supply systems to the next heating season are published in mass media and on the corporate website.</p>
<p><b>Controlling authorities</b></p> 	<p>Fulfillment of investment commitments</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</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>Based on results of execution of investment commitments by all enterprises of SKE, 5 public hearings with controlling authorities were held. In 2016, PRD arranged 6 briefings with representatives of mass media, state and controlling authorities. Besides, 4 press tours were held with representatives of the Department of the Committee on Natural Monopoly Control and Competition Protection of the Ministry of National Economy of the RK in the North-Kazakhstan region, controlling authorities and community: 1. Press tour dedicated to a purpose-oriented use of resources, modernization of assets of PCHP-2 – 28.07.16; 2. Press tour dedicated to purpose-oriented use of resources, modernization of assets of PHN LLP over Petropavlovsk – 05.08.16; 3. Press tour covering work of the Call Center of Sevkazenergosbyt LLP – 30.09.15; 4. Press tour dedicated to purpose-oriented use of resources, modernization of assets of NK EDC JSC – 26.08.16 Total 159 articles on interaction of the Company with controlling authorities were published in external MM in 2016.</p>



<p><b>Suppliers, Contractors, Customers</b></p> 	<p>Provision of transparency in tendering processes</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>Y.K. Vizner Head of PM of SKE JSC Reception Tel.: 41-24-42</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 Hotline - 31-43-92</p>	<p>In 2016, 75 tender announcements were published: publication was made in the republican print media "Zan" (comes out 4 times in a week). Tenders are organized and held in accordance with codes and regulations of applicable legislation. Results of competitions and tenders are announced publicly in the Company's office by opening envelopes in the presence of participants and anybody who wanted. Meeting with contractors and clients regarding the results of work held at least once a week. There is an "Anti-Corruption Hot Line" feedback form on the corporate website, which allows addressing to the management of the Company with a complaint or proposals. All messages incoming to PRD are directed to General Director of SKE for further proceedings. In 2016, there were no complaints regarding corruption against the employees of the enterprises of SKE group.</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>During 2016, an on-the-job training was provided for 156 students of educational institutions – social partners of the company. For the reporting period, the Company engaged 39 young specialists (graduates of universities and colleges, for whom the Company is the first place of work). Total 14 informational articles for this subject were published in mass media in 2016. In June of 2016, employees of SKE were involved in the State Attestation Commission on Final Examination and Diploma Defense: in the North-Kazakhstan Professional College of Education – V.V. Fes'ko (Deputy General Director on Production – Chief Engineer of NK REDC JSC), in Petropavlovsk Railway Transport College – A.M. Zakharyan (First Deputy General Director on Production – Chief Engineer of PTN LLP). In February of 2016, 3 briefings with students of the 3<sup>rd</sup> and 4<sup>th</sup> courses of relevant specialties in educational institutions – social partners were held. On May 13, 2016, SEVKAZENERGO JSC took part in the Graduate Fair of NKSU. Within the frameworks of social partnership agreements made in November of 2015 with the North-Kazakhstan State University named after M. Kozybayev (NKSU), Petropavlovsk Railway Transport College ( PRTC), North-Kazakhstan Professional College of Education (NKPCE) a contest of academic papers for a registered grants of SEVKAZENERGO JSC was arranged and held. 8 academically talented students studying in the field of power industry took part in the contest. According to the contest results, 2 authors of the best academic papers, who would receive the Company's registered grants until the graduation, were selected.</p>
<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 2016, 550 articles on activity of the enterprises of SKE group were published (free of charge), among them 189 topics in electronic mass media, on the air of TV and radio channels of republican and local significance; 233 publications in print media; 128 articles in newlines of information agencies. Public Relations Department arranged 4 press tours with representatives of mass media to the Company's facilities for the purpose of familiarization with current works and long-range plans of the enterprises of the SEVKAZENERGO JSC's group.</p>

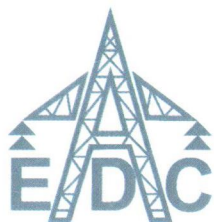
				<p>In 2016, 8 press conferences, briefings, and round tables were held for mass media representatives:</p> <ol style="list-style-type: none"> <li>1. Briefing with media personnel of regional TV to prepare a television spot on modernization of turbine unit No.5 of the Petropavlovsk CHP-2 – 25.02.16;</li> <li>2. Round table with representatives of the city Akimat, chairmen of the Control and Counting Boards, and media personnel regarding a need to mount building-level heat meters – 26.02.16;</li> <li>3. Briefing with media personnel of regional TV to prepare a television spot regarding a need to mount building-level heat meters – 29.02.16;</li> <li>4. Briefing with media personnel regarding completion of heating season and commencement of hydraulic testing on heat networks of the city – 12.05.16;</li> <li>5. Briefing with media personnel regarding preparation to 2016-2017 heating season, modernization of heat networks of the city, and development of EBRD and "Nurly Zhol" loans – 10.06.16;</li> <li>6. Briefing with representatives of regional mass media to explain a prohibition to use metal-reinforced plastic pipes at the heat supply facilities of residential area – 13.07.16;</li> <li>7. Briefing with media personnel to cover work of a Company's social object – "Alakai" child daycare center built under the public and private partnership – 25.07.16;</li> <li>8. Briefing on launch of the modernized turbine unit of St. No.5, boiler unit of St. No.12 with the participation of Deputy Akim of NKR and management of CAEPCO JSC.</li> </ol> <p>Information on events held was also published in regional, city, and republican print media, TV and radio, and in newlines.</p> <p>At the same time, media personnel receive complete answers to their request expeditiously and within short timeframes. Information and comments are distributed (as soon as requests are available).</p> <p>Great attention is paid to development of the Company's website <a href="http://www.sevkazenergo.kz">www.sevkazenergo.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>NGO</b></p> 	<p>Problems of business sector, social issues</p>	<p>Company office - 215 Zhabayev Street, Petropavlovsk, 150000, RK;</p> <p>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 needy families.</p> <p>Top managers of enterprises of SEVKAZENERGO JSC's group took part in open meetings with</p>





				<p>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 CHP-2 with the Replacement of Turbine Unit No.1";</li> <li>2. Environmental Action Plan at modernization of CHP-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 Report of AEDC JSC



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




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

Key project 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
<b>Employees</b>  	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 JSC: 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 PRD of AEDC JSC Tel.: 27-48-30, R. Sadykova <a href="mailto:pressa@arek.kz">pressa@arek.kz</a>	In 2016, in accordance with requirements of the Labor Code of the RK and for the purpose of creating healthy and safe labor conditions, improvement of production culture and aesthetics, AEDC JSC developed and implemented the Security Service and Labor Protection Action Plan. Throughout the year, 1721 events "Safety Day", 669 safety induction meetings, 40 production meetings were held in business units of AEDC JSC.  In the reporting year, an annual obligatory occupational safety training was conducted in the own training center. To inform employees about occupational safety and health issues the information stands were used, and articles were published in the corporate publication.  In 2016, the employees of the company participated in professional skill competitions at the levels of line-shop sites, district electric networks, interdistrict and republican electric networks.
	Information on the Company's activity	2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC	Reception of AEDC JSC Tel.: 37-12-90 Fax: 37-10-37	In 2016, the annual report of AEDC for 2015 was prepared and posted on the corporate website. 10 editions of the corporate newspaper "Vesti AREK" were prepared and issued in the amount of 1000 copies.

		Office of AEDC- Energosbyt LLP 42 Seifullin Street, Astana, RK  Company's website <a href="http://www.arek.kz">www.arek.kz</a>	e-mail: <a href="mailto:kence@arek.kz">kence@arek.kz</a>  PRD of AEDC JSC Tel.: 27-48-30, R. Sadykova <a href="mailto:pressa@arek.kz">pressa@arek.kz</a>	Throughout the year, weekly business meetings dedicated to the progress of execution of current tasks were held. Information on activity of the Company and its subsidiaries was updated on a constant basis on the website <a href="http://www.arek.kz">www.arek.kz</a> . The following was placed on the information boards located within the territory and in the offices of IDEM and DEM, and in the building of administrative personnel: advertisements, congratulations of the management, sporting events schedules, security and labor protection information, procedure of consideration of labor disputes, IMS Policy. Consultation of employees regarding personnel matters by the management of the Company is performed by appointment. Feedback mechanism is functioning in the Company – <a href="mailto:pressa@arek.kz">pressa@arek.kz</a> . Messages received via feedback forms at <a href="http://www.arek.kz">www.arek.kz</a> ("Feedback", "Hotline") are directly forwarded by PRD to the management, which delegates the relevant services to prepare report. Consultation of employees regarding personnel matters by CEO of the Company is held each Tuesday from 11:00 to 12:00 (by reservation at the Secretary Office).
<b>Labor union</b> 	Execution of collective agreement	Territorial labor union organization (LUO) of AEDC JSC  Branches of "Kazelektroprofsoyuz" NGO – LUO of Akmola IEN, LUO of Stepnogorsk IEN (Intersystem Electric Networks)	V.V. Pen'kova, Chairman of LUO of Akmola IEN Tel.: 43-71-64  T.N. Zaugol'nikova, Chairman of LUO of Stepnogorsk IEN Tel.: 37-36-09	On 23.11.14, a collective agreement for 2015-2016 was made. During the reporting year, 10 meetings of the Labor Union Committee, on which collective agreement effect was analyzed, progress reports were heard, were held.  Activity of the labor union is covered on continuing basis by means of the corporate newspaper "Vesti AREK", corporate website, and information boards. In 2016, 14 articles of a social character was issued in regional mass media.
	Organization of leisure and rest	Territorial labor union organization (LUO) of AEDC JSC  Branches of "Kazelektroprofsoyuz" NGO – LUO of Akmola IEN, LUO of Stepnogorsk IEN (Intersystem Electric Networks)  2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC  Office of AEDC- Energosbyt LLP	V.V. Pen'kova, Chairman of LUO of Akmola IEN Tel.: 43-71-64  T.N. Zaugol'nikova, Chairman of LUO of Stepnogorsk IEN Tel.: 37-36-09	In 2016, the labor unions conducted the following mass cultural events: - honoring women on the International Women's Day March 8; - arrangement and holding the "Nauryz" holiday; - honoring veterans of GPW and persons with equal status; - arrangement and holding the "Power Engineers' Day" holiday; - holding the New Year children's matinee for children of AEDC JSC employees; - holding heroes of an anniversary within the year; - rendering a charitable and social assistance by employees of the Company. In 2016, the labor unions conducted the following sports events: - arrangement and holding volleyball, table tennis, chess, and arm wrestling tournaments in IDEM and DEM; - holding the Power Engineers' Olympics devoted to the Independence Day and Power Engineers' Day. All cultural events are covered on the corporate website and newspaper "Vesti AREK".




		42 Seifullin Street, Astana, RK  Company's website <a href="http://www.arek.kz">www.arek.kz</a>		
<b>Local communities</b> 	Impact of the enterprise activity.	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>  PRD of AEDC JSC Tel.: 27-48-30, R. Sadykova <a href="mailto:pressa@arek.kz">pressa@arek.kz</a>	In 2016, 2 public hearings were held: 1. Operating Report of Akmola AEDC JSC for 2015 (30.04.16). 2. Concerning consideration of notification of the regulated market entity - AEDC-Energosbyt LLP for increase of a medium sale price for electric energy since the 1 <sup>st</sup> January of 2017 (CRNM 14.12.16). According to results of public hearings, an article was published in newspaper "Akmolinskaya Pravda". Feedback forms ("Feedback" and "Hot Line") that allow addressing the management of the Company with complaints and suggestions are placed at the corporate website <a href="http://www.arek.kz">www.arek.kz</a> . In 2016, 181 complaints were received in total: 32 – to the Hot Line; 149 – in writing. All messages are received by the Document Management Department, registered in in hard copies, and forwarded to the Company's management for further consideration. All requests were replied in 2016.
<b>State authorities</b> 	Preparation to the autumn/winter season	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>  PRD of AEDC JSC Tel.: 27-48-30, R. Sadykova <a href="mailto:pressa@arek.kz">pressa@arek.kz</a>	In 2016, Passport of Readiness of Power Generating and Distributing Organizations to Operation in Autumn-Winter Conditions for 2015-2016 issued by the Committee of Atomic and Energy Control and Supervision was obtained. This was one of the main documents confirming the readiness of distribution network complex and personnel of the Company to undergo maximum loads. Throughout the year, 178 events focused on increase of reliability and effectiveness of production and economic activity in autumn-winter period were implemented.
<b>Controlling authorities</b> 	Company's tariff policy	2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC  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>  PRD of AEDC JSC Tel.: 27-48-30, R. Sadykova <a href="mailto:pressa@arek.kz">pressa@arek.kz</a>	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. 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. Information on implementation of measures under the investment program over 2015 was published in mass media and Internet resource.
<b>Suppliers, contractors, customers</b>	Provision of transparency in tendering processes	2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC 37-14-29	Reception of AEDC JSC Tel.: 37-12-90 Fax: 37-10-37 e-mail: <a href="mailto:kence@arek.kz">kence@arek.kz</a>	78 announcements on holding tenders were published in the republican print media "Express-K" during 2016. Results of tenders were summed up publicly in the Company's office by opening the envelopes in the presence of participants and invitees. Feedback form "Question/Answer" is placed on the corporate website <a href="http://www.arek.kz">www.arek.kz</a> in column

		<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>PRD of AEDC JSC Tel.: 27-48-30, R. Sadykova <a href="mailto:pressa@erek.kz">pressa@erek.kz</a></p> <p>D. Auezkhanova, Head of Legal Department 37-32-12 R.S. Nukina, Head of Procurement and Contracts Department 37-14-29</p>	<p>"Consumer Affairs Staff".</p> <p>The form allows addressing the Company's management with complaints and suggestions.</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</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>





Stakeholders Engagement Report of Astanaenergobytt LLP

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



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> 	<p>Occupational health and safety</p>	<p>Company office 4/1 B. Momyshuly Avenue, 010000, Astana, RK</p> <p>Company's website <a href="http://www.astanaenergobytt.kz">www.astanaenergobytt.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>Heads of divisions of AES LLP G.A. Sakenova, Leading Engineer of Occupational health and safety sector Tel.: 91-80-17 e-mail: <a href="mailto:GSakenova@aesbyt.kz">GSakenova@aesbyt.kz</a></p> <p>Ye.A. Dromova, Head of Quality Control Service Tel.: 91-80-16 e-mail: <a href="mailto:EDromova@aesbyt.kz">EDromova@aesbyt.kz</a></p>	<p>In 2016, in accordance with requirements of the Labor Code of the RK and for the purpose of creating healthy and safe labor conditions AEDC JSC developed and implemented the Security Service and Labor Protection Action Plan.</p> <p>Throughout the year, the event "Safety Day" was monthly conducted; this measure is one of viable methods to improve safe labor conditions and prevent occupational injury. Besides, specialists of Safety and Labor Protection Service of AES LLP regularly visited service centers with unannounced inspections.</p> <p>In 2016, engineers, electricians, electric metermen, and servicemen of the Company passed a qualification inspection on occupational and fire safety matters pursuant to annual schedule. In the reporting year, an obligatory periodical medical examination of employees of the enterprise was carried out.</p> <p>Throughout the year, the following inspections were carried out on a monthly basis:</p> <ul style="list-style-type: none"> <li>• occupational health and safety compliance at workplaces;</li> <li>• arrangement and coordination of activities on occupational health and safety;</li> <li>• provision of methodological assistance to managers of business units of the enterprise with respect to safety and labor protection.</li> </ul> <p>In 2016, an annual knowledge assessment and technical training were conducted: refresher and extraordinary safety training, technical sessions, fire safety training, first medical aid training.</p> <p>Pursuant to Order of the Minister of Health and Social Development of the RK dated 30.11.2015, instructions of Occupational Health and Safety were developed and reviewed. Regulation on OHS Condition Monitoring; Regulation on Signal List were developed and are in effect now; pursuant to the Album of Additional of Safety Signs in Power Industry and</p>

				Requirements to the Signs, safety signs were additionally placed; a procedure for arrangement of activity of workplace certification work groups – Quick Wins was developed. In 2016 in AES there were 12 events “Safety Day”, briefing trainings and 6 technical lessons on health and safety.
	Disclosure of information on the Company’s activity	Company office 4/1 B. Momyshuly Avenue, 010000, Astana, RK  Company’s website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a>	Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 e-mail: <a href="mailto:aesbyt@aesbyt.kz">aesbyt@aesbyt.kz</a>  Heads of divisions of AES LLP  HRD of AES LLP M.M. Rupina, Head of HRD Tel.: 91-80-30	In 2016, informing of employees on the company’s activity in external environment, personnel police and changes in the management, etc., was provided by means of corporate website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a> . The Company carries out electronic distribution of messages to the employees on the most significant events and achievements on a constant basis. The following documents are placed on information boards located in service centers of the Company: orders, advertisements, congratulations on the part of management, procedure for consideration of labor disputes, quality policy of the Company, etc. Feedback mechanism is functioning: all messages by means of feedback forms on the website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a> (“Feedback”, “Anti-Corruption Hot Line”) are registered in the Documentation Department and forwarded to the management of the Company, which delegates the relevant services to prepare report, or invites the author to consultation. Complaints from employees are received by managers of business units.
	Social assistance and support	Company office 4/1 B. Momyshuly Avenue, 010000, Astana, RK  Company’s website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a>	Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 e-mail: <a href="mailto:aesbyt@aesbyt.kz">aesbyt@aesbyt.kz</a>  Heads of divisions of AES LLP HRD of AES LLP M.M. Rupina, Head of HRD Tel.: 91-80-30 <a href="mailto:MRupina@aesbyt.kz">MRupina@aesbyt.kz</a>	AES LLP provides social assistance and support to employees. Including: <ul style="list-style-type: none"> <li>- allocation of material assistance for treatment and funeral services for immediate relatives;</li> <li>- allocation of funds for purchase of New Year’s gifts for the employees’ children;</li> <li>- provision of opportunity to take part in sports events;</li> <li>- provision of opportunity to take part in mass cultural events and collective leisure.</li> </ul>
<b>Local communities</b> 	Public hearings on approval of tariff estimates	Company office 4/1 B. Momyshuly Avenue, 010000, Astana, RK  Company’s website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a>	Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 e-mail: <a href="mailto:aesbyt@aesbyt.kz">aesbyt@aesbyt.kz</a>  Call-center: 91-88-88 Information Service: 91-83-33, I.L. Poshevelina, Head of Call-center  T.V. Garanina, Head of Planning and Economic	For the purpose of improving quality and operability of consumer servicing in Astana based on the Astanaenergobytkz LLP, the Company’s Call Center operates at the address 15, B. Momyshuly Av. The Call Center allows consumers to give the readings of electric power meters and hot water supply meters every day from 09:00 till 21:00 by a multi-line phone number 91-88-88 since the 20 <sup>th</sup> day of a month to the end of a reporting month (30-31 <sup>st</sup> day). A consumer may receive the comprehensive information regarding the calculation of charges, current indebtedness, execution of documentation by calling the Information Service by phone number 91-83-33. Interactive Voice Response System provides information on standard questions in automatic mode. In total, the Call Center receives about 150 000 calls a month. On average, operators receive about 5000 calls in working days. On the 29 <sup>th</sup> April of 2016, pursuant to Order of the Ministry of National Economy of the Republic of Kazakhstan dated December 18, 2014 No.150 “Concerning the Approval of Rules for Annual Reporting on Activity of Natural Monopoly Holder with Respect to Provision of



			<p>Department Tel.: 91-80-63</p> <p>L.A. Netayeva, Public Relations Specialist Tel.: 91-80-15, <a href="mailto:LNetaeva@aesbytz.kz">LNetaeva@aesbytz.kz</a></p>	<p>Regulated Services (Goods, Works) for Consumers and Other Stakeholders”, Astanaenergobytt LLP prepared an annual report on provision of service “Heat Energy Supply of Consumers of Astana” in front of consumers and other stakeholders.</p> <p>The following information was published in newspaper “Vechernyaya Astana”:</p> <ul style="list-style-type: none"> <li>- concerning change in tariff;</li> <li>- concerning public hearings;</li> <li>- information of a clarification nature.</li> </ul> <p>In 2016, AES LLP received and addressed 20 978 requests and letters from consumers including:</p> <ul style="list-style-type: none"> <li>- from legal bodies – 6 097 requests, among them 15 complaints;</li> <li>- from legal entities – 14 881 requests, among them 55 complaints.</li> </ul> <p>Totally, managers of the Company held 406 meetings (personal appointment) in 2016. 501 visitors were reserved, among them 95 were absent.</p>
<p><b>State authorities Controlling authorities</b></p> 	Company’s tariff policy	<p>Company office 4/1 B. Momyshuly Avenue, 010000, Astana, RK</p> <p>Company’s website <a href="http://www.astanaenergobytt.kz">www.astanaenergobytt.kz</a></p>	<p>Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 e-mail: <a href="mailto:aesbytt@aesbytt.kz">aesbytt@aesbytt.kz</a></p> <p>Heads of divisions of AES LLP L.A. Netayeva, Public Relations Specialist Tel.: 91-80-15, <a href="mailto:LNetaeva@aesbytt.kz">LNetaeva@aesbytt.kz</a></p>	<p>In 2016, 1 851 requests and letters were received from state and controlling authorities to the address of AES LLP in total. 901 replies were sent to superior agencies.</p> <p>Information on tariff changes and public hearings is posted on the corporate website <a href="http://www.astanaenergobytt.kz">www.astanaenergobytt.kz</a> on a constant basis.</p> <p>Managers of the Company participate in meetings, briefings, round tables on discussion of tariff policy of the Company together with state and controlling authorities.</p>
<p><b>Suppliers, contractors, customers</b></p> 	Provision of transparency in tendering processes	<p>Company office 4/1 B. Momyshuly Avenue, 010000, Astana, RK</p> <p>Company’s website <a href="http://www.astanaenergobytt.kz">www.astanaenergobytt.kz</a></p>	<p>Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 e-mail: <a href="mailto:aesbytt@aesbytt.kz">aesbytt@aesbytt.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:LNetaeva@aesbytt.kz">LNetaeva@aesbytt.kz</a></p>	<p>In 2016, 51 tender announcements were published in republican print media “Express K” (comes out 5 a week).</p> <p>All tender announcements are also posted on the corporate website in Section “Procurement”: <a href="http://www.astanaenergobytt.kz/buying">http://www.astanaenergobytt.kz/buying</a></p> <p>Results of competitions and tenders are announced in accordance with codes and regulations of applicable legislation publicly in the Company’s office by opening envelopes in presence of participants and anybody who wanted.</p> <p>Form “Feedback” is functioning on the corporate website <a href="http://www.astanaenergobytt.kz">www.astanaenergobytt.kz</a>. The form allows addressing the Company’s management with complaints and suggestions. All messages are received by the Document Management Department, registered in in hard copies, and forwarded to the Company’s management for further consideration. In 2016, there were no complaints regarding corruption against the employees of AES LLP.</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:LNetaeva@aesbytkz.kz">LNetaeva@aesbytkz.kz</a></p>	<p>In 2016, AES LLP participated in vacancy fairs of universities, colleges, employment centers:</p> <ul style="list-style-type: none"> <li>- Eurasian National University named after L. Gumilyov (first decade of April);</li> <li>- Kazakh Agrotechnical University named after S. Seifullin (third decade of April).</li> </ul> <p>In 2016, on-the-job training was organized for 10 students of universities and colleges:</p> <ul style="list-style-type: none"> <li>- Power Engineering Department of the Kazakh Agrotechnical University named after S. Seifullin;;</li> <li>- Akmola Training Center;</li> <li>- college of Eurasian Humanitarian Institute;</li> <li>- Eurasian University named after L. Gumilyov;</li> <li>- Kazakh Humanitarian Juridical University.</li> </ul> <p>Information on vacancies is published in publications "Rabota", weekly newspaper "Vakansii Astany i Obuchenije" and posted on the Company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a></p>
<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:LNetaeva@aesbytkz.kz">LNetaeva@aesbytkz.kz</a></p>	<p>In the reporting period, 63 articles on activity of AES LLP were published.</p> <p>As soon as requests are available, the company operatively provides comprehensive information to requests, comments, that provides transparency of relations when interacting with mass media.</p> <p>As soon as requests are available, the company operatively provides the comprehensive information to requests. comments. that provides transparency of relations when interacting with mass media</p>

President

Ye. A. Amirkhanov