



STAKEHOLDERS ENGAGEMENT **PLAN** OF  
THE GROUP OF COMPANIES OF  
CENTRAL-ASIA ELECTRIC POWER CORPORATION JSC  
FOR 2020

Nur-Sultan

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## ABOUT CAEPCO

Central-Asian Electric Power Corporation JSC is the largest vertically integrated private holding in the electricity and heat generation sector of Kazakhstan. In the regions where it operates, CAEPCO JSC Group of Companies has a monopoly on electricity and heat production and distribution.

**10,553 people** – headcount of the Group of Companies (for 12.31.2019)

**More than 2 mln** customers (including families)

**1,218 MW** – installed electricity capacity

**2,981 Gcal/h** – installed heat capacity

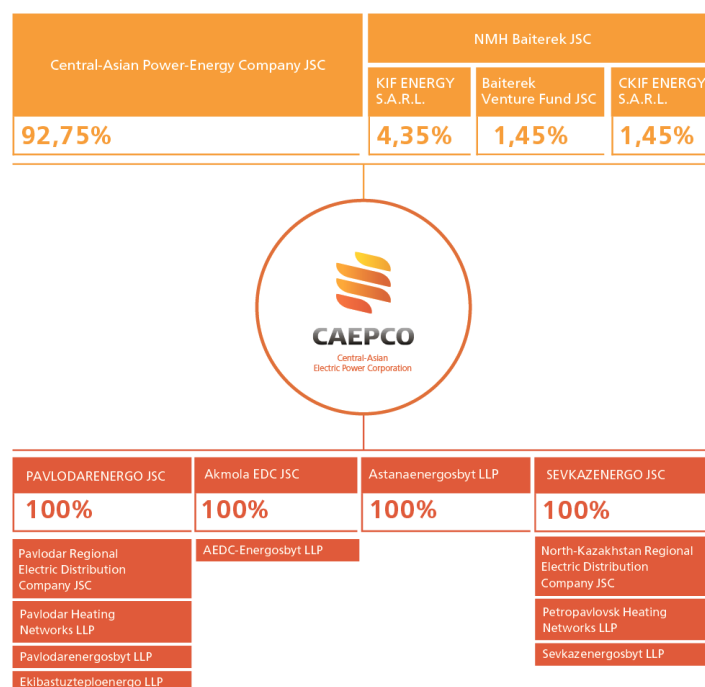
### Mission

Improving the living standards for customers and creating favourable conditions for economic growth in the regions of operations by providing first-class energy supply services for households, industries and social infrastructure facilities. The Corporation is implementing this mission by operating in accordance with international production, environmental, health protection and social responsibility standards. The Corporation's performance effectiveness is based on its employees, whose value lies in their high professionalism and the ability to work in a team with a focus on results.

Total installed electricity capacity of CAEPCO JSC amounts to 1,218 MW – by this parameter the Corporation is a leader among private electricity generating companies of Kazakhstan. Total installed heating capacity of the corporation is 2,981 Gcal/h. Total length of electricity transmission lines is more than 49.4 km, length of heating networks is 983.9 km. The Company provides electricity to more than two million people.

Subsidiaries of CAEPCO JSC in regions of Kazakhstan are represented by two vertically integrated energy companies – SEVKAZENERGO JSC and PAVLODARENERGO JSC, both of which include all energy supply elements – generation, transmission and sales. In Nur-Sultan city the Company controls a sales structure – ASTANAENERGOSBYT LLP, in Akmola region – Akmola Electricity Distribution Company JSC.

## Corporation structure



## STAKEHOLDERS AND TYPE OF INFORMATION DISCLOSED IN THE REPORT

An important element of the sustainable development system is stakeholder's 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 action plan, actions are aimed at expansion and enhancement of efficiency of interaction with all stakeholders in accordance with such corporate behaviour principles as an openness, authenticity, and completeness of information about activity if the Corporation, complete consideration of interests of all stakeholders, and a prompt response to expression of these interests.



Personnel



Trade union



local communities



Government authorities



Controlling bodies



Suppliers, contractors, customers



Universities, colleges, employment centers



Mass media



NGOs

List of abbreviations:

RK – Republic of Kazakhstan  
 CAEPCO JSC – Central-Asian Electric Power Corporation JSC  
 CAPEC JSC – JSC Central-Asian Power Energy Company JSC  
 SKE JSC – SEVKAZENERGO JSC  
 PE JSC – PAVLODARENERGO JSC  
 AES – Astanaenergoby LLP  
 AEDC – Akmola Electricity Distribution Company JSC  
 PREDC – Pavlodar Regional Electric Distribution Company JSC  
 NK REDC – North-Kazakhstan Regional Electric Distribution Company JSC  
 NKR – North-Kazakhstan Region  
 EPC – Electric Power Council  
 KEPA – Kazakhstan Electric Power Association

PRD – Public Relations Department  
 HR - Human Resources  
 MSD - Material Support Department  
 NGO - Nongovernmental organization  
 EPS - Electric power substation  
 HM - Heating main  
 HWS – Hot water supply  
 MSM – Mass media  
 CHP – Combined Heat and Power Plant  
 DCRNM & PC - Department of the Committee for Natural Monopolies Regulation and Protection of Competition of the Ministry of National Economy of the Republic of Kazakhstan  
 IMSG - Integrated Management System Group  
 OHSS – Occupational health and Safety Service  
 IMS - Integrated Management System



Pavlodar, city code - 7182  
 Ekibastuz, city code - 7187

## STAKEHOLDERS ENGAGEMENT PLAN OF PAVLODARENERGO JSC

### STAKEHOLDER - Personnel

#### Type of information - Occupational Safety and Health

In 2020, in accordance with the requirements of the Labor Code of the Republic of Kazakhstan, in order to create healthy and safe working conditions, improve the culture and aesthetics of production, an Action Plan on labor protection will be implemented in PE in accordance with the requirements of MS ISO 45001: 2018. During the year, the enterprises of the PE group will take the necessary measures for safety and labor protection.

Provision of disclosed environmental and social information and consultations	Name, contact number
27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2 Ekibastuzeteploenergo "LLP,, unaeva str., 105 Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>	The head of UIS PE Buchneva N. N., phone: 39-97-22 info@pavlodarenergo.kz
Public Organization "Local Trade Union of Workers of Power System "Pavlodarenergo". Room 203, 27, Krivenko Str., 140000 Pavlodar, RK. phone: 39-97-85	Head of HSE Service Turkov A.V. phone: 39-93-54 info@pavlodarenergo.kz
reception phone: 39-95-06, fax: 32-97-88	Heads of the enterprises, PE



## Type of information - Disclosure of information on the company's activities

### The following activities are planned to be implemented:

Preparation of the Annual Report of PE for 2019. The report is intended to be distributed to interested parties, including government agencies, the media, NGOs, partners and subsidiaries.

Issue of the Energetik newspaper (2 times a month).

Update on the corporate website e [www.pavlodarenergo.kz](http://www.pavlodarenergo.kz) (new materials are published on the site 2 times a week), Internet (<http://fbsd/penergo>).

Informing employees about the company's activities in the external environment; on the organization of leisure and recreation for workers; social package, activities of trade unions, a veteran organization, charitable activities; coverage of sports and celebrations; publication of safety regulations; about employees and significant events in the life of the company; about innovations in personnel policy and changes in the composition of the leadership; coverage of the activities of the rest house and the sanatorium "Energetik", etc.

Updating on information boards (if necessary) Placement: announcements, schedules of sporting events, contests, information on labor protection and safety (OSH), rules for the consideration of labor disputes, information from trade union committees, company policy in the field of quality, energy management, environment and so on.

Electronic mailing of messages to employees about the most significant events and achievements (if necessary). Reception of employees on personal issues by company management (if necessary).

### Feedback mechanism:

1. It is proposed to write an email to [pavlodarenergo@pavlodarenergo.kz](mailto:pavlodarenergo@pavlodarenergo.kz). The secretary transfers to the management all received messages.

2. It is proposed to send a message through feedback forms on the website [www.pavlodarenergo.kz](http://www.pavlodarenergo.kz) ("Headquarters for Work with Consumers", "Hot Line on Combating Corruption"). PRD sends incoming messages to management, which instructs the relevant services to prepare a response, or invites the author to receive.

3. There is an electronic mailbox for calls from [L.Smirnova@pavlodarenergo.kz](mailto:L.Smirnova@pavlodarenergo.kz) employees, helpline - 39-95-09.

Meetings of the conciliation commission upon receipt of appeals. The solution of labor disputes with the participation of the trade union, human resources department, first leaders. Workers can discuss all controversial issues before the meeting by making an appointment with the Director General.

Provision of disclosed environmental/social information and consultations	Name, contact number
27 Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2 Ekibastuzeteploenergo LLP, Kunaeva str., 105 Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>	Heads of the enterprises, PE  Head of PRD of PE JSC Tel./Fax: 39-98-70 <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> O.A. Yemelyanova,
Public Organization "Local Trade Union of Workers of Power System "Pavlodarenergo". Room 203, 27, Krivenko Str., 140000 Pavlodar, RK. phone: 39-97-85	Contact-Centre's Tel.: 903-309.

reception phone: 39-95-06, fax: 32-97-88  
pavlodarenergo@pavlodarenergo.kz

#### Type of information - Social assistance and support

PE provides employees with social assistance and support.

In 2020, a set of measures is planned for employees of the group of PE enterprises in order to maintain the principles of corporate social responsibility.

#### Provision of disclosed environmental/social information and consultations

Company's office  
27, Krivenko Street, Pavlodar, 140000, RK  
North Industrial Zone, CHP-3, CHP-2  
reception phone: 39-95-06, fax: 32-97-88

105, Kunaeyev Street, Ekibastuz,  
Ekibastuzteploenergo

HR Department  
Company's website: www.pavlodarenergo.kz

#### Name, contact number

Administrative Department of PE JSC

Tel.: 39-95-08,  
Acting Chief of the Administrative Department:  
K.Y. Rezner

Chief of HR Department of PE  
39-95-09  
L.A. Smirnova  
info@pavlodarenergo.kz

#### Type of information - Labor dispute settlement

Labor disputes are resolved in accordance with applicable law, as well as in the framework of the Collective Agreement and the Regulation on the conciliation commission for individual labor disputes - at a meeting of the conciliation commission with the participation of representatives of the employer and employee. Meetings of the conciliation commission are appointed upon receipt of complaints and appeals of employees.

#### Provision of disclosed environmental/social information and consultations

27, Krivenko Street, Pavlodar, 140000, RK  
North Industrial Zone, CHP-3, CHP-2  
105, Kunaeyev Street, Ekibastuz,  
Ekibastuzteploenergo LLP  
Administrative Department of PE JSC,  
HR Department  
Company's website: www.pavlodarenergo.kz

#### Name, contact number

Reception phone: 39-95-06, fax: 32-97-88  
Administrative Department of PE JSC

Chief of HR Department of PE  
39-95-09  
L.A. Smirnova  
info@pavlodarenergo.kz

#### STAKEHOLDER - TRADE UNION

#### Type of information - Performance of the collective agreement

There is a single Collective Agreement for a group of PE companies with the participation of the local trade union of the energy system. Within the agreement, reports on the chairmen of trade unions and reporting meetings are planned in structural units. Coverage of the activities of the trade union is carried out on an ongoing basis through the newspaper

Energetik, a corporate website, on information boards, through the information channels of trade union activists.

### Type of information - Organization of leisure and rest

In 2020, the local PE energy system union plans to hold sporting events and events as part of the holidays: Children's Day, 8 March, Knowledge Day, Nauryz, Victory Day, Chemist Day, Environmental Day, Labor Day, Power Engineer Day, New Year, Day elderly people, as well as congratulations to the anniversaries and employees going on a well-deserved rest.

Provision of disclosed environmental/social information and consultations	Name, contact number
Public Organization "Local Trade Union of Power System Workers "Pavlodarenergo". Room 504, 27, Krivenko Str., 140000 Pavlodar, RK. Tel.: 39-97-85	Chairman of the Public Organization "Local Trade Union of Workers of Power System "Pavlodarenergo" B.K. Toleubayev profkom_pv@bk.ru Chairman of the Shop Committee of Pavlodar Heat Networks LLP M.F. Sarycheva M.Saryicheva@pavlodarenergo.kz
149, Kamzin Str., Pavlodar. Tel.: 60-65-60,	
1/141, Tolstoy Str., Pavlodar. Tel.: 75-16-61	Chairman of the Shop Committee of PREDC JSC L.A. Yevtushenko L.Evtushenko@pavlodarenergo.kz
27, Krivenko Str., Pavlodar. Tel.: 39-98- 64	Chairman of the Shop Committee of Pavlodarenergosbyt LLP V.I.Tuymenceva V.Tuymenceva@pavlodarenergo.kz

### STAKEHOLDER - LOCAL COMMUNITIES

#### Type of information - Impact of the enterprise's activities

#### Type of information - Public hearings on the approval of a tariff estimate

Written and electronic communications from consumers (on an ongoing basis). Consumer appeals to the company are sent through a written statement, postal and telephone communications, Internet channels. Written and electronic appeals are registered by the office, the answer is provided by a specialist (indicating contacts) signed by the head; Telephone inquiries are sent to specialists who analyze needs and monitor customer satisfaction. Management is presented with a report on interaction with consumers, suggestions for improving the quality of service.

Contact Center of Pavlodarenergosbyt LLP. Multi-line telephone 903-309. Background information on energy supply. Complaints about the quality of energy supply or electricity are processed, readings of metering devices for hot water and electric energy are accepted. Indicated on receipts

Categories for consumer feedback: "Headquarters for working with consumers", "Questions and Answers", "Anti-corruption" (on an ongoing basis). In service centers and on the company's website, consumers are invited to receive, fill out and send the Complaint Form to the company. Blog CEO PE. The heading on the site "Getting Ready for the Heating Season".

External media (if necessary). Posting information on public hearings, briefings, round tables, conferences, press tours.



Round tables on the topic of consumer protection in Pavlodar and Ekibastuz (if necessary).  
Press conferences on relevant topics with the participation of heads of PE enterprises (if necessary).

Public hearings of reports on approval of tariff estimates for the production, supply and transmission of thermal energy and electric energy (if necessary).

Public hearings. Reports on the environmental action plan, posting information on holding public hearings, changes in the work of cash desks. Media: "Star of Irtysh", "Saryarka Samaly", "Voice of Ekibastuz", "Ekibastuz City Television Company" (if necessary).

Announcement in the newspapers "Star of Irtysh" and "Saryarka Samaly" (if necessary). Providing information on the transfer of the investment project to the state environmental review, on repair work, shutdowns of heat and electricity, the issuance of those conditions on the company website.

Provision of disclosed environmental/social information and consultations	Name, contact number
27, Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2 105, Kunaeyev Street, Ekibastuz, Ekibastuzteploenergo LLP Administrative Department of PE JSC, Company's website: <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>	Reception phone: 39-95-06, fax: 32-97-88 Administrative Department of PE JSC  Head of PRD of PE JSC Tel./Fax: 39-98-70 <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> O.A. Yemelyanova  Contact-Centre's Tel.: 903-309.

#### STAKEHOLDER - GOVERNMENT AUTHORITIES

**Type of information** - Interaction with government authorities;  
Participation of the enterprise in the life of the city and the region

**Type of information** - Preparation for the heating season

Letters and requests from regulatory and state authorities (on an ongoing basis). Incoming correspondence is registered in the journal of registration of received calls and sent to the addressee. All answers are agreed and signed by the head.

Meetings of the headquarters for the preparation of the housing stock for the heating period. The heads of the enterprises of the PAVLODARENERGO group (or designated responsible persons) participate in the event together with the state and regulatory bodies.

Reports of the heads of local executive bodies to the population. Mandatory participation of representatives of energy transmission companies and energy supply companies.

External media, company website [www.pavlodarenergo.kz](http://www.pavlodarenergo.kz) (once a year). Placement of requirements for obligatory measures for timely and high-quality preparation of heat supply systems for the next heating season.

Placement in the media of a video clip and articles on the need to prepare internal heating systems for multi-constructions and private residential buildings for the heating season.

Website [www.pavlodarenergo.kz](http://www.pavlodarenergo.kz) (on an ongoing basis). Placing information on planned and emergency power outages, indicating the dates in the section "Scheduled outages"  
<http://pavlodarenergo.kz/en/informacziya-o-planovyix-otklyucheniyax.html>

Akim's blog of the region (daily). Monitoring of the regional akim's blog for complaints from consumers against the structural units of the company.

Meetings and tours for government bodies (if necessary).

Provision of disclosed environmental/social information and consultations	Name, contact number
27, Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2 105, Kunaeyev Street, Ekibastuz, Ekibastuzteploenergo Administrative Department of PE JSC, Company's website: <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> Official account in Facebook and Instagram	Reception phone: 39-95-06, fax: 32-97-88 Administrative Department of PE JSC  Head of PRD of PE JSC Tel./Fax: 39-98-70 <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> O.A. Yemelyanova,  Contact-Centre's Tel.: 903-309.

## STAKEHOLDER - CONTROLLING BODIES

### Type of information - Performance of investment obligations

Participation in meetings in akimats of the cities of Pavlodar, Ekibastuz, Aksu on the passage of the heating period (six times a year).

Press tours of the facilities of PAVLODARENERGO JSC, PREDC JSC, Pavlodar heating networks LLP, Ekibastuzenergo LLP on the targeted use of funds received from tariff growth in conjunction with the Department of the Committee for the Regulation of Natural Monopolies and Protection of Competition in the Pavlodar region.

Press release of PAVLODARENERGO JSC on the preparation of Pavlodar CHP-2, CHP-3 for the heating season (once a year).

Press release of PAVLODARENERGO JSC on the preparation of Pavlodar Heating Networks LLP for the heating season (once a year).

Press release of Ekibastuzteploenergo LLP on preparations for the heating season (once a year).

Public hearings:

Reports of PE enterprises on activities for the provision of regulated services for 2019: production of heat energy, supply, transmission and distribution of heat and electricity in the cities of Pavlodar and Ekibastuz.  
PE report on the fulfillment of investment obligations for 2019 of the cities of Pavlodar, Ekibastuz.

Provision of disclosed environmental/social information and consultations	Name, contact number
27, Krivenko Street, Pavlodar, 140000, RK North Industrial Zone, CHP-3, CHP-2 105, Kunaeyev Street, Ekibastuz, Ekibastuzteploenergo Administrative Department of PE JSC, Company's website: <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> Official account in Facebook and Instagram	Reception phone: 39-95-06, fax: 32-97-88 Administrative Department of PE JSC  Head of PRD of PE JSC Tel./Fax: 39-98-70 <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> O.A. Yemelyanova  Contact-Centre's Tel.: 903-309.

## STAKEHOLDER - SUPPLIERS, CONTRACTORS AND CLIENTS

### Type of information – Ensuring the transparency in holding tenders

Newspaper "Zakup Info". Website: [www.pavlodarenergo.kz](http://www.pavlodarenergo.kz). Publication of announcements on holding and results of tenders.

Summing up the results of competitions and tenders. Opening of envelopes with price offers is carried out publicly at the office of the company in the presence of participants and everyone.

The section on the company's website is "Anti-Corruption Hotline" (on an ongoing basis). There is a feedback form on the corporate website that allows you to contact the company management with a complaint or suggestions. All messages received by the PRD are sent to the Director General of PE for further consideration.

#### Provision of disclosed environmental/social information and consultations

27, Krivenko Street, Pavlodar, 140000, RK  
North Industrial Zone, CHP-3, CHP-2  
105, Kunaeyev Street, Ekibastuz,  
Ekibastuzteploenergo  
Administrative Department of PE JSC,  
Company's website: [www.pavlodarenergo.kz](http://www.pavlodarenergo.kz)

#### Name, contact number

Reception phone: 39-95-06, fax: 32-97-88  
Administrative Department of PE JSC

Head of PRD of PE JSC  
Tel./Fax: 39-98-70  
[pr@pavlodarenergo.kz](mailto:pr@pavlodarenergo.kz)  
O.A. Yemelyanova

Contact-Centre's Tel.: 903-309.

## STAKEHOLDER - UNIVERSITIES, COLLEGES, EMPLOYMENT CENTERS

### Type of information – Practical training, internship and employment of graduates

In 2020, the implementation of the PROFENERGY program aimed at training high-quality young professionals will continue in PE.

In 2020, a traditional competition of scientific works for students of universities and colleges of Pavlodar and Ekibastuz will be announced. The award for the best work is the personal scholarship of the CEO of PE.

Participation in job fairs of universities, colleges, employment centers (if necessary).

Providing practical training to students of specialized universities (once a year).

#### Provision of disclosed environmental and social information and consultations

27, Krivenko Street, Pavlodar, 140000, RK  
North Industrial Zone, CHP-3, CHP-2  
105, Kunaeyev Street, Ekibastuz,  
Ekibastuzteploenergo  
Administrative Department of PE JSC,  
Company's website: [www.pavlodarenergo.kz](http://www.pavlodarenergo.kz)

#### Name, contact number

Reception phone: 39-95-06, fax: 32-97-88  
Administrative Department of PE JSC  
[pavlodarenergo@pavlodarenergo.kz](mailto:pavlodarenergo@pavlodarenergo.kz)

Head of PRD of PE JSC  
Tel./Fax: 39-98-70  
[pr@pavlodarenergo.kz](mailto:pr@pavlodarenergo.kz)

Official account in Facebook and Instagram

O.A. Yemelyanova

Contact-Centre's Tel.: 903-309  
HR Department of PE  
Chief – L.A. Smirnova  
39-95-09  
info@pavlodarenergo.kz

## STAKEHOLDER – MASS-MEDIA

### Type of information – Disclosure of information on the company's activities

Local and republican media (on an ongoing basis). Placement of printed materials and videos about the company.

Internet, social networks, electronic mailing. Placing announcements of important company events, links to press releases, invitations to press events, operational comments about current events.

SMM (weekly)

Promotion of information posted on the company's website through an account on Facebook, Instagram. Informing consumers in local regional groups on social networks: Odnoklassniki, V Kontakte:

<https://www.facebook.com/pavlodarenergo>;

<https://vk.com/tipavlo>

<https://vk.com/pvldetka>

<https://ok.ru/ht50428962406492>

[https://www.instagram.com/polezny\\_ekibastuzets/?hl=en](https://www.instagram.com/polezny_ekibastuzets/?hl=en)

In 2020, the implementation of the PROFENERGY program aimed at training high-quality young professionals will continue in PE.

In 2020, a traditional competition of scientific works for students of universities and colleges of Pavlodar and Ekibastuz will be announced. The award for the best work is the personal scholarship of the CEO of PE.

Participation in job fairs of universities, colleges, employment centers (if necessary).

Providing practical training to students of specialized universities (once a year).

### Provision of disclosed environmental/social information and consultations

27, Krivenko Street, Pavlodar, 140000, RK  
North Industrial Zone, CHP-3, CHP-2  
105, Kunaeyev Street, Ekibastuz,  
Ekibastuzteploenergo  
Administrative Department of PE JSC,  
Company's website: [www.pavlodarenergo.kz](http://www.pavlodarenergo.kz)

### Name, contact number

Reception phone: 39-95-06, fax: 32-97-88  
Administrative Department of PE JSC

Head of PRD of PE JSC  
Tel./Fax: 39-98-70  
[pr@pavlodarenergo.kz](mailto:pr@pavlodarenergo.kz)  
O.A. Yemelyanova

Contact-Centre's Tel.: 903-309.

## STAKEHOLDER – NGO

### Type of information – Ecological problems, social activity etc.

Press tours for media representatives and NGOs.

Public hearings. Invitation of representatives "Society for the Protection of Consumer Rights", "ECOM", "World of Ecology", etc. to participate in all public hearings organized by the enterprises of PE.

Ensuring transparency in the field of ecology. Posting on the corporate website of the company reports on plans and results of projects aimed at improving the environmental parameters of production.

**Provision of disclosed environmental/social information and consultations**

27, Krivenko Street, Pavlodar, 140000, RK  
North Industrial Zone, CHP-3, CHP-2  
105, Kunaeyev Street, Ekibastuz,  
Ekibastuzteploenergo  
Administrative Department of PE JSC,  
Company's website: [www.pavlodarenergo.kz](http://www.pavlodarenergo.kz)

**Name, contact number**

Reception phone: 39-95-06, fax: 32-97-88  
Administrative Department of PE JSC

Head of PRD of PE JSC  
Tel./Fax: 39-98-70  
[pr@pavlodarenergo.kz](mailto:pr@pavlodarenergo.kz)  
O.A. Yemelyanova

Contact-Centre's Tel.: 903-309.  
Environmental Protection Department of PE JSC –  
Bogachonok E.V., Chief of the Environmental  
Protection Department.  
tel.: 39-97-01, [info@pavlodarenergo.kz](mailto:info@pavlodarenergo.kz)



## STAKEHOLDERS ENGAGEMENT PLAN OF SEVKAZENERGO JSC

### STAKEHOLDER - PERSONNEL

#### Type of information - Occupational Safety and Health

In 2020, in accordance with the requirements of the Labor Code of the Republic of Kazakhstan and in order to create healthy and safe working conditions, improve the culture and aesthetics of production, the SKE plans to implement an Action Plan for labor protection, industrial sanitation and fire safety.

For the SKE group of companies, it is planned to switch to a new version of the ISO 45001: 2018 standard.

**Provision of disclosed environmental/social information and consultations**

**Name, contact number**

215, Zhabayev Str., 150000 Petropavlovsk, RK;

Petropavlovsk CHP- 2

28, Y.Gashek Str.

Company's Website: [www.sevkazenergo.kz](http://www.sevkazenergo.kz)

Reception of SKE JSC

Tel.: 31-43-24

Fax: 41-28-28

[info@sevkazenergo.kz](mailto:info@sevkazenergo.kz)

Management of the Group of Enterprises of SKE JSC

Head of HSE Service

Polyn O.V.

tel: 3-54

#### Type of information - Disclosure of information on the company's activities

In 2020, it is planned to prepare and publish the annual report of SKE for 2019, which will be available on the KASE Kazakhstan stock exchange website. The report is intended to be distributed to interested parties, including government agencies, the media, NGOs, partners and subsidiaries.

Newsletter "Power Engineer of Northern Kazakhstan" (it is planned to maintain the frequency of publication once a week), the corporate website [www.sevkazenergo.kz](http://www.sevkazenergo.kz) (it is planned to continue to publish new materials at least 3 times a week). Informing employees about the company's activities in the external environment; on the organization of leisure and recreation for workers; social package; activities of trade unions, veteran organizations, charity activities; coverage of sports and celebrations, the publication of OSH regulations; about employees and significant events in the life of the company; about innovations in personnel policy and changes in the composition of the leadership.

Information boards (if necessary). It is planned to continue work on posting announcements, congratulations to management, schedules for sporting events, OSHB information, rules for the consideration of labor disputes, information from trade union committees, company policy in the field of quality, energy management, the environment and more.

Internal corporate website for employees <http://ske-web/ske/itsite/default.aspx>

The site plans to continue updating information for employees of the Company, including the legal framework, personnel policy, regulatory documents and risk management information. A weekly update of the news series, a monthly update of the bulletin board and congratulations are planned. In addition, it is planned to continue posting video and photo materials on the activities of the Company, including news stories, newspaper publications.

Electronic distribution of messages to employees about the most significant events and achievements (on an ongoing basis).

The official account of the company on the social networks Facebook, Instagram, V Kontakte.

It is planned to continue work on promoting information posted on the official website of the Company, as well as informing the public about planned outages of electric energy and hot water, informing media representatives about upcoming events (holding public hearings, press tours, etc.).

Reception of employees on personal matters with the company management (if necessary)

Feedback mechanism:

1. It is proposed to write an email to [info@sevkazenergo.kz](mailto:info@sevkazenergo.kz). The secretary transfers to the management all received messages.
2. It is proposed to send a message through feedback forms on the website [www.sevkazenergo.kz](http://www.sevkazenergo.kz) ("Feedback", "Anti-corruption Hotline"). Received messages are sent to management, which instructs the relevant services to prepare a response, or invites the author to receive.
3. In addition, it is proposed to send a message to the electronic mail box for employees' calls - [N.Kim@sevkazenergo.kz](mailto:N.Kim@sevkazenergo.kz), or use the helpline - 41-03-29, internal tel: 4-46.

External media (if necessary). Posting information about the employees of the enterprise.

Provision of disclosed environmental/social	Name, contact number
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## information and consultations

215, Zhabayev Str., 150000 Petropavlovsk, RK;

Petropavlovsk CHP- 2

28, Y.Gashek Str.

Company's Website: [www.sevkazenergo.kz](http://www.sevkazenergo.kz)

Head of PRD of SKE JSC

41-29-39

A.M. Ageyev

## Type of information - Social assistance and support

In 2020, it is planned to prepare and publish the annual report of SKE for 2019, which will be available on the KASE Kazakhstan stock exchange website. The report is intended to be distributed to interested parties, including government agencies, the media, NGOs, partners and subsidiaries.

### Provision of disclosed environmental/social information and consultations

215, Zhabayev Str., 150000 Petropavlovsk, RK;

Petropavlovsk CHP- 2

28, Y.Gashek Str.

Company's Website: [www.sevkazenergo.kz](http://www.sevkazenergo.kz)

### Name, contact number

Reception of SKE JSC

Tel.: 31-43-24

Fax: 41-28-28

[info@sevkazenergo.kz](mailto:info@sevkazenergo.kz)

Management of the Group of Enterprises of SKE JSC

Head of HR Department – N.V. Kim

Tel.: 41-03-29

Tel.: 41-28-29 (130)

Head of PRD of SKE JSC

41-29-39

A.M. Ageyev

## Type of information - Labor dispute settlement

Meetings of the conciliation commission (upon receipt of requests). Settlement of labor disputes with the participation of the trade union, personnel management department of the company, first managers. Workers can discuss all controversial issues before the meeting by making an appointment with the Director General.

The procedure for resolving labor disputes is fixed in the Regulation on the procedure for the consideration of labor disputes (WG #02.098.2013 of 04.04.2013).

### Provision of disclosed environmental and social information and consultations

215, Zhabayev Str., 150000 Petropavlovsk, RK;

Petropavlovsk CHP- 2

28, Y.Gashek Str.

Company's Website: [www.sevkazenergo.kz](http://www.sevkazenergo.kz)

### Name, contact number

Reception of SKE JSC

Tel.: 31-43-24, Fax: 41-28-28

[info@sevkazenergo.kz](mailto:info@sevkazenergo.kz)

Management of the Group of Enterprises of SKE JSC

Head of HR Department – N.V. Kim

Tel.: 41-03-29

Tel.: 41-28-29 (130)

## STAKEHOLDER - TRADE UNION

### Type of information - Performance of the collective agreement

### Type of information - Organization of leisure and rest

The collective agreement (common) of the enterprises of the group of SEVKAZENERGO JSC for 2018-2020 was signed on 20 February 2018.

Workshop conferences (once a year). Adoption of the report on the work done by the union.

Conferences of the labor collective are held in structural divisions (once every 5 years).

Planned coverage of union activities:

1. in the newsletter "Power Engineer of Northern Kazakhstan" (as necessary),
  2. on the corporate website [www.sevkazenergo.kz](http://www.sevkazenergo.kz) (as necessary),
  3. on information boards,
  4. on the internal corporate website for employees of the company <http://ske-web/ske/itsite/default.aspx> (as necessary),
- through the official account of the company on the social networks Facebook, Instagram, V Kontakte.

Meetings of the conciliation commission (upon receipt of requests). Settlement of labor disputes with the participation of the trade union, personnel management department of the company, first managers. Workers can discuss all controversial issues before the meeting by making an appointment with the Director General.

The procedure for resolving labor disputes is fixed in the Regulation on the procedure for the consideration of labor disputes (WG #02.098.2013 of 04.04.2013).

Provision of disclosed environmental/ social information and consultations	Name, contact number
Branch of Trade Union Organization of SKE JSC of PCHP-2, 28, Y.Gashek, 150 000 Petropavlovsk, RK. Tel.: 52-02-87	Chairman of Branch of Trade Union Organization of SKE JSC Ye.V. Kelba Tel.:52-02-87 <a href="mailto:E.Kelba@sevkazenergo.kz">E.Kelba@sevkazenergo.kz</a>
Trade Union Committee of NK REDC JSC of 144, A. Shazhimbayev Str., 150000 Petropavlovsk, RK Тел.: 31-42-17	Chairman of Trade Union Committee of NK REDC JSC Ye.V. Pomogalova Tel.: 31-42-17, inner 33 80
Trade Union Committee of Petropavlovsk Heat Networks LLP of 23, Stroitel'naya, 150 000 Petropavlovsk, RK. Tel.: 52 26 7	Chairman of Trade Union Committee of Petropavlovsk Heat Networks LLP N.Starodubtseva inner 2-52 <a href="mailto:N.Starodubtseva@sevkazenergo.kz">N.Starodubtseva@sevkazenergo.kz</a>
Representative of workers of Sevkazenergosbyt LLP of 66, Zhumabayev Str., Petropavlovsk, RK. Tel.: 36-38-52	Representative of workers of Sevkazenergosbyt LLP E.Didenko Tel.: 36-38-52, inner 63-22 <a href="mailto:E.Didenko@sevkazenergo.kz">E.Didenko@sevkazenergo.kz</a>

## STAKEHOLDER – LOCAL COMMUNITIES

## Type of information - Impact of the enterprise's activities

## Type of information -Public hearings on the approval of a tariff estimate

Written and electronic communications from consumers (on an ongoing basis). Consumer appeals to the subsidiary are proposed to be sent through a written statement, postal and telephone communications, Internet channels. Written appeals are registered, a response is provided by a specialist (indicating contacts) signed by the head; e-mails are sent to the employees of the contact center of Sevkazenergosbyt LLP who are preparing a competent response (according to the regulations for interaction of SEVKAZENERGO group of companies with interested parties 10.053 / 02), telephone requests are sent to specialists who analyze needs and monitor the degree of customer satisfaction. The management is provided with a report on interaction with consumers, suggestions for improving the quality of service.

"Helpline" (on an ongoing basis). The multi-channel helpline of the call center 500-666 is indicated on the company's website and in receipts for consumers of services.

Categories for consumer feedback: "Feedback", "Questions and Answers", "Anti-corruption" (on an ongoing basis). In the service centers and on the company's website, consumers are invited to receive, fill out and send a complaint to the company, where it can be noted that there are deficiencies in the receipt of heat and energy supply services.

External media (on an ongoing basis). Posting information on public hearings, briefings, round tables, conferences and press tours.

Conducting a survey among consumers (January)

"Round table" on the passage of the heating season in Petropavlovsk (once a year).

"Round tables" on the implementation of the investment program (if necessary).

Public hearings on the fulfillment of investment obligations of SEVKAZENERGO JSC (April 2020).

Public hearings on the approval of tariff estimates for the production, supply and transmission of heat and electricity (if necessary).

Press tours on the modernization facilities of the group of enterprises of SEVKAZENERGO JSC (June-September 2020).

Public hearings of reports on the environmental action plan (if necessary).

Website [www.sevkazenergo.kz](http://www.sevkazenergo.kz) (weekly). Placing information on repair work, shutdowns of heat and electric energy, issuing those conditions.

### Provision of disclosed environmental/social information and consultations

215, Zhabayev Str., 150000 Petropavlovsk, RK;

Petropavlovsk CHP- 2

28, Y.Gashek Str.

Company's Website: [www.sevkazenergo.kz](http://www.sevkazenergo.kz)

### Name, contact number

Reception of SKE JSC

Tel.: 31-43-24

Fax: 41-28-28

[info@sevkazenergo.kz](mailto:info@sevkazenergo.kz)

Head of PRD of SKE JSC

41-29-39

A.M. Ageyev

## STAKEHOLDER – GOVERNMENT AUTHORITIES

**Type of information** - Interaction with government authorities; Participation of the enterprise in the life of the city and the region

Letters and requests from regulatory and state authorities (on an ongoing basis). Incoming correspondence is registered in the journal of registration of received calls and sent to the addressee, the response is agreed upon and endorsed by the head.

On the corporate website [www.sevkazenergo.kz](http://www.sevkazenergo.kz), information on planned and emergency outages is permanently posted, time periods are indicated. Information about the public hearings, the schedule of repairs on electric grids and heating mains is available in the regional and city mass media: "Northern Kazakhstan", "Solstik Kazakhstan", "Prospect SK", "MTPK" TV channel.

Provision of disclosed environmental/social information and consultations	Name, contact number
215, Zhabayev Str., 150000 Petropavlovsk, RK; Company's Website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a>	Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 info@sevkazenergo.kz Head of PRD of SKE JSC 41-29-39 A.M. Ageyev

## Type of information - Preparation for the heating season

Meetings of the headquarters for the preparation of the housing stock for the heating season (June-September, weekly). The heads of the group of enterprises of SEVKAZENERGO JSC (or designated responsible persons) plan to participate in the event together with state and regulatory bodies.

Meeting of the interdepartmental commission on the basis of Sevkazenergosbyt LLP (as necessary)

External media, company website [www.sevkazenergo.kz](http://www.sevkazenergo.kz) (if necessary). Placement of requirements for obligatory measures for timely and high-quality preparation of heat supply systems for the next heating season.

Website [www.sevkazenergo.kz](http://www.sevkazenergo.kz) (on an ongoing basis). Placing information about planned and emergency power outages, indicating the timing.

Media: Kizilzhar Broadcasting Company, MTRK Northern Kazakhstan newspaper, Solstik Kazakhstan, Prospect SK and Kyzylzhar Nury. (If necessary). Posting information on holding public hearings, changing the work of box offices.

Meetings and tours for government officials (as needed).

Provision of disclosed environmental/social information and consultations	Name, contact number
215, Zhabayev Str., 150000 Petropavlovsk, RK; Company's Website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a>	Reception of SKE JSC Tel.: 31-43-24, Fax: 41-28-28 info@sevkazenergo.kz Management of the Group of Enterprises of SKE JSC

## STAKEHOLDER – CONTROLLING BODIES

### Type of information - Performance of investment obligations

Public hearings on the coverage of the results of the investment program (12 times a year).  
Meetings of official representatives of regulatory and state bodies (if necessary).

Provision of disclosed environmental/social information and consultations	Name, contact number
215, Zhabayev Str., 150000 Petropavlovsk, RK; Company's Website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a>	Reception of SKE JSC Tel.: 31-43-24, Fax: 41-28-28 info@sevkazenergo.kz Management of the Group of Enterprises of SKE JSC  Head of PRD of SKE JSC 41-29-39 A.M. Ageyev  Trust line - 31-43-92

## STAKEHOLDER – SUPPLIERS, CONTRACTORS, CUSTOMERS

### Type of information - Ensuring the transparency in holding tender

Company website (if necessary). Placement of tender documents, announcements, results protocols, procurement plans.

Organization and holding of tenders is carried out in accordance with the norms and rules of the current legislation. Summing up the results of tenders and tenders is carried out publicly at the company's office by opening envelopes in the presence of participants and all comers.

Meeting with contractors and customers based on work results (weekly).

The section on the company's website is "Anti-Corruption Hotline" (on an ongoing basis). Offers to contact the company with a complaint or suggestion.

Provision of disclosed environmental/social information and consultations	Name, contact number
215, Zhabayev Str., 150000 Petropavlovsk, RK; MSD of SKE JSC Company's Website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a>	Reception of SKE JSC Tel.: 31-43-24, Fax: 41-28-28 info@sevkazenergo.kz Chief of MSD of SKE JSC O.M. Lipatova Tel.: 41-29-39  Head of PRD of SKE JSC 41-29-39 A.M. Ageyev  Trust line - 31-43-92

## STAKEHOLDER – UNIVERSITIES, COLLEGES, EMPLOYMENT CENTERS

## Type of information - Practical training, internship and employment of graduates

It is planned to participate in job fairs of universities, colleges, employment centers (if necessary).

The implementation of the Program for the support system for young specialists for students of specialized specialties will continue:

- Awarding of a nominal scholarship to participants in a competition of scientific papers;
- Temporary employment for the summer holidays;
- Admission of students for paid practice.

Conducting excursions to the company's facilities for students in the framework of vocational guidance and for students of relevant specialties.

Providing practical training to students of specialized universities (during the year, at the request of educational institutions).

Information meetings with graduates of specialized specialties in educational institutions of the city (if necessary). Participation in the work of examination commissions (annually).

Provision of disclosed environmental and social information and consultations	Name, contact number
215, Zhabayev Str., 150000 Petropavlovsk, RK; Petropavlovsk CHP- 2 28, Y.Gashek Str. Company's Website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a>	Reception of SKE JSC Tel.: 31-43-24, Fax: 41-28-28 <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a> Management of the Group of Enterprises of SKE JSC Head of HR Department – N.V. Kim Tel.: 41-03-29 Tel.: 41-28-29 (130)

## STAKEHOLDER – MASS-MEDIA

### Type of information - Information on activities of SKE JSC's Group of Enterprises

Local and republican media (on an ongoing basis). Placement of printed materials and videos about the activities of the Company.

Email newsletter (twice a week). Placement of announcements of important events of the Company, links to press releases, invitations to press events, operational comments on current events.

Website [www.sevkazenergo.kz](http://www.sevkazenergo.kz) (weekly).  
Posting information on repair work.

Website [www.sevkazenergo.kz](http://www.sevkazenergo.kz) (three times a week). Posting information about the company.

SMM (weekly)  
Promotion of information posted on the company's website through accounts on Facebook, Instagram, Vkontakte.

Provision of disclosed environmental and social information and consultations	Name, contact number
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215, Zhabayev Str., 1  
50000 Petropavlovsk, RK;

Company's Website: [www.sevkazenergo.kz](http://www.sevkazenergo.kz)

Head of PRD of SKE JSC  
41-29-39  
A.M. Ageyev

#### STAKEHOLDER – NGO

##### Type of information - Ecological problems, social activity

Press tours (if necessary). Public hearings (if necessary). Participation in round tables, press conferences (if necessary). Inter-ministerial commission meeting (as necessary).

##### Provision of disclosed environmental and social information and consultations

215, Zhabayev Str., 1  
50000 Petropavlovsk, RK;

Company's Website: [www.sevkazenergo.kz](http://www.sevkazenergo.kz)

##### Name, contact number

Reception of SKE JSC  
Tel.: 31-43-24, Fax: 41-28-28  
[info@sevkazenergo.kz](mailto:info@sevkazenergo.kz)

Head of PRD of SKE JSC  
41-29-39  
A.M. Ageyev

Environmental Protection Department  
A.V. Aitikeyeva. Tel.: 31-70-22



Nur-Sultan, city code - 7172

## STAKEHOLDERS ENGAGEMENT PLAN OF AEDC JSC

#### STAKEHOLDER - Personnel

##### Type of information - Occupational Safety and Health

In 2019, in order to create healthy and safe working conditions, improve the culture and aesthetics of production, the Work Plan of the Safety and Labor Protection Service was developed and implemented in the AREK group of enterprises.

During the year, as part of the "Safety Day" in the company's structural divisions, 1,397 non-conformances were eliminated, 418 introductory briefings, 22 production meetings were conducted. In all MES, RES and in the management staff, Family and Occupational Health and Safety Day was held, in which children of company employees took part. A children's drawing contest on the topic of work safety and health protection was also organized.

In the reporting year, annual compulsory occupational safety training was held in our own training center.

To inform on the topic of labor safety and the health of employees, information stands were used,

articles were published in the corporate publication. As part of a warning to the public about the danger of electric current, materials were published in the regional print media Akmolinskaya Pravda, Prostor Atbasar, Mayak, Vesti Bulandy, Zhaksynsky Vestnik, Nur-Korgalzhyn, Esil Info, Sandyktau Territory ", "Forward Arshaly", "Virgin Flag".

In 2019, employees of the company participated in professional skills competitions for linear workshops at the level of district and inter-district power grids, and in the final competitions for the title of the best company team. Also, employees took part in professional competitions among the operational and repair personnel of the electric grid companies of the CAEPCO Group of Companies.

Provision of disclosed environmental and social information and consultations	Name, contact number
Office of AEDC JSC of 2, Tsiolkovskiy Str., Nur-Sultan, RK	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz
Office of AEDC Energosbyt LLP of 42, Seifullin Str., Nur-Sultan, RK	Chief of HR Department A.S. Ibrayeva Tel.: 37 48 03 Chief of Head of HSE Service G.N. Ganol Tel.: 48 91 46
Company's Website www.arek.kz	Head of Civil Defense and Emergency Unit M.Tuluberdinov Tel.: 48 91 46 PRD of AEDC JSC Tel.: 27 48 30, D.Kaldybayeva pressa@arek.kz

#### Type of information - Disclosure of information on the company's activities

In 2019, an annual report of AEDC for 2018 was prepared, which was posted on the corporate website. 5 issues of the corporate newspaper "AEDC News", were prepared and published.

During the year, daily workshops were held on the progress of the then-current tasks.

On an ongoing basis, information on the activities of the Company and its subsidiaries was updated on the website [www.arek.kz](http://www.arek.kz). Information bulletins located on the premises of IEN and Power Grid Area offices, and also the building of the administration office included as follows: announcements, congratulations from the management, schedules of sports events, information on occupational safety and health, rules for labor dispute settlement, and the IMS Policy.

Workers were received by the management of the Company on personal matters by a preliminary registration. The Company has a current feedback mechanism [pressa@arek.kz](mailto:pressa@arek.kz). On the corporate site [www.arek.kz](http://www.arek.kz), feedback forms ("Feedback" and helpline) are posted, which allow contacting the company's management with complaints and proposals.

All messages are received by the Documentation Department and recorded in paper form and forwarded to the Company's management for a further consideration.

Workers are received on personal matters by the chief executive of the Company every Wednesday from 11.00 a.m. to 12.00 a.m. (by a preliminary registration in the office).

Provision of disclosed environmental and social information and consultations	Name, contact number
Office of AEDC JSC of 2, Tsiolkovskiy Str., Nur-Sultan, RK	Reception of AEDC JSC Tel.: 37 12 90

Office of AEDC Energosbyt LLP of  
42, Seifullin Str., Nur-Sultan, RK

Company's Website  
www.arek.kz

Fax: 37 10 37 kence@arek.kz  
Management of structural subdivisions of AEDC JSC:

PRD of AEDC JSC  
Tel.: 27 48 30, D.Kaldybayeva  
pressa@arek.kz

#### Type of information - Labour dispute settlement

Labor disputes are resolved in accordance with applicable law, as well as in the framework of the Collective Agreement and the Rules of Procedure for the consideration of labor disputes - at a meeting of the conciliation commission with the participation of representatives of the employer and employee. Meetings of the conciliation commission are appointed upon receipt of complaints and appeals of employees.

#### Provision of disclosed environmental and social information and consultations

Office of AEDC JSC of  
2, Tsiolkovskiy Str., Nur-Sultan, RK

Office of AEDC Energosbyt LLP of  
42, Seifullin Str., Nur-Sultan, RK

Company's Website  
www.arek.kz

#### Name, contact number

Reception of AEDC JSC  
Tel.: 37 12 90  
Fax: 37 10 37 kence@arek.kz  
Management of structural subdivisions of AEDC JSC:

Chief of HR Department A.S. Ibrayeva  
Tel.: 37 48 03

#### STAKEHOLDER – TRADE UNIONS

#### Type of information – Performance of the collective agreement

Implementation of the new Collective Agreement. Report of the chairman on the work done.

#### Type of information - Organization of leisure and rest

In 2020, the following cultural events are planned:

- organizing and conducting events dedicated to World Labor Protection Day, Family Safety Day;
- Honoring women on International Women's Day on March 8;
- organization and holding of the holiday "Nauryz";
- the celebration of the Second World War and their equivalents;
- organization and holding of the Day of the elderly;
- organization and holding of the annual sports day to Independence Day;
- preparation and conduct of the Day of the power engineer;
- Conducting a children's New Year's matinee for the children of AEDC employees;
- Celebrating anniversaries throughout the year;
- provision of charity and social assistance to needy employees of the company.

All cultural events are covered on the corporate website and the “AEDC News” newspaper.

Provision of disclosed environmental and social information and consultations	Name, contact number
Territorial Trade Union Organization of AEDC JSC Branches of Public Organization “ Kazelectro trade union” – TU “Akmola Bulk Electric Power Systems”, TU “Stepnogorsk Bulk Electric Power Systems” Office of AEDC JSC of 2, Tsiolkovskiy Str., Astana Office of AEDC -Energosbyt LLP of 42, Seifullin Str., Astana, PK Company’s Website www.arek.kz	Chairman of TU of Akmola IEN, V.V. Penkova Tel.: 43 71 64  Chairman of TU of Stepnogorsk IEN, T.N. Zaugolnikova Tel.: 37 36 09

## STAKEHOLDER –LOCAL COMMUNITIES

### Type of information – Impact of the enterprise’s activities

On the corporate website [www.arek.kz](http://www.arek.kz) there are feedback forms (“Feedback” and helpline) that allow you to contact the company management with complaints and suggestions. Also on the company’s website is posted weekly information on scheduled repairs, on emergency power outages.

On the corporate website [www.arek.kz](http://www.arek.kz), information on the list of documents is systematically updated as part of the receipt of technical specifications. Information is also provided on the availability of free and affordable electric power capacities at substations of AEDC JSC. An interested party can send an appeal, a complaint through the “Feedback” - [info@arek.kz](mailto:info@arek.kz), as well as on the company’s website [www.arek.kz](http://www.arek.kz) “Anti-corruption Hotline”.

### Type of information -Public hearings on the approval of a tariff estimate

In 2020, public hearings are planned.

During the year, the Akmolinskaya Pravda print publication and the corporate Internet resource publish information on the implementation of investment program measures.

Company executives participate in meetings, briefings, and round tables to discuss the tariff policy of the Company, together with state and regulatory bodies.

Provision of disclosed environmental and social information and consultations	Name, contact number
Office of AEDC JSC of 2, Tsiolkovskiy Str., Nur-Sultan, RK	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 <a href="mailto:kence@arek.kz">kence@arek.kz</a>
Office of AEDC Energosbyt LLP of 42, Seifullin Str., Nur-Sultan, RK	Management of structural subdivisions of AEDC JSC
Company’s Website <a href="http://www.arek.kz">www.arek.kz</a>	PRD of AEDC JSC Tel.: 27 48 30, D.Kaldybayeva <a href="mailto:pressa@arek.kz">pressa@arek.kz</a>

## STAKEHOLDER – GOVERNMENT AUTHORITIES

**Type of information** – Interaction with government authorities; Participation of the enterprise in the life of the city and the region

Information on planned and emergency outages of electric energy is regularly posted on the corporate site of AEDC JSC, and the dates for repairs are indicated. Information about the public hearings is posted in the regional media.

**Type of information** – Preparation for the autumn-winter period

During 2020, it is planned to carry out activities aimed at improving the reliability and efficiency of industrial and economic activities in the autumn-winter period.

Provision of disclosed environmental and social information and consultations	Name, contact number
Office of AEDC JSC of 2, Tsiolkovskiy Str., Nur-Sultan, RK	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz
Office of AEDC Energosbyt LLP of 42, Seifullin Str., Nur-Sultan, RK	Management of structural subdivisions of AEDC JSC
Company's Website www.ark.kz	PRD of AEDC JSC Tel.: 27 48 30, D.Kaldybayeva pressa@arek.kz

## STAKEHOLDER – CONTROLLING BODIES

**Type of information** – Performance of investment obligations

In 2020, information on the progress of the implementation of the investment program is regularly posted in corporate, as well as regional and republican media.

Provision of disclosed environmental and social information and consultations	Name, contact number
Office of AEDC JSC of 2, Tsiolkovskiy Str., Nur-Sultan, RK	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz
Office of AEDC Energosbyt LLP of 42, Seifullin Str., Nur-Sultan, RK	Management of structural subdivisions of AEDC JSC
Company's Website www.ark.kz	PRD of AEDC JSC Tel.: 27 48 30, D.Kaldybayeva pressa@arek.kz

## STAKEHOLDER – SUPPLIERS, CONTRACTORS, CUSTOMERS

### Type of information – Ensuring the transparency in holding tenders

In 2020, the Akmolinskaya Pravda plans to publish announcements on an open tender for the purchase of electricity.

Summing up the results of the tender is carried out publicly at the office of the Company by opening the envelopes in the presence of participants and invitees.

Provision of disclosed environmental and social information and consultations	Name, contact number
Office of AEDC JSC of 2, Tsiolkovskiy Str., Nur-Sultan, RK	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz
Office of AEDC Energosbyt LLP of 42, Seifullin Str., Nur-Sultan, RK	Management of structural subdivisions of AEDC JSC
Company's Website www.arek.kz	Chief of Legal Department K.T.Amrenova 37 32 12
	Chief of Department for Purchases and Conclusion of Agreements S. Usina 37-14-29 PRD of AEDC JSC Tel.: 27 48 30, D.Kaldybayeva pressa@arek.kz

## STAKEHOLDER – UNIVERSITIES, COLLEGES, EMPLOYMENT CENTERS

### Type of information – Practical training, internship and employment of graduates

As part of a social partnership, the Company organizes internships in its units for students of energy departments.

Excursions for students are organized throughout the year.

Provision of disclosed environmental and social information and consultations	Name, contact number
Office of AEDC JSC of 2, Tsiolkovskiy Str., Nur-Sultan, RK	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz
Office of AEDC Energosbyt LLP of 42, Seifullin Str., Nur-Sultan, RK	Chief of HR Department A.S.Ibrayeva tel: 37 48 03
Company's Website www.arek.kz	HR-manager G.K. Ismagambetova Tel.: 37 19 56
	PRD of AEDC JSC



## STAKEHOLDER – MASS MEDIA

### Type of information – Information on activities of AEDC JSC's Group of Enterprises

During the year, the company interacts with the media to cover activities.

Much attention is paid to the development of the Company's website [www.ark.kz](http://www.ark.kz) as the main source of information about the company for external interested parties, where news materials are posted weekly. There are also official accounts in the social networks Facebook, Instagram.

#### Provision of disclosed environmental and social information and consultations

#### Name, contact number

Office of AEDC JSC of  
2, Tsiolkovskiy Str., Nur-Sultan, RK

Reception of AEDC JSC

Tel.: 37 12 90

Fax: 37 10 37 kence@ark.kz

Office of AEDC Energosbyt LLP of  
42, Seifullin Str., Nur-Sultan, RK

Management of structural subdivisions of AEDC JSC

Company's Website  
[www.ark.kz](http://www.ark.kz)

PRD of AEDC JSC

Tel.: 27 48 30, D.Kaldybayeva

pressa@ark.kz

## STAKEHOLDER – NGO

### Type of information - Ecological problems, social activity

The strategic development program of AEDC JSC for 2015-2020 provides for the following organizational and technical measures for environmental protection:

- improvement of the physical condition of oil farms through reconstruction and restoration of soils of oil storage sites in all divisions of the Company in order to avoid risks of soil and groundwater pollution;
- conducting an inventory of electrical equipment for persistent organic pollutants such as PCBs (polychlorinated biphenyls) by sampling transformer oil;

- proper handling and disposal of production and consumption waste, timely delivery to third parties in accordance with the requirements of the environmental legislation of the Republic of Kazakhstan;
- conducting industrial environmental control by means of a monitoring study of the state of atmospheric air at the production facilities of AEDC JSC by an accredited laboratory on a contractual basis with a specialized organization;

- the successful functioning of ISO 14001 "Environmental Management System" to improve the environmental performance of the Company.

All new projects of AEDC JSC for the construction and reconstruction of facilities contain the section "Environmental Impact Assessment", which includes environmental protection and state environmental review. In compliance with the Environmental Code of the Republic of Kazakhstan, the company ensures the annual implementation of the Environmental Action Plan and the Industrial Environmental Control Program (PEC), approved by the company's management and agreed with the authorized bodies in the field of environmental protection.

Provision of disclosed environmental and social information and consultations	Name, contact number
Office of AEDC JSC of 2, Tsiolkovskiy Str., Nur-Sultan, RK	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz
Office of AEDC Energosbyt LLP of 42, Seifullin Str., Nur-Sultan, RK	Management of structural subdivisions of AEDC JSC
Company's Website www.arek.kz	Head of the Department of Environmental Protection and Integrated Management System O.V.Lugovenko Tel: 37-05-16 PRD of AEDC JSC Tel.: 27 48 30, D.Kaldybayeva, pressa@arek.kz



## STAKEHOLDERS ENGAGEMENT PLAN OF ASTANAENERGOSBYT LLP

## STAKEHOLDER - PERSONNEL

### Type of information - Occupational Safety and Health

In accordance with the requirements of the Labor Code of the Republic of Kazakhstan, in order to create healthy and safe working conditions, in 2020, Astanaenergosbyt LLP will implement the work plan of the safety and labor protection service.

In accordance with Art. 182 clause 2 sub-clause 2 of the Labor Code of the Republic of Kazakhstan at the expense of the employer on safety and labor protection training is planned.

During 2020, a qualification examination of personnel knowledge will be carried out in accordance with the "Rules for conducting qualification tests of knowledge, technical operation rules and safety rules for managers, specialists of organizations engaged in the production, transmission and distribution of electric and thermal energy, to monitor the technical condition and safety of operation electric and power installations. "

During the year, monthly inspections are planned:

- observance of safety measures at workplaces;
- organization and coordination of work on safety and labor protection;
- methodological assistance to the heads of the company's departments on safety and labor protection.

A mandatory periodic medical examination of the company's employees is planned.

Provision of disclosed environmental and social information and consultations	Name, contact number
Company's Office of 1/4, B. Momyshtuly Ave., 010000 Nur-Sultan, RK	Reception of Astanaenergosbyt LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: <a href="mailto:aesbyt@aesbyt.kz">aesbyt@aesbyt.kz</a>
Company's Website <a href="http://www.astanaenergosbyt.kz">www.astanaenergosbyt.kz</a>	Management of structural subdivisions of Astanaenergosbyt LLP
Company Service Centers	Lead Engineer of Occupational Safety & Health Sector G.A. Sakenova Tel.: 91-80-17 (717) e-mail: <a href="mailto:GSakenova@aesbyt.kz">GSakenova@aesbyt.kz</a>
	Chief of Quality Service E. A. Dromova Tel.: 91-80-16 (716) e-mail: <a href="mailto:EDromova@aesbyt.kz">EDromova@aesbyt.kz</a>

### Type of information - Disclosure of information on the company's activities

Corporate website [www.astanaenergosbyt.kz](http://www.astanaenergosbyt.kz) (on an ongoing basis):  
informing employees about the activities of the Company in the external environment; about employees and significant events in the life of the Company; about innovations in personnel policy and changes in the composition of the leadership, etc.

Information boards in the company's service centers (if necessary):  
placement: announcements, congratulations to management, information on labor protection and safety measures, the Company's policy in the field of quality, energy conservation, etc.

Electronic mailing of messages to employees about the most significant events and achievements, orders, instructions of the management.

Reception of employees on personal matters by heads of structural divisions.

Feedback mechanism:

There is a feedback mechanism. It is proposed to write an email to [info@aesbyt.kz](mailto:info@aesbyt.kz), as well as to the official account of the Company on Facebook, Instagram. The office sends the received messages to the management of the Company on the principle of delegation of authority. The Contractor is instructed to prepare a response, or the Consumer is invited to a personal appointment. In social networks, the information goes to the press secretary.

External media (if necessary). Posting information about the employees of the enterprise.

Provision of disclosed environmental and social information and consultations	Name, contact number
Company's Office of 1/4, B. Momyshtuly Ave., 010000 Nur-Sultan, RK	Reception of Astanaenergosbyt LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: <a href="mailto:aesbyt@aesbyt.kz">aesbyt@aesbyt.kz</a>
Company's Website <a href="http://www.astanaenergosbyt.kz">www.astanaenergosbyt.kz</a>	Management of structural subdivisions of Astanaenergosbyt LLP
Company Service Centers	Public Relations Officer A.T. Isa Tel.: 91-80-15 (715) e-mail: <a href="mailto:Alssa@aesbyt.kz">Alssa@aesbyt.kz</a>

#### Type of information - Social assistance and support

The company provides employees with social assistance and support. A set of measures is planned for employees in 2020 aimed at maintaining the principles of corporate social responsibility.

Provision of disclosed environmental and social information and consultations	Name, contact number
Company's Office of 1/4, B. Momyshtuly Ave., 010000 Nur-Sultan, RK	Reception of Astanaenergosbyt LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: <a href="mailto:aesbyt@aesbyt.kz">aesbyt@aesbyt.kz</a>
Company's Website <a href="http://www.astanaenergosbyt.kz">www.astanaenergosbyt.kz</a>	Management of structural subdivisions of Astanaenergosbyt LLP
Official Facebook, Instagram account	Hr-division Acting director B. Zh. Eshmetova

Tel: 91-80-30 (730)  
e-mail: BEshmetova@aesbyt.kz

### Type of information - Labour dispute settlement

Labor disputes are resolved in accordance with applicable law. When a controversial issue arises, employees of Astanaenergosbyt LLP have the opportunity to discuss it with the head of the structural unit, the head of the human resources department, and the first head of the company - the general director of the Company by submitting an application, making an appointment.

#### Provision of disclosed environmental and social information and consultations

Company's Office  
of 1/4, B. Momyshuly Ave., 010000 Nur-Sultan,  
RK

Company's Website  
[www.astanaenergosbyt.kz](http://www.astanaenergosbyt.kz)

#### Name, contact number

Reception of Astanaenergosbyt LLP  
Tel.: 91-80-06  
Fax: 91-80-05  
e-mail: aesbyt@aesbyt.kz

Management of structural subdivisions of  
Astanaenergosbyt LLP

Hr-division  
Acting director  
B.Zh. Eshmetova  
Tel: 91-80-30 (730)  
e-mail: BEshmetova@aesbyt.kz

### STAKEHOLDER – LOCAL COMMUNITIES

#### Type of information - Impact of the enterprise's activities

Written and electronic communications from consumers (on an ongoing basis). Consumer appeals to the Company are sent through a written statement, postal and telephone communications, Internet channels (the "feedback" form on the official Internet resource of the Company, an official account on Facebook, Instagram). All messages are registered in the Chancellery and sent through the TEZIS EDMS to the Company's management on the basis of delegation of authority. The head writes letters to the direct executors.

Telephone inquiries are sent to specialists who analyze needs and monitor customer satisfaction. The management is provided with a monthly report on interaction with consumers, suggestions for improving the quality of service.

Contact center of Astanaenergosbyt LLP: +7 7172 91-88-88. The multichannel center is designed to accept up to 21 incoming calls simultaneously. The function of the Contact Center includes receiving applications from the public for the visit of supervisors, issuing complete information to customers on all issues of interest to them regarding energy supply, receiving readings from meters for electric energy and hot water.

To obtain complete information regarding energy supply, the status of accounts of individuals and legal entities, to make applications for the status of electricity and hot water metering, as well as for removal of seals from an electricity metering device, call the Help Center of Astanaenergosbyt LLP at + 7 7172 91 -83-33.

Categories for consumer feedback: "Feedback", "Questions and Answers", "Anti-Corruption Hotline". In service centers and on the company's website, consumers are invited to receive, fill out and send a "complaint form" to the company.

External media. Posting information on public hearings, briefings, round tables and conferences.

Announcement in the newspapers "Evening Astana", "Astana Akshamy", "Purchase Info". Providing information on changes in existing tariffs for heat and electricity, conducting public hearings.

Public report on the provision of regulated services - the supply of thermal energy (once a year).

Company website [www.astanaenergosbyt.kz](http://www.astanaenergosbyt.kz) (if necessary). Posting information on the activities of the Company.

## STAKEHOLDER – GOVERNMENT AUTHORITIES . CONTROLLING BODIES

**Type of information** - Interaction with government authorities; Participation of the enterprise in the life of the city and the region

In 2020, it is planned to work on processing appeals and letters from state and regulatory bodies to Astanaenergosbyt LLP.

Company executives will participate in meetings, briefings, and round tables to discuss the tariff policy of the Company, together with state and regulatory bodies.

Provision of disclosed environmental and social information and consultations	Name, contact number
Company's Office of 1/4, B. Momyshuly Ave., 010000 Nur-Sultan, RK	Reception of Astanaenergosbyt LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: <a href="mailto:aesbyt@aesbyt.kz">aesbyt@aesbyt.kz</a>
Company's Website <a href="http://www.astanaenergosbyt.kz">www.astanaenergosbyt.kz</a>	Management of structural subdivisions of Astanaenergosbyt LLP
Company Service Centers	Public Relations Officer A.T. Isa Tel.: 91-80-15 (715) e-mail: <a href="mailto:Alssa@aesbyt.kz">Alssa@aesbyt.kz</a>

## STAKEHOLDER – SUPPLIERS, CONTRACTORS, CUSTOMERS

**Type of information** - Ensuring the transparency in holding tenders

All tendering announcements are published on the corporate website, in the "Purchases" section: <http://www.astanaenergosbyt.kz/buying>, as well as in the ZakupInfo advertising and information newspaper, in the Astana Akshamy republican political newspaper, "Evening Astana" (published 5 times a week).

Summing up the results of tenders and tenders is carried out in accordance with the norms and rules of the current legislation, publicly at the office of the Company, by opening the envelopes in the presence of participants and all comers.

On the corporate website [www.astanaenergosbyt.kz](http://www.astanaenergosbyt.kz), Feedback works, which allows you to contact the company management with a complaint or suggestions. Also, the appeal can be sent to the official account on



Facebook, Instagram. All appeals are registered in the Office and sent through the TEZIS EDMS to the Company's management on the basis of delegation of authority. The head writes letters to the direct executors.

As necessary, consumer announcements are published on the Company's website, in social networks.

Provision of disclosed environmental and social information and consultations	Name, contact number
Company's Office of 1/4, B. Momysuly Ave., 010000 Nur-Sultan, RK	Reception of Astanaenergosbyt LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: aesbyt@aesbyt.kz
Company's Website <a href="http://www.astanaenergosbyt.kz">www.astanaenergosbyt.kz</a>	Management of structural subdivisions of Astanaenergosbyt LLP
Company Service Centers	Head of Logistics Support Department L.R.Zhanyakova Tel: 91-81-35 (835) e-mail: LZhanyakova@aesbyt.kz
	Public Relations Officer A.T. Isa Tel.: 91-80-15 (715) e-mail: Alssa@aesbyt.kz

## STAKEHOLDER – UNIVERSITIES, COLLEGES, EMPLOYMENT CENTERS

### Type of information - Practical training, internship and employment of graduates of universities and colleges

The organization of practical training for students is planned.

Vacancy announcements are published on the corporate website of the Company [www.astanaenergosbyt.kz](http://www.astanaenergosbyt.kz) in the "Jobs" section, in the newspapers "From Hand to Hand", "Your Job", on the website [enbek.kz](http://enbek.kz)

Provision of disclosed environmental and social information and consultations	Name, contact number
Company's Office of 1/4, B. Momysuly Ave., 010000 Nur-Sultan, RK	Reception of Astanaenergosbyt LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: aesbyt@aesbyt.kz
Company's Website <a href="http://www.astanaenergosbyt.kz">www.astanaenergosbyt.kz</a>	Management of structural subdivisions of Astanaenergosbyt LLP
Official Facebook, Instagram account	HR-division Acting director B.Zh. Eshmetova

Tel: 91-80-30 (730)  
e-mail: BEshmetova@aesbyt.kz

## STAKEHOLDER – MASS-MEDIA

### Type of information - Information on the enterprise's activities

Upon receipt of requests, the Company promptly provides comprehensive information on requests, comments, which ensures transparency in relations with the media.

Attention is also paid to the development of the Company's official Facebook account, Instagram as a platform for prompt response to consumer appeals to Astanaenergosbyt LLP.

#### Provision of disclosed environmental and social information and consultations

Company's Office  
of 1/4, B. Momyshtuly Ave., 010000 Nur-Sultan,  
RK

Company's Website  
[www.astanaenergosbyt.kz](http://www.astanaenergosbyt.kz)

Company Service Centers

#### Name, contact number

Reception of Astanaenergosbyt LLP  
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Fax: 91-80-05  
e-mail: aesbyt@aesbyt.kz

Management of structural subdivisions of  
Astanaenergosbyt LLP

Public Relations Officer  
A.T. Isa  
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