



CAEPCO

**Stakeholders Engagement Plan for 2016
Group of Companies of CAEPCO JSC**

Almaty, 2016



Contents:

Plan of SEVKAZENERGO JSC	4-10 pp.
Plan of PAVLODARENERGO JSC	11-17 pp.
Plan of Astanaenergosbyt LLP	18-22 pp.
Plan of AEDC JSC	23-26 pp.



List of abbreviations:

RK – Republic of Kazakhstan
CAEPCO JSC – Central-Asian Electric Power Corporation JSC
SKE JSC – SEVKAZENERGO JSC
PE JSC – PAVLODARENERGO JSC
AES LLP – Astanaenergobyt LLP
AEDC JSC – Akmola Electric Distribution Company JSC
NK EDC – North-Kazakhstan Electric Distribution Company JSC
NKR – North-Kazakhstan region
KEA – Kazakhstan Electricity Association
PRD – Public Relations Department
HRD – Human Resources Department
LD – Logistics Department
EPD – Environmental Protection Department
NGO – Non-governmental organization
MM – Mass media
CHP – Combined Heat and Power Plant

Stakeholders Engagement Plan of SEVKAZENERGO JSC

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

Key project objects/ impact near communities	Information type	Location of disclosed environmental and social information and consultations	Name, contact phone number	Information distribution source
1	2	3	4	5
Employees	<p>Labor and health safety.</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: www.sevkazenergo.kz</p> <p>Company office - 215 Zhabayev Street, Petropavlovsk, 150000, RK; Petropavlovsk CHP-2 – 28</p>	<p>Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 info@sevkazenergo.kz 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>PRD of SKE JSC 41-29-39 vopros_oso@sevkazenergo.kz</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 plans to develop the Action Plan on labor safety, industrial hygiene, and fire safety.</p> <p>These actions shall comply with requirements of OHSAS 18001:2007, since SKE JSC was certified under the system of occupational safety and health management in 2011. 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 heat energy production.</p> <p>In 2016, it is planned to prepare and publish the SKE JSC's Annual Report for 2015 that will be placed on the website of the Kazakhstan Stock Exchange (KASE). A hard copy of the Annual Report is assumed to be distributed among interested parties such as state authorities, MM, NGO, partners, and subsidiary companies.</p> <p>Corporate newspaper "Energetik Severnogo Kazakhstanana" (monthly</p>



		Ya. Gashek Street Company website: www.sevkazenergo.kz	A. Y. Semenchyuk Acting Head of PRD	<p>issuance), corporate website www.sevkazenergo.kz; new materials are issued at least 3 times per week). Informing of employees on the Company's external activity; organization of leisure and rest of employees; benefits package; union activities, veterans organization, charity; presentation of sport and festive events, HSE regulations publication; employees and significant events in the Company's life; innovations in HR policy and changes in management composition.</p> <p>Announcement boards (as and when necessary). Placement of announcements, management congratulations, sport event schedules, HSE information, rules of labor dispute consideration, information of labor union committees, Company's quality, energy management, and environmental policies etc.</p> <p>Intranet website for employees: http://ae-main/itsite/ It is planned to continue the updating of information for Company's employees including regulatory and legal framework, HR policy, regulatory documents, and information of the Risk Management Division on the website. News content will be updated weekly; announcement board and congratulations will be updated monthly. Besides, it is planned to continue the placement of video and photographic materials on the Company's activity including news items and newspaper articles.</p> <p>E-mail distribution of messages on the most significant events and achievements to employees (on a permanent basis).</p> <p>Consultation of employees regarding personal matters (as and when necessary) Feedback mechanism improvement: Meeting of the Conciliation Committee (as new appeals are received) Settlement of labor disputes with the participation of labor union, Company's HR Department, top management. Employees may discuss all disputable matters before meeting by making the appointment at General Director.</p> <p>Outside MM (as and when necessary). Placement of information on Company's employees.</p>
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<p>Labor Union</p>	<p>Execution of collective agreement.</p> <p>Organization of leisure and rest.</p>	<p>Branch of "Labor Union Organization" of SKE JSC, 28 Y. Gashek Street, Petropavlovsk, 150000, RK, PCHP-2. Tel.: 52-02-87</p> <p>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 Heat 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 E.Kelba@sevkazenergo.kz</p> <p>Chairman of Labor Union Committee of NK EDC JSC N.V. Gridneva Tel.: 31-42-17, Ext. 33 80</p> <p>Chairman of Labor Union Committee of Petropavlovsk Heat Networks LLP V.A. Burakova Ext. 2-76 V.Burakova@sevkazenergo.kz</p> <p>N.I. Tabachuk Tel.: 36-38-52, Ext. 63 22 N.Tabachuk@sevkazenergo.kz</p>	<p>Collective agreements of enterprises of SKE Group.</p> <p>Workshop conferences (annually). Acceptance of the labor union's progress report.</p> <p>Holding the labor collective conference in organization departments (once five years).</p> <p>Planned representation of the labor union's activity:</p> <ol style="list-style-type: none"> 1. in Corporate newspaper "Energetik Severnogo Kazakhstan" (as and when necessary); 2. on the corporate website www.sevkazenergo.kz (as and when necessary); 3. at announcement boards; 4. on the intranet website for the Company's employees http://ae-main/itsite/ (as and when necessary).
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<p>Local communities</p>	<p>Impact of enterprise activity.</p> <p>Public hearings on approval of tariff estimates.</p>	<p>215 Zhabayev Street, Petropavlovsk, 150009, RK</p> <p>Reception Tel.: 31-43-24 Tel.: 31-42-83 Tel.: 31-42-14 info@sevkazenergo.kz</p> <p>Company's PRD Tel.: 41-29-39 vopros_oso@sevkazenergo.kz A. Y. Semenchyuk Acting Head of PRD</p> <p>Company website www.sevkazenergo.kz</p>	<p>Reception SKE JSC</p> <p>Tel.: 31-43-24 Tel.: 31-42-83 Tel.: 31-42-14 info@sevkazenergo.kz</p> <p>Company's PRD Tel.: 41-29-39 vopros_oso@sevkazenergo.kz A. Y. Semenchyuk, Acting Head of PRD</p>	<p>Written and e-mail requests of consumers (on a permanent basis). It is suggested to send requests of consumers to a subsidiary company in form of written applications, via postal service, telephone communication, or Internet. Written requests shall be registered, and a reply shall be submitted by a specialist (with the specification of contact details) under the hand of a manager; e-mail messages shall be sent to employees of the Contact Center of Sevkazenergosbyt LLP, who prepare a competent reply (pursuant to the Regulation of SKE JSC's Corporate Group Stakeholder Engagement (RG No.10.186.2014)); phone requests shall be sent to specialists, who analyze needs and monitor the consumer satisfaction level. The management shall be provided with the Customer Communication Report and suggestions on the improvement of service quality.</p> <p>Hot line (on a permanent basis). Number of the call center multi-channel hot line is 500-666; it is specified on the Company's website and in receipts for service consumers.</p> <p>Columns for consumer feedback: Feedback, Questions–Answers, Anti–corruption (on a permanent basis). In service centers and on the Company's website, consumers are offered to receive, fill-in, and send to the Company a Complaint Form, in which a consumer may point out the revealed disadvantages at the receiving heat and power supply services.</p> <p>Outside MM (on a permanent basis). Placement of information on held public hearings, briefings, round tables, conferences, and press tours.</p> <p>Round tables regarding the passing through a heating season in Petropavlovsk (annually).</p> <p>Round tables regarding the investment program implementation (as and when necessary).</p> <p>Public hearings regarding the fulfillment of investment commitments by SKE JSC (March of 2016).</p> <p>Public hearings regarding the approval of tariff estimate for generation, supply, and transfer of heat and electric energy (as and when necessary).</p>
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				<p>Press tours to objects of the SKE JSC corporate group modernization (June–September).</p> <p>Public hearings of reports on the Environmental Action Plan (as and when necessary).</p> <p>Website www.sevkazenergo.kz (weekly). Placement of information on repair works, heat and electrical energy outages, provision of specifications.</p>
State authorities	<p>Interaction with state authorities.</p> <p>Participation of the enterprise in activities of the city and the region.</p> <p>Preparation to heating season.</p>	<p>215 Zhabayev Street, Petropavlovsk, 150009, RK</p> <p>Reception Tel.: 31-43-24 Tel.: 31-42-83 Tel.: 31-42-14 info@sevkazenergo.kz</p> <p>Company website www.sevkazenergo.kz</p>	<p>215 Zhabayev Street, Petropavlovsk, 150009, RK</p> <p>Reception Tel.: 31-43-24 Tel.: 31-42-83 Tel.: 31-42-14 info@sevkazenergo.kz</p> <p>Top managers of enterprises of SKE JSC corporate group</p> <p>Company's PRD Tel.: 41-29-39 vopros_oso@sevkazenergo.kz A. Yu. Semenchyuk, Acting Head of PRD</p>	<p>Letters and requests sent by supervisory and state authorities (on a permanent basis). Incoming correspondence shall be registered in the registration log and forwarded to an addressee; a reply shall be agreed and signed by a relevant manager.</p> <p>Meetings of the executive staff regarding the preparation of the housing stock to heating season (June–September, weekly). Managers of enterprises of SKE JSC corporate group (or appointed responsible persons) shall plan the participation in the event together with state and supervisory authorities.</p> <p>Outside MM, Company's website www.sevkazenergo.kz (as and when necessary). Placement of requirements regarding the obligatory actions for timely and qualitative preparation of heat supply systems to the next heating season.</p> <p>Website www.sevkazenergo.kz (on a permanent basis). Placement of information on scheduled and emergency power outages with the specification of periods.</p> <p>MM: TRC "Kazakhstan–Petropavl", newspapers: "Severny Kazakhstan", "Soltustik Kazakhstan", "Prospekt SK", and "Kyzylzhar Nury" (as and when necessary). Placement of information on public hearings, changes in cash office work hours.</p> <p>Meetings and presentations (tours) for official representatives of state authorities (as and when necessary).</p>



				Blog of Akim of the region (weekly). Monitoring of the Blog of Akim of the region regarding consumer complaints towards divisions of the Company.
Controlling authorities	Fulfillment of investment commitments. Reduction of Impact of the enterprise to the city and region.	215 Zhabayev Street, Petropavlovsk, 150009, RK Reception Tel.: 31-43-24 Tel.: 31-42-83 Tel.: 31-42-14 info@sevkazenergo.kz Company website www.sevkazenergo.kz	Top managers of enterprises of SKE JSC corporate group Reception Tel.: 31-43-24 Tel.: 31-42-83 Tel.: 31-42-14 info@sevkazenergo.kz	Press tours with respect to the intended use of funds obtained under the State Program "Tariff in Exchange for Investments" (as and when necessary). Public hearings regarding the representation of results of the investment program implementation (four times a year). Meetings of official representatives of supervisory and state authorities (as and when necessary). Outside MM (as and when necessary). Publication of materials on the Company's interaction with supervisory authorities.
Suppliers, contractors	Provision of transparency in tendering processes.	Company office 215 Zhabayev Street, Petropavlovsk, 150009, RK LD of SKE JSC Company website www.sevkazenergo.kz	215 Zhabayev Street, Petropavlovsk, 150009, RK Reception Tel.: 31-43-24 Tel.: 31-42-83 Tel.: 31-42-14 info@sevkazenergo.kz Y.K. Vizner Head of PM of SKE JSC Reception Tel.: 41-24-42	Newspaper "Zan" (as and when necessary). Placement of tender announcements. Arrangement and holding of tenders pursuant to all applicable laws. Results of competitions and tenders shall be announced in public in the Company's office by opening the envelopes in presence of tenderers and all interested people. Meeting with contractors and customers based on the results of work (weekly). Column on the Company's site - Anti-corruption hot line (on a permanent basis). It offers to address to the Company with a complaint or suggestion.
Universities, colleges, employment centers	Conducting internship and recruitment of the graduates.	215 Zhabayev Street, Petropavlovsk, 150009, RK	215 Zhabayev Street, Petropavlovsk, 150009, RK Reception Tel.: 31-43-24 Tel.: 31-42-83 Tel.: 31-42-14 info@sevkazenergo.kz	Participation in vacancy fairs arranged by universities, colleges, employment centers (as and when necessary). Implementation of the Program under the young specialist support system. Awarding a personal scholarship to participants of the Young Specialist Support Program.



		<p>N.V. Kim, HRD of SKE JSC Tel.: 41-03-29</p> <p>Information on vacancies is placed on the Company's website www.sevkazenergo.kz</p> <p>Publication of information about vacancies</p>	<p>HRD of SKE JSC N.V. Kim 41-03-29</p> <p>Company's PRD Tel.: 41-29-39 vopros_oso@sevkazenergo.kz A. Y. Semenchyuk, Acting Head of PRD</p>	<p>Provision of an on-the-job training to students of subject-oriented universities (within a year, under the request of educational institutions).</p> <p>Temporary job placement to the period of summer holidays for students of subject-oriented specialties.</p> <p>Briefings with graduates of subject-oriented specialties in educational institutions of the city (as and when necessary).</p> <p>Participation in work of examining boards (annually).</p>
Mass Media	Information about activity of group of enterprises.	<p>Company's PRD Tel.: 41-29-39 vopros_oso@sevkazenergo.kz</p> <p>Company website www.sevkazenergo.kz</p>	<p>Company's PRD Tel.: 41-29-39 vopros_oso@sevkazenergo.kz A. Y. Semenchyuk Acting Head of PRD</p>	<p>Local and republican MM (on a permanent basis). Placement of printed materials and video plots about the Company's activity.</p> <p>Emailing (twice a week). Placement of announcements on important Company's events, references to press releases, invitations to press events, prompt comments on occurring events.</p> <p>Website www.sevkazenergo.kz (weekly). Placement of information on repair works.</p> <p>Website www.sevkazenergo.kz (three times a week). Placement of information on the Company's activity.</p>
NGO	Business issues, social activity issues.	<p>215 Zhabayev Street, Petropavlovsk, 150009, RK</p> <p>Reception: Tel.: 31-43-24 Tel.: 31-42-83 Tel.: 31-42-14 info@sevkazenergo.kz</p> <p>Company website www.sevkazenergo.kz</p>	<p>Reception: Tel.: 31-43-24 Tel.: 31-42-83 Tel.: 31-42-14 info@sevkazenergo.kz</p> <p>L.V. Larichev General Director of SKE Company's PRD Tel.: 41-29-39 vopros_oso@sevkazenergo.kz A. Y. Semenchyuk, Acting Head of PRD</p>	<p>Press tours (as and when necessary); Public hearings (as and when necessary); Participation in round tables, press conferences (as and when necessary).</p>

Stakeholders Engagement Plan of PAVLODARENERGO JSC

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

Key project objects/ impact near communities	Information type	Location of disclosed environmental and social information and consultations	Name, contact phone number	Information distribution source
1	2	3	4	5
Employees	<p>Labor and health safety</p> <p>Disclosure of information on the Company's activity</p>	<p>1. Company office 140 Krivenko Street, Pavlodar, 140000, RK</p> <p>Also North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP</p> <p>2. Company website www.pavlodarenergo.kz</p>	<p>Managers of enterprises of PE JSC</p> <p>Reception of PE JSC Tel.: 39-95-06, Fax: 32-95-57, info@pavlodarenergo.kz</p> <p>HRD of PE JSC L.A. Smirnova, Head of HRD Tel.: 39-95-09. info@pavlodarenergo.kz</p> <p>PRD of PE JSC Tel./Fax: 39-98-50 pr@pavlodarenergo.kz A.S. Shomshekov, Head of PRD of PE JSC</p> <p>Hot line: 39-95-50</p>	<p>Newspaper "Energetik" (is issued twice a month), corporate website www.pavlodarenergo.kz (new materials are published on the website twice a week), Intranet (http://fbsd/penergo). Informing of employees on the Company's external activity; organization of leisure and rest of employees; benefits package; union activities, veterans organization, charity; presentation of sport and festive events, HSE regulations publication; employees and significant events in the Company's life; innovations in HR policy and changes in management composition; presentation of activity of the health and recreation resort "Energetik", summer camp "Elektronik" etc.</p> <p>Announcement boards (as and when necessary). Placement of announcements, management congratulations, sport event schedules, HSE information, rules of labor dispute consideration, information of labor union committees, Company's quality, energy management, and environmental policies etc.</p> <p>Emailing of messages on the most significant events and achievements to employees (as and when necessary).</p> <p>Consultation of employees regarding personal matters (as and when</p>

				<p>necessary).</p> <p>Feedback mechanism:</p> <ol style="list-style-type: none"> 1. It is offered to write an e-mail to the e-mail address: pavlodarenergo@pavlodarenergo.kz. The Secretary shall submit all incoming messages to the management. 2. It is suggested to send a message using a contact form on the website www.pavlodarenergo.kz (Feedback, Anti-corruption hot line). PRD shall forward the received messages to the management, which shall either entrust the relevant services to prepare a reply or invite a message author for consultation. 3. Operative e-mail address for requests of employees: L.Smirnova@pavlodarenergo.kz, hot line - 39-95-09. <p>Meeting of the Conciliation Committee (as new appeals are received). Settlement of labor disputes with the participation of labor union, Company's HR Department, top management. Employees may discuss all disputable matters before meeting by making the appointment at General Director.</p>
Labor Union	<p>Execution of collective agreement</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 Kamzin Street, Pavlodar, tel.: 60-60-60</p> <p>76 Toraigyrov Street, Pavlodar. Tel.: 75-14-50,</p> <p>140 Krivenko Street, Pavlodar, 140000, RK, tel.:</p>	<p>V.A. Yermolayev, Chairman of "Local Union of Energy System Employees of Pavlodarenergo" NGO profkom_pv@bk.ru</p> <p>M.F. Sarycheva, Chairman of the Shop Committee of Pavlodar Heat Networks LLP M.Saryicheva@pavlodarenergo.kz</p> <p>B.K. Toleubayev, Chairman of the Shop Committee of PEDC JSC B.Toleubaev@pavlodarenergo.kz</p> <p>K.M. Tokatova, Chairman of the Shop Committee of</p>	<p>Signing of a new collective agreement of the PE JSC corporate group until 2019 (January-February). Corporate newspaper, Intranet.</p> <p>Workshop conferences (annually). Acceptance of the labor union's progress report. Corporate newspaper, Intranet.</p> <p>Newspaper "Energetik" (is issued twice a month), corporate website www.pavlodarenergo.kz (new materials are published on the website twice a week), Company's page in Facebook - https://www.facebook.com/pavlodarenergo (as and when necessary). Presentation of the labor union activity.</p>



		+77015116023,	Pavlodarenergosbyt LLP chancel@pavlodarenergo.kz	
Local communities	Impact of enterprise activity Public hearings	140 Krivenko Street, Pavlodar, 140000, RK Reception of PE JSC Tel.: 39-95-06 Fax: 32-97-88 pavlodarenergo@pavlodarenergo.kz PRD of PE JSC Tel./Fax: 39-98-50 pr@pavlodarenergo.kz A.S. Shomshekov, Head of PRD of PE JSC Company website www.pavlodarenergo.kz Official account of the Company in Facebook, Odnoklassniki, Moi Mir, V Kontakte	Reception of PE JSC Tel.: 39-95-06, Fax: 32-95-57, info@pavlodarenergo.kz PRD of PE JSC Tel./Fax: 39-98-50 pr@pavlodarenergo.kz A.S. Shomshekov, Head of PRD of PE JSC. Hot line: 39-95-50	<p>Written and e-mail requests of consumers (on a permanent basis). Requests of consumers shall be sent to the Company in form of written applications, via postal service, telephone communication, or Internet. Written and e-mail requests shall be registered, and a reply shall be submitted by a specialist (with the specification of contact details) under the hand of a manager; phone requests shall be sent to specialists, who analyze needs and monitor the consumer satisfaction level. The management shall be provided with the Customer Communication Report and suggestions on the improvement of service quality.</p> <p>Hot line (on a permanent basis). Hot line number is 39-95-50 and specified on the Company's website and in receipts.</p> <p>Contact Center of Pavlodarenergosbyt LLP. Multichannel line 903-309. Reference information regarding the power supply. Processing of complaints towards the quality of power supply or electricity; acceptance of hot water and electric energy metered values.</p> <p>Columns for consumer feedback: Feedback, Questions-Answers, Anti-corruption (on a permanent basis). In service centers and on the Company's website, consumers are offered to receive, fill-in, and send to the Company a Complaint Form.</p> <p>Outside MM (as and when necessary). Placement of information on held public hearings, briefings, round tables, conferences, and press tours.</p> <p>Round tables regarding protection of consumers in Pavlodar and Ekibastuz (as and when necessary).</p> <p>Press conferences regarding relevant topics with the participation of managers of PE JSC's enterprises (as and when necessary).</p> <p>Public hearings for the consideration of reports on the approval of</p>



				<p>tariff estimate for generation, supply, and transfer of heat and electric energy (as and when necessary).</p> <p>Public hearings. Reports on the Environmental Action Plan pursuant to the Environmental Action Plan of PE JSC for 2015–2019 http://pavlodarenergo.kz/assets/files/finotch/Plan_OOS_PE_2015_2019.doc</p> <p>Announcement in newspapers "Zvezda Priirtyshya" and "Saryarka Samaly" (as and when necessary). Provision of information on the investment project submission for a state environment impact assessment, on repair works, heat- and electric energy outages, provision of specifications on the Company's website.</p>
State authorities	<p>Interaction with state authorities.</p> <p>Participation of the enterprise in activities of the city and the region</p> <p>Preparation to heating season</p>	<p>140 Krivenko Street, Pavlodar, 140000, RK Reception of PE JSC Tel.: 39-95-06 Fax: 32-97-88 pavlodarenergo@pavlodarenergo.kz.</p> <p>2. Company website www.pavlodarenergo.kz</p>	<p>Managers of enterprises of PE JSC's group</p> <p>Reception of PE JSC Tel.: 39-95-06, Fax: 32-95-57, info@pavlodarenergo.kz</p> <p>PRD of PE JSC Tel./Fax: 39-98-50 pr@pavlodarenergo.kz A.S. Shomshekov, Head of PRD of PE JSC.</p> <p>Hot line: 39-95-50</p>	<p>Letters and requests sent by supervisory and state authorities (on a permanent basis). Incoming correspondence shall be registered in the registration log and forwarded to an addressee. All replies shall be agreed and signed by a relevant manager.</p> <p>Meetings of the executive staff regarding the preparation of the housing stock to heating season (six times a week). Managers of enterprises of PE JSC's group (or appointed responsible persons) take part in the event together with state and supervisory authorities.</p> <p>Reporting of managers of local executive authorities to public. Compulsory participation of power transmission providers' and power supply company's representatives.</p> <p>Outside MM, Company's website www.pavlodarenergo.kz (annually). Placement of requirements regarding the obligatory actions for timely and qualitative preparation of heat supply systems to the next heating season.</p> <p>Compiling and placement of a video clip about the need to install building-level heat meters in MM. Together with the press service of Akim of Pavlodar.</p> <p>Website www.pavlodarenergo.kz (on a permanent basis). Placement of information on scheduled and emergency power outages with the</p>

				<p>specification of periods in the column "Planned Outages" http://pavlodarenergo.kz/ru/informacziya-o-planovyix-otklyuchenyax.html</p> <p>4. Placement of information on public hearings, changes in cash office work Placement of information on public hearings, changes in cash office work hours. MM: "Zvezda Priirtyshya" and "Saryarka Samaly", "Irbis TV", "Vesti Ekibastuza", "Ekibastuz City TV Company" (as and when necessary), "Nasha Zhizn", "Semyorka".</p> <p>Blog of Akim of the region (daily). Monitoring of the Blog of Akim of the region regarding consumer complaints towards divisions of the Company.</p> <p>Meetings and tours for official representatives of state authorities (as and when necessary).</p>
Controlling authorities	<p>Fulfillment of investment commitments.</p> <p>Reduction of Impact of the enterprise to the city and region.</p>	<p>Reception of PE JSC Tel.: 39-95-06 Fax: 32-97-88, pavlodarenergo@pavlodarenergo.kz</p> <p>Company website www.pavlodarenergo.kz</p>	<p>Managers of enterprises of PE JSC's group</p> <p>Reception of PE JSC Tel.: 39-95-06, Fax: 32-95-57, info@pavlodarenergo.kz</p> <p>PRD of PE JSC Tel./Fax: 39-98-50 pr@pavlodarenergo.kz A.S. Shomshekov, Head of PRD of PE JSC</p> <p>Hot line: 39-95-50</p>	<p>Meetings in akimats of Pavlodar, Ekibastuz, Aksu regarding the passing of heating season (six times a week).</p> <p>Press tours to objects of PE JSC, PEDC JSC, and Pavlodar Heat Networks LLP with respect of intended use of funds received in the result of a tariff rise. Press tours shall be held together with the Department of the Committee on Regulation of Natural Monopolies and Protection of Competition over Pavlodar region.</p> <p>Press release of PE JSC regarding the preparation of Pavlodar CHP-2, CHP-3, and ECHP to the heating season (annually).</p> <p>Press release of PE JSC regarding the preparation of Pavlodar Heat Networks LLP and PEDC JSC to the heating season (annually).</p> <p>Public hearings: Reports of PE JSC's enterprises on the activity on provision of regulated services: production of heat energy, supply, transfer, and distribution of heat and electric energy in Pavlodar and Ekibastuz over 2015.</p> <p>PE JSC's report on the use of investment commitments over 2015 for Pavlodar and Ekibastuz.</p>



				Consideration of a tariff for electric energy supply services in Pavlodar.
Suppliers, contractors, customers	Provision of transparency in tendering processes.	<p>Company office 140 Krivenko Street, Pavlodar, 140000, RK LD of PE JSC</p> <p>Company website www.pavlodarenergo.kz</p>	<p>Reception of PE JSC Tel.: 39-95-06, Fax: 32-95-57, e-mail: info@pavlodarenergo.kz</p> <p>LD of PE JSC pavlodarenergo@pavlodarenergo.kz</p> <p>Zh.N. Temirgaliyev, Head Tel.: 39-95-18. info@pavlodarenergo.kz</p> <p>PRD of PE JSC Tel./Fax: 39-98-50 pr@pavlodarenergo.kz A.S. Shomshekov, Head of PRD of PE JSC.</p> <p>Hot line: 39-95-50</p>	<p>Consideration of a tariff for electric energy supply services in Pavlodar.</p> <p>Newspaper "Aikyn", website www.pavlodarenergo.kz. Placement of announcements on tender holding and results.</p> <p>Summarizing of competition and tender results. Envelopes with price quotations shall be opened in public in the Company's office in presence of tenderers and all interested people.</p> <p>Column on the Company's site – Anti-corruption hot line (on a permanent basis). There is a feedback form on the corporate website, which allows addressing to the Company's management with a complaint or suggestions. All messages incoming to PRD shall be forwarded to the General Director of PE JSC for further consideration.</p>
Universities, colleges, employment centers	Conducting internship and recruitment of the graduates.	<p>140 Krivenko Street, Pavlodar, 140000, RK HRD of PE JSC</p> <p>L.A. Smirnova, Head of HRD Tel.: 39-95-09 Information on vacancies is placed on the Company's website www.pavlodarenergo.kz Official account of the Company in Facebook, Odnoklassniki, Moi Mir, Vkontakte</p>	<p>HRD of PE JSC L.A. Smirnova, Head of HRD Tel.: 39-95-09</p> <p>PRD of PE JSC Tel./Fax: 39-98-50 pr@pavlodarenergo.kz A.S. Shomshekov, Head of PRD of PE JSC.</p> <p>Tel.: 39-95-50</p>	<p>Participation in vacancy fairs arranged by universities, colleges, employment centers (as and when necessary).</p> <p>Provision of an on-the-job training to students of subject-oriented universities (annually).</p> <p>Distribution of the Booklet "Molodoi Energetik". Involvement of graduates of universities and secondary specialized colleges to the Company's enterprises.</p> <p>Booklet "Molodoi Energetik". Distribution in universities and colleges.</p>

<p>Mass Media</p>	<p>Information about activity of the enterprise.</p>	<p>PRD of PE JSC Tel./Fax: 39-98-50 pr@pavlodarenergo.kz A.S. Shomshekov, Head of PRD of PE JSC</p> <p>Company website www.pavlodarenergo.kz</p> <p>Official account of the Company in Facebook, Local regional groups in social networks: Odnoklassniki, Moi Mir, Vkontakte</p>	<p>Reception of PE JSC Tel.: 39-95-06, Fax: 32-95-57, info@pavlodarenergo.kz</p> <p>PRD of PE JSC Tel./Fax: 39-98-50 pr@pavlodarenergo.kz A.S. Shomshekov, Head of PRD of PE JSC</p>	<p>Local and republican MM (on a permanent basis). Placement of printed materials and video plots about the Company's activity.</p> <p>Internet, social networks, emailing. Placement of announcements on important Company's events, references to press releases, invitations to press events, prompt comments on occurring events.</p> <p>Website www.pavlodarenergo.kz Website www.pavlodarnews.kz. Website www.pavon.kz Website www.smartpavlodar.kz</p> <p>Annual Report for 2015. A hard copy of the Annual Report is assumed to be distributed among interested parties, online version of the Annual Report will be placed on website www.pavlodarenergo.kz</p> <p>SMM (weekly) Promotion of information placed on the Company's website using Facebook account. Informing of consumers in local regional groups in social networks: Odnoklassniki, Moi Mir, Vkontakte: https://www.facebook.com/pavlodarenergo; https://vk.com/pvldetka; http://ok.ru/ht50428962406492; http://my.mail.ru/community/pavlikdar; http://my.mail.ru/community/ekibastuz-kz</p>
<p>NGO</p>	<p>Environmental problems, social activity etc.</p>	<p>PRD of PE JSC Tel.: 39-98-50 pr@pavlodarenergo.kz A.S. Shomshekov, Head of PRD of PE JSC</p> <p>Company website www.pavlodarenergo.kz</p> <p>Odnoklassniki, Moi Mir, Vkontakte, LinkedIn</p>	<p>Reception of PE JSC Tel.: 39-95-06, Fax: 32-95-57, info@pavlodarenergo.kz</p> <p>EPD of PE JSC T.A. Koval, Head of EPD</p> <p>PRD of PE JSC Tel./Fax: 39-98-50 pr@pavlodarenergo.kz A.S. Shomshekov, Head of PRD of PE JSC</p>	<p>Press tours for MM and NGO representatives. Invitation of NGO representatives.</p> <p>Public hearings Invitation of representatives of "Consumer Protection Society" NGO, "ECOM" NGO, "Ecology World" NGO etc. for the participation in all public hearings arranged by enterprises of "PE" JSC.</p> <p>Provision of environmental transparency Placement of reports on plans and results of the implementation of projects oriented on the improvement of production ecological parameters on the Company's corporate website. http://pavlodarenergo.kz/ru/ekologiya/otchetnost.html</p>

Stakeholders Engagement Plan of Astanaenergoby LLC

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

Key project objects/ impact near communities	Information type	Location of disclosed environmental and social information and consultations	Name, contact phone number	Information distribution source
1	2	3	4	5
Employees	Labor and health safety Company's activity	1. Company office 4/1 B. Momyshuly Avenue, 010 000, Astana, RK 2. Company website www.astanaenergoby.kz 3. Service Centers of the Company 4. Customer feedback boxes in all service centers of the Company	Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 aesbyt@aesby.kz Heads of divisions of AES LLP HRD of AES LLP M.G. Aitzhanova, Head of HRD Tel.: 91-80-30 Company's Public Relations Group Tel.: 91-80-15 LNetayeva@aesby.kz L.A. Netayeva, Public Relations	Corporate website www.astanaenergoby.kz (on a permanent basis). Informing of employees on the Company's external activity; employees and significant events in the Company's life; innovations in HR policy and changes in management composition etc. Emailing of the corporate magazine "Caepco News" to be prepared by joint efforts with the public relations services of CAEPCO JSC and subsidiary companies. Informing of all employees on the Company's external activity; employees and significant events in the Company's life; innovations in HR policy and changes in management composition; presentation of sport and festive events. Announcement boards in Company's service centers (as and when necessary). Placement of announcements, management congratulations,

			Specialist	<p>HSE information, Company's quality policy etc.</p> <p>Emailing of messages on the most significant events and achievements to employees, orders, instructions of management.</p> <p>Consultation of employees regarding personal matters (each Wednesday from 11.00 to 13.00).</p> <p>Feedback mechanism: Feedback mechanism is available. It is offered to write an e-mail to the e-mail address: aesbyt@aesbyt.kz. Secretary shall send the received messages to the Company management, which shall either entrust the relevant services to prepare a reply or invite a message author for consultation. Complaints of employees shall be also received by heads of divisions.</p> <p>Outside MM (as and when necessary). Placement of information on employees of the enterprise.</p>
Local communities	Public hearings on approval of tariff estimates	<p>4/1 B. Momyshuly Avenue, 010 000, Astana, RK</p> <p>Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 aesbyt@aesbyt.kz</p> <p>Company's Public Relations Group Tel.: 91-80-15 LNetaeva@aesbyt.kz L.A. Netayeva, Public Relations Specialist</p> <p>Company website www.astanaenergobytkz</p>	<p>Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 aesbyt@aesbyt.kz</p> <p>Company's Public Relations Group Tel.: 91-80-15 LNetaeva@aesbyt.kz L.A. Netayeva, Public Relations Specialist</p>	<p>Written and e-mail requests of consumers (on a permanent basis). Requests of consumers shall be sent to the Company in form of written applications, via postal service, telephone communication, or Internet. All messages shall be registered in the Document Control Department and forwarded to the Company management. A manager shall write letters to immediate performers. Upon that, consumers' letters shall be redirected to performers with an indexed accompanying card to be returned by the performer to the Document Control Department within five days. Upon replying to consumers' requests, the performer shall return the accompanying card to the Document Control Department and specify one of the settlement results therein:</p> <ol style="list-style-type: none"> 1. Rejected 2. Explanation is given 3. Satisfied 4. Put on hold 5. Directed to the Grievance Committee 6. For your information <p>Phone requests shall be sent to specialists, who analyze needs and monitor the consumer satisfaction level. The management shall be provided with the Customer Communication Report and suggestions on the improvement of service quality</p>



				<p>Columns for consumer feedback: Internet-Reception, Questions-Answers. In service centers and on the Company’s website, consumers are offered to receive, fill-in, and send to the Company a Complaint Form.</p> <p>Outside MM. Placement of information on held public hearings, briefings, round tables, and conferences.</p> <p>Announcement in newspapers “Vechernyaya Astana”, “Astana Akshamy”. Provision of information concerning the changes in existing tariffs for heat and electric energy, holding of public hearings.</p> <p>Public report on the provision of regulated services – heat energy supply (annually).</p> <p>Company website www.astanaenergobytkz.kz (as and when necessary). Placement of information on the Company’s activity.</p>
State authorities	<p>Company’s tariff policy</p> <p>Preparation to heating season</p>	<p>4/1 B. Momyshuly Avenue, 010 000, Astana, RK</p> <p>Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 aesbyt@aesbyt.kz</p> <p>Company website www.astanaenergobytkz.kz</p>	<p>Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 aesbyt@aesbyt.kz</p> <p>Heads of divisions of AES LLP</p> <p>Company’s Public Relations Group Tel.: 91-80-15 L.Netaeva@aesbyt.kz L.A. Netayeva, Public Relations Specialist</p>	<p>Letters and requests sent by supervisory and state authorities (on a permanent basis). Incoming correspondence shall be registered in the Document Control Department and in the Registration Log for incoming requests, and sent to the addressee; and the reply shall be agreed and signed by a relevant manager.</p> <p>Meetings and briefings regarding to the discussion of tariff policy (as and when necessary). Manager of AES LLP or appointed responsible person shall take part in the event together with state and supervisory authorities.</p> <p>Meetings of the executive staff regarding the preparation to heating season. Manager of “AES” LLP or appointed responsible person shall take part in the event together with state and supervisory authorities.</p> <p>Outside MM, Company’s website www.astanaenergobytkz.kz (as and when necessary). Concerning the changes in existing tariffs for heat and electric energy, holding of public hearings, announcement of holding or cancellation of tenders.</p>

				<p>Meetings and tours for official representatives of state authorities (as and when necessary).</p> <p>Blog of Akim of the region (daily). Monitoring of the Blog of Akim of the region regarding consumer complaints towards AES LLP.</p>
Controlling authorities	Company's tariff policy	<p>Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 aesbyt@aesbyt.kz</p> <p>Company website www.astanaenergobytkz</p>	<p>Heads of divisions of AES LLP</p> <p>Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 aesbyt@aesbyt.kz</p> <p>Company's Public Relations Group Tel.: 91-80-15 L.Netaeva@aesbyt.kz L.A. Netayeva, Public Relations Specialist</p>	<p>Public hearings on approval of tariff estimate for heat energy supply (as and when necessary).</p> <p>TV Channel "31", newspapers "Vechernyaya Astana", "Astana Akshamy" (as and when necessary). Placement of announcements concerning the changes in existing tariffs for heat and electric energy.</p>
Suppliers, contractors, customers	Provision of transparency in tendering processes	<p>4/1 B. Momyshtuly Avenue, 010 000, Astana, RK</p> <p>Company website www.astanaenergobytkz</p>	<p>Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 aesbyt@aesbyt.kz</p> <p>B.S. Makhmetova, Head of Contract Department of AES LLP Tel.: 91-81-04</p> <p>L.A. Netayeva, Public Relations Specialist Tel.: 91-80-15 L.Netaeva@aesbyt.kz</p>	<p>Announcement of holding or cancellation of tenders shall be published in the newspaper "Express K". They shall be also placed on the Company's corporate website www.astanaenergobytkz, in the column "Purchases". Arrangement and holding of tenders shall be performed pursuant to all applicable laws. Results of competitions and tenders shall be announced in public in the Company's office by opening the envelopes in presence of tenderers and all interested people.</p> <p>Feedback form "Complaint Form" located on the corporate website www.astanaenergobytkz (on a permanent basis) allows addressing to the Company's management with a complaint or suggestions.</p>
Universities, colleges, employment centers	Conducting internship and recruitment of the graduates	<p>4/1 B. Momyshtuly Avenue, 010 000, Astana, RK</p> <p>HRD of AES LLP M.G. Aitzhanova, Head of HRD Tel.: 91-80-30 Information on vacancies is</p>	<p>Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 e-mail: aesbyt@aesbyt.kz</p> <p>HRD of AES LLP M.G. Aitzhanova, Head of HRD 91-80-30</p>	<p>Provision of an on-the-job training to students of colleges and universities.</p> <p>Meeting of representatives of the Company with graduates of subject-oriented specialties in educational institutions of the city.</p> <p>Participation in vacancy fairs for graduates and students of universities (as and when necessary).</p>



		placed on the Company's website www.astanaenergobytkz	L.A. Netayeva, Public Relations Specialist Tel.: 91-80-15 LNetaeva@aesbytkz	Publication of information about vacancies in such publications as "Rabota", weekly newspaper "Vakansii Astany i obucheniye", using a "crawler" message on TV channels "STV" and "31 Channel".
Mass Media	Information about changes in tariffs for heat and electric energy, activity of the enterprise	Company's Public Relations Group Tel.: 91-80-15 LNetaeva@aesbytkz L.A. Netayeva, Public Relations Specialist Company website www.astanaenergobytkz	Reception of AES LLP Tel.: 91-80-05 Fax: 91-80-06 aesbytkz@aesbytkz Company's Public Relations Group Tel.: 91-80-15 LNetaeva@aesbytkz L.A. Netayeva, Public Relations Specialist	Local and republican MM (on a permanent basis). Placement of printed materials and video plots about the Company's activity. Emailing (as and when necessary). Placement of announcements on important Company's events, references to press releases, invitations to press events, prompt comments on occurring events, vacancy advertisements. Website www.astanaenergobytkz . Placement of information on the Company's activity.



Stakeholders Engagement Plan of AEDC JSC

Region: Akmola

Community: Astana, city code - 7172

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

Key project objects/ impact near communities	Information type	Location of disclosed environmental and social information and consultations	Name, contact phone number	Information distribution source
1	2	3	4	5
Employees	Labor and health safety Company's activity	1. Head Office of the Company 2 Tsiolkovsky Street, Astana, RK Office of AEDC-Energosbyt LLP 42 Seifullin Street, Astana, RK 3. Company website www.arek.kz	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 e-mail: kence@arek.kz pressa@arek.kz Heads of divisions of AEDC JSC: T.V. Buling, Head of HRD Tel.: 37 48 03 U.S. Khamzin, 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	<p>Annual compulsory training on occupational safety in own training center.</p> <p>Corporate website www.arek.kz (on a permanent basis). Informing of employees on the Company's external activity; union activities, HSE regulations publication; employees and significant events in the Company's life; innovations in HR policy and changes in management composition etc.</p> <p>Corporate publication (monthly). Publication of articles of information and analytical nature, articles regarding occupational safety and health.</p> <p>Announcement boards (as and when necessary). Placement of announcements, management congratulations, HSE information, rules of labor dispute consideration, Company's quality policy etc.</p> <p>Emailing of messages on the most significant events and achievements to employees (as and when necessary).</p> <p>Consultation of employees regarding personal matters carried out by the Company's chief executive officer (each Tuesday from 12 to 18 by previous appointment).</p>



				<p>Feedback mechanism: Feedback mechanism is available through pressa@arek.kz. Messages can be sent using the Feedback Form on the website www.arek.kz (Feedback, Anti-corruption hot line). PRD shall forward the received messages to the management, which shall either entrust the relevant services for consideration and report preparation.</p> <p>Complaints of employees towards the management shall be executed in any format (as and when necessary).</p>
Labor Union	<p>Execution of collective agreement</p> <p>Organization of leisure and rest</p>	<p>Territorial labor union organization (LUO) of AEDC JSC</p> <p>Branches of "Kazelektroprofsoyuz" NGO – LUO of Akmola IEN, LUO of Stepnogorsk IEN (Intersystem Electric Networks), LUO of Yessil IEN, LUO of administrative staff: 2 Tsiolkovsky Street, Astana, RK 42 Seifullin Street, Astana, RK</p>	<p>V.V. Pen'kova, Chairman of LUO of Akmola IEN Tel.: 43 71 64 42 Seifullin Street, Astana, RK</p> <p>Chairmen of LUO of AEDC JSC, LUO of administrative staff: 2 Tsiolkovsky Street, Astana, RK</p>	<p>Approval of collective agreement (annually). Analysis of effect of the collective agreement, hearing of progress reports, Chairman election.</p> <p>Arrangement of celebration of national and state holidays (in accordance with the Labor Law of the RK).</p> <p>Holding of sport events in IEN and REN.</p> <p>Spartakiada Games devoted to the Kazakhstan Independence Day (annually).</p> <p>Arrangement of participation in city-wide sport tournaments (as and when necessary).</p>
Local communities	<p>Authorization of tariff estimate</p> <p>Impact of enterprise activity</p> <p>Implementation of the investment program</p>	<p>2 Tsiolkovsky Street, Astana, RK</p> <p>Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz pressa@arek.kz PRD of AEDC JSC: Tel.: 27 48 30 www.arek.kz</p>	<p>Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz pressa@arek.kz PRD of AEDC JSC: Tel.: 27 48 30 www.arek.kz</p>	<p>Written and e-mail requests of consumers (on a permanent basis). Requests of consumers shall be sent to the Company via postal service, telephone communication, or Internet. Written and e-mail requests shall be registered, and replies shall be submitted by competent specialists (with the specification of contact details) under the hand of a manager; phone requests shall be sent to the relevant services of the Company, who analyze needs and monitor the consumer satisfaction level. The management shall be provided with the Customer Communication Report and suggestions on the improvement of service quality.</p> <p>Hot line (on a permanent basis). Hot line number is specified on the Company's website.</p> <p>Columns for consumer feedback: Internet-Reception, Questions-Answers (on a permanent basis). Customer service unit, which carries out</p>



				<p>control over the arrangement of consumer claim settlement, is available in service centers and on the Company's website.</p> <p>Outside MM (as and when necessary). Placement of information on held public hearings, briefings, round tables, and conferences.</p> <p>Announcements in newspapers "Akmolinskaya Pravda", "Arka Azhary", "Express-K" and regional publications (as and when necessary). Provision of information about repair works, power outages, public hearings and tenders on public purchases.</p> <p>Press tours to objects of modernization of AEDC JSC (as and when necessary).</p> <p>Company website www.arek.kz (as and when necessary). Placement of information on the Company's activity.</p>
State authorities	<p>Company's tariff policy</p> <p>Preparation to the winter season</p>	<p>2 Tsiolkovsky Street, Astana, RK</p> <p>Reception of AEDC JSC</p> <p>Tel.: 37 12 90</p> <p>Fax: 37 10 37</p> <p>kence@arek.kz</p> <p>pressa@arek.kz</p> <p>PRD of AEDC JSC:</p> <p>Tel.: 27 48 30</p> <p>www.arek.kz</p>	<p>Reception of AEDC JSC</p> <p>Tel.: 37 12 90</p> <p>Fax: 37 10 37</p> <p>kence@arek.kz</p> <p>pressa@arek.kz</p> <p>PRD of AEDC JSC:</p> <p>Tel.: 27 48 30</p> <p>www.arek.kz</p>	<p>Letters and requests sent by supervisory and state authorities (on a permanent basis). Incoming correspondence shall be forwarded to the Clerical Office to register it in the registration log and forwarded to an addressee; a reply shall be agreed and signed by a relevant manager.</p> <p>Meetings and briefings regarding to the discussion of tariff policy (as and when necessary). Chief Executive Officer of AEDC JSC (or appointed responsible persons) shall take part in the event together with supervisory authorities.</p> <p>Outside MM, Company's website www.arek.kz (as and when necessary). Placement of information about scheduled and emergency power outages with the indication of outage period.</p> <p>Obtainment of the "Certificate on Readiness of Energy-producing and energy-transmitting Organizations for Operation in Winter Conditions for 2016-2017"</p> <p>Meetings and tours for official representatives of state authorities (as and when necessary) to energy facilities of the Company.</p>
Controlling authorities	<p>Company's tariff policy</p>	<p>2 Tsiolkovsky Street, Astana, RK</p> <p>Reception of AEDC JSC</p> <p>Tel.: 37 12 90</p>	<p>Reception of AEDC JSC</p> <p>Tel.: 37 12 90</p> <p>Fax: 37 10 37</p> <p>kence@arek.kz</p>	<p>Public hearings on the approval of tariff estimates for power supply (as and when necessary).</p> <p>Corporate website www.arek.kz. Placement of information about changes in tariffs.</p>



		Fax: 37 10 37 kence@arek.kz pressa@arek.kz PRD of AEDC JSC: Tel.: 27 48 30 www.arek.kz	pressa@arek.kz PRD of AEDC JSC: Tel.: 27 48 30 www.arek.kz	Publications "Akmolinskaya Pravda", "Arka Azhary" (as and when necessary). Placement of announcements about changes in tariffs.
Suppliers, contractors, customers	Provision of transparency in tendering processes	2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz pressa@arek.kz PRD of AEDC JSC: Tel.: 27 48 30 www.arek.kz	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz pressa@arek.kz PRD of AEDC JSC: Tel.: 27 48 30 www.arek.kz S.M. Nurtayev, Head of Legal Department: Tel.: 37 32 12	"Express-K", regional publications – as and when necessary. Publication of announcements about tender processes. Results of competitions and tenders shall be announced in public in the Company's office by opening the envelopes in presence of participants and invitees. Feedback form – Questions–Answers is placed on the corporate website www.arek.kz in the column Customer Service Unit. It allows addressing to the Company's management with complaints and/or suggestions.
Universities, colleges, employment centers	Conducting internship and recruitment of the graduates	2 Tsiolkovsky Street, Astana, RK Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz pressa@arek.kz PRD of AEDC JSC: Tel.: 27 48 30 www.arek.kz	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 kence@arek.kz pressa@arek.kz PRD of AEDC JSC: Tel.: 27 48 30 www.arek.kz T.V. Buling, Head of HRD Tel.: 37 48 03 G.K. Ismagambetova, Head of HRD Tel.: 37 19 56	Arrangement of an on-the-job training for students of the Energy Department of the S. Seifullin Kazakh Agro Technical University (annually) and Construction and Technical College of Astana at the Company's enterprises. Development of brochures and booklets and arrangement of information stand for graduates of energy departments and young specialists. Meeting of representatives of the Company with graduates of subject-oriented departments of universities and colleges of the city (annually). Participation in vacancy fairs for graduates and students of universities (annually). Outside MM, Company's website.

President of CAEPCO JSC

E.A. Amirkhanov