



**Report on Stakeholders Engagement Plan for 2015  
Group of companies CAEPCO JSC**

Almaty, 2016



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#### **List of abbreviations:**

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

Report on Stakeholders Engagement Plan of SEVKAZENERGO JSC

1. **Area:** North-Kazakhstan region
2. **Community:** Petropavlovsk, city code: 7152

Key project objects /impact near community	Information type	Location of the Environmental and Social information Disclosed and consultations	Name, contact phone	Source of distribution of information
3	4	5	6	7
<p><b>Employees</b></p>	<p>Labor and health safety.</p>	<p>Company's office - 215 Zhabayev Street, Petropavlovsk, 150000, RK;            Petropavlovsk CHP-2 – 28 Y. Gashek Street.            Company's website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a></p>	<p>Reception of SKE JSC            Tel.: 31-43-24            Fax: 41-28-28  <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a>            Top managers of enterprises of SKE JSC            HR Department of SKE JSC            Head of HR Department S.V. Ovchinnikova            Tel.: 41-03-29            Tel.: 41-28-29 (130)</p>	<p>In 2015, in accordance with requirements of Labor Code of the RK and for the purpose of creating healthy and safe labor conditions, improvement of production culture and aesthetics, SKE has developed the Labor Protection, Industrial Hygiene and Fire Safety Action Plan. These actions complied with requirements of OHSAS 18001:2007, as in 2011 SKE was certified on Occupational Health and Safety Management System. Fundamental obligations of SKE on OHSAS 18001:2007 are: preservation of life and health of employees of SKE and representatives of third-party organizations within its territory; implementation of relevant legal and regulatory requirements; compliance to requirements of OHSAS standard at all stages of production of electric and heat energy.            In 2015, 28 informational materials On Labor Protection, Industrial Hygiene and Fire Safety Actions were issued in mass media.</p>



<p><b>Employees</b></p>	<p>Disclosure of information on the Company's activity.</p>	<p>Company's office - 215 Zhabayev Street, Petropavlovsk, 150000, RK; Petropavlovsk CHP-2 – 28 Y. Gashek Street. Company's website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a></p>	<p>PRD of SKE JSC 41-29-39 <a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a>  A.Y. Semenchuk Acting Head of PRD</p>	<p>In 2015, the annual report of SKE for 2014 was prepared and published which was posted on the website of Kazakhstan stock exchange KASE. Hard copy of the report was distributed among the interested parties such as public authorities, mass media, NGO, partners and subsidiary enterprises. 12 editions of corporate newspaper "Energetik Severnogo Kazakhstan" of 1000 copies were prepared and published.</p> <p>The company has an updated Intranet website for employees, which contains fact-finding information on the enterprises of SKE group. There are tabs with regulatory and legal base, press center, personnel policy, and regulating documents, risk management information. News are published on a weekly basis, there is also "Advertisements and Congratulations Board". Employees have a possibility to familiarize with video and photo materials on the Company's activities, including news items, newspaper articles. There are tabs with data on planned outage of energy supply updated on a daily basis.</p> <p>Consultation of employees regarding personnel matters in the management of the company is performed by appointment.</p> <p>Feedback mechanism is functioning that provides for:</p> <ol style="list-style-type: none"> <li>1. Writing an e-mail to: <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a>. After that the secretariat hands over all received messages to the management.</li> <li>2. Writing a message by means of feedback forms at website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> ("Feedback", "Anti-Corruption Hot Line"). Public Relations Department forwards the received messages to the management, which delegates the relevant services to prepare report, or invites the author to consultation.</li> <li>3. There is an email box for employees - <a href="mailto:S.Ovchinnikova@sevkazenergo.kz">S.Ovchinnikova@sevkazenergo.kz</a>. Hot line – 41-03-29, internal tel.: 4-46.</li> </ol>
<p><b>Employees</b></p>	<p>Social assistance and support.</p>	<p>Company's office - 215 Zhabayev Street, Petropavlovsk, 150000, RK; Petropavlovsk CHP-2 – 28 Y. Gashek Street. Company's website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a></p>	<p>Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a>  Top managers of enterprises of SKE JSC  HR Department of SKE JSC Head of HR Department S.V. Ovchinnikova Tel.: 41-03-29 Tel.: 41-28-29 (130)  PRD of SKE JSC Tel.: 41-29-39 <a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a> A.Y. Semenchuk</p>	<p>SKE provides social assistance and support to employees. Including:</p> <ol style="list-style-type: none"> <li>1. Payment of educational leave, compensation of journey to educational institution, bonuses for successful graduation, interest-free loan for education;</li> <li>2. Material remuneration at achievement of a retirement age;</li> <li>3. The company's veterans support program functions, within the framework of which the funds are annually transferred to support veterans organization. Besides, veterans receive coal at prime cost, incentive payments at holidays: Victory Day, International Day for the Elderly, Energy Professionals' Day, March 8. The company's management visits veterans at their places at their Birthday and holidays. Valuable gifts and food products are purchased for GPW veterans;</li> <li>4. Financial aid for needy and multi-child families upon the delivery of a child, on funeral services, on treatment, to Knowledge Day;</li> <li>5. Sponsor support to the sponsored family of "Zhuldyzdar" of MPI "Regional Boarding School for Orphaned Children and Children Without Parental Support";</li> <li>6. Vouchers to children's and recreation camps and New Year's gifts for employees' children;</li> <li>7. Additional payment at a rate of ticket cost to workers with traveling kind of work;</li> <li>8. Auto transportation services in delivery of employees for work and from work;</li> <li>9. Delivery of coal at prime cost for employees living in houses with stove heating;</li> <li>10. Discount for accommodation charge to employees living in corporate hostel;</li> <li>11. Allocation of funds for cultural events, collective rest, and corporate trips;</li> </ol>

			Acting Head of PRD.	12. Annual sporting competitions, Spartakiads, travel conventions. Compensation of costs of food to sports team. In 2015 SKE implemented the project socially important for the region on opening the day-care center Alakai for 320 places. On the 22nd of December 2015, the ceremonial honoring of employees of the enterprises of SKE group was conducted, coincided with celebration of 50 <sup>th</sup> anniversary of Petropavlovsk Heat Networks LLP and Energy Professionals' Day. The best employees were awarded with diplomas and letters of gratitude of Akim of the region, General Director of SKE JSC, certificate of honor of EPC of CIS, certificate of honor of KEA, certificates by titles "Best in Occupation", "Best Employee" and "Entering in Book of Honor of the Enterprise". Awards "Merited Energy Professional of KEA", "Honored Energy Professional of KEA". Four veterans were granted title "Veteran Energy Professional".
<b>Employees</b>	Procedure for consideration of labor disputes.	Company's office - 215 Zhabayev Street, Petropavlovsk, 150000, RK; Petropavlovsk CHP-2 – 28 Y. Gashek Street. 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>  Top managers of enterprises of SKE JSC  HR Department of SKE JSC Head of HR Department S.V. Ovchinnikova Tel.: 41-03-29 Tel.: 41-28-29 (130)	Procedure for consideration of labor disputes is recorded in Regulation on Procedure for Consideration of Labor Disputes (RG No. 02.098.2013 dated 04.04.2013). Labor disputes are solved on conciliation commission with participation of representatives of the employer and worker. Meetings are held every Thursday from 15.00 till 18.00. Employees of the enterprises of SKE group in the event of disputed issue before filing of application for consideration by conciliation commission have an opportunity to discuss it with representatives of employees (Chairman of Labor Union Committee), with the Head of Human Resources Department, with First Director of the enterprise, General Director of SKE JSC by means of submission of personal statement, record to personal consultation.
<b>Labor Union</b>	Implementation of collective agreement.	Branch of "Labor Union Organization of SKE JSC", 28 Y. Gashek Street, Petropavlovsk, 150000, RK, PCHP-2. Tel.: 52-02-87	Chairman of branch of "Labor Union Organization of SKE JSC" E.V. Kelba, 28 Y. Gashek Street, Petropavlovsk, 150000, RK, PCHP-2. Tel.:52-02-87 <a href="mailto:E.Kelba@sevkazenergo.kz">E.Kelba@sevkazenergo.kz</a>	In 2015, the collective agreement approved for the period from 2014 till 2016 was in force at the enterprises of SKE. The reports of the Heads of Labor Unions were heard, reporting back meetings and election of the Chairman of Labor Union of SKE were held in the business units. Publicizing of activities of labor union is carried out on a constant basis by "Energetik SK" newspaper, Intranet website for employees of the Company <a href="http://ae-main/itsite/">http://ae-main/itsite/</a> , external corporate website <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> , on bulletin boards. Information on organization of leisure and rest of employees is published in external mass media, 12 articles were published regarding this subject in 2015. Besides, 140 articles on social subject were published in mass media in 2015.
<b>Labor Union</b>	Organization of leisure and rest.	Branch of "Labor Union Organization of SKE JSC", 28 Y. Gashek Street, Petropavlovsk, 150000, RK, PCHP-2. Tel.: 52-02-87	Chairman of branch of "Labor Union Organization of SKE JSC" E.V. Kelba. Tel.:52-02-87 <a href="mailto:E.Kelba@sevkazenergo.kz">E.Kelba@sevkazenergo.kz</a>	Total 72 events were conducted by labor unions throughout the group of enterprises in 2015. In terms of enterprises the situation is as follows. During 2015 the labor union organization of Petropavlovsk CHP-2 of SKE held 23 events. Among them: - paintball mini-tournament among the business units of the enterprise; - 43 employees went for a trip to Astana;

		<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 Labor Union Committee of NK EDC JSC N.V. Gridneva Tel.: 31-42-17, int. 33 80</p> <p>Chairman of Labor Union Committee of Petropavlovsk Heat Networks LLP V.A. Burakova int. 2-76 <a href="mailto:V.Burakova@sevkazenergo.kz">V.Burakova@sevkazenergo.kz</a></p> <p>N.I. Tabachuk Tel.: 36-38-52, Int. 63 22 <a href="mailto:N.Tabachuk@sevkazenergo.kz">N.Tabachuk@sevkazenergo.kz</a></p>	<ul style="list-style-type: none"> <li>- recreative sports were organized for employees of the enterprise and for members of their families with going to recreation zones of North-Kazakhstan region;</li> <li>- in order to increase the cultural level of employees 446 tickets to Pogodin Regional Drama Theatre were purchased;</li> <li>- New Year's gifts with sweets and tickets to New Year children's matinee were purchased for children of employees of the enterprise.</li> </ul> <p>In 2015 the labor union organization of NK EDC held 34 events. Among them the following was organized:</p> <ul style="list-style-type: none"> <li>- trips of employees of the enterprise and members of their families for 2-day excursion to Astana (DEMs, RPB, YUMS and SS, municipal services);</li> <li>- trips of employees' children to recreation camps of North-Kazakhstan region (Dostyk, Beryozka, Ayu-Tas, Lesnaya Polyana, Rodnik recreation camps);</li> <li>- recreative sports with trips of employees of the enterprise to recreation zones of North-Kazakhstan region;</li> <li>- "Way To School" special offer – giving out of the funds to purchase school kits to school children from needy families;</li> <li>- honoring of homefront workers on May 9 in honor of 70th anniversary of Victory in Great patriotic war and meetings of management with pensioners-veterans of the enterprise;</li> <li>- "Donor's Day" at the enterprise;</li> <li>- funds to employees and members of their families, including their children, for serious diseases (cancerology, cardiology, etc.), necessity of operations;</li> <li>- cooperation with the Department of Health of North-Kazakhstan region and the Ministry of Health of the RK regarding rehabilitation of employees and their children.</li> </ul> <p>In 2015 the labor union organization of Petropavlovsk Heat Networks LLP held 10 events. Among them:</p> <ul style="list-style-type: none"> <li>- in summertime the trip to sports base at Voroniy island was organized for carrying out of sporting and healthy competitions on volleyball and football among departments of the enterprise for the purpose of teambuilding and keeping the corporate spirit of employees;</li> <li>- the members of the labor union have received the funds for cultural-mass trips to the circus, concerts, performances, for holidays March 8 and Defender's Day, for New Year's gifts for children.</li> </ul> <p>In 2015 the representative of employees of Sevkazenergosbyt LLP held 5 events. Among them the following was organized:</p> <ul style="list-style-type: none"> <li>- trips for employees' children to recreation camps of North-Kazakhstan region (Dostyk, Beryozka recreation camps);</li> <li>- "Way To School" special offer - giving out of the funds to purchase school kits to school children from needy families;</li> <li>- honoring of homefront workers on May 9 in honor of 70th anniversary of Victory in Great patriotic war;</li> <li>- purchase of New Year's gifts for children of employees of the enterprise and the energy supply sites of the regional districts.</li> </ul>
<b>Local communities</b>	Impact of enterprise	Company's office - 215 Zhabayev Street,	Reception of SKE JSC Tel.: 31-43-24	Total for 2015 the enterprises of SKE received and handled 26 097 requests from consumers, among them 328 complaints. Besides, 24 messages were received via feedback channel of the Call



	activity.	<p>Petropavlovsk, 150000, RK.</p> <p>Company's website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a></p>	<p>Fax: 41-28-28 info@sevkazenergo.kz</p> <p>PRD of SKE JSC 41-29-39 <a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a> A.Y. Semenchuk Acting Head of PRD</p> <p>Environmental Protection Department A.A. Guseinova Tel.: 31-70-22</p>	<p>Center of Sevkazenergosbyt LLP, on which necessary clarifications were given.</p> <p>At the company's website <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> the information on planned power outage is actualized every day, as and when necessary – heat energy, weekly data on the quantity of specifications issued by NK EDC JSC.</p> <p>Managers of Sevkazenergosbyt LLP carried out 86 consultations of consumers regarding personal matters. General Director carries out consultation regarding personal matters in Petropavlovsk once a week.</p> <p>For the purpose of improving quality and operability of consumer services in Petropavlovsk on the basis of Service Center of Sevkazenergosbyt LLP, the company's Call Center operates at the address: 66 Zhumabayev Street. Call Center allows consumers to give the readings of electric power meters and hot water supply meters every day from 08:00 till 20:00, receive the comprehensive information regarding the calculation carried out, current indebtedness, execution of documentation, reception of readings, and regarding the matters of planned and emergency power outage, on multi-line phone number: 500-666. Interactive Voice Response System provides information on standard questions in automatic mode. Total the Call Center receives about 21 000 calls a month. On average in working days the operators receive about 930 calls, the maximum quantity of received calls reaches 2500 a day.</p> <p>Another innovation in operation of power supply company is opening of a tag "My Account" at the official website of SKE JSC. This option allows consumers to make many operations staying at home. For the end of 2015, the interactive service "My Account" is used by 1981 consumers of Petropavlovsk and North-Kazakhstan region, including 838 household consumers of the city and 1143 legal entities of the city and regional districts.</p> <p>Besides, on the company's website the consumers have an access to information on tariffs, regulatory and legal base, information on consumer service centers, payment receiving centers, planned power outages. In "Feedback" section the Call Center connects to consumers in online mode and receives suggestions and proposals to the address of the company.</p> <p>The company publishes in external mass media the information on public hearings, briefings, round tables, conferences and press tours being held.</p> <p>In 2015, 3 public hearings were held on the following ecological projects:</p> <ol style="list-style-type: none"> <li>1. Project "Environmental Impact Assessment" to working project "Reconstruction of CHP-2 with Replacement of Turbine Unit No. 1";</li> <li>2. Environmental Action Plan when reconstructing CHP-2 with replacement of turbine unit No. 1;</li> <li>3. Environmental Action Plan of SKE JSC for 2016-2018 for obtaining the environmental emission permit.</li> </ol> <p>The following Emission Permits were obtained:</p> <ol style="list-style-type: none"> <li>1. Environmental Emission Permit when reconstructing turbine unit No. 1;</li> <li>2. Environmental Emission Permit when recultivating ash-disposal area No. 3.</li> </ol> <p>In order to comply with the environmental legislation of the RK regarding greenhouse gas generation SKE has received an additional Certificate for Greenhouse Gas Emissions for 2015.</p>
<b>Local communities</b>	Public hearings on approval of tariff	Company's office - 215 Zhabayev Street, Petropavlovsk, 150000,	Reception of SKEJSC Tel.: 31-43-24 Fax: 41-28-28	<p>In 2015, 7 public hearings were held:</p> <ol style="list-style-type: none"> <li>1. Investment Activity Report of CHP-2, 10.03.15;</li> <li>2. Investment Activity Report of NK EDC JSC, 11.03.15;</li> </ol>



	estimates.	RK. Company's website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a>	<a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a> PRD of SKE JSC 41-29-39 <a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a> A.Y. Semenchuk Acting Head of PRD	3. Investment Activity Report of Petropavlovsk Heat Networks LLP, 12.03.15; 4. Investment Activity Report of Sevkazenergosbyt LLP, 13.03.15; 5. Agreement Execution Report of CHP-2, 28.04.15; 6. Tariff project review of NK EDC JSC, 22.10.15; 7. Tariff project review of PCHP-2, Petropavlovsk Heat Networks LLP, Sevkazenergosbyt LLP, 23.10.15. Based on the results of the carried out events, 73 articles were published in the mass media in Bnews.kz and Kazinform newlines, on local TV channels MTRK and "Kazakhstan-Petropavl", and in print media "Dobriy Vecher", "Nedelya SK", "Severniy Kazakhstan", "Soltustik Kazakhstan", "Kvartal" and "Prospekt SK".
<b>State authorities</b>	Interaction with public authorities. Participation of the enterprise in activities of the city and the region.	Company's office - 215 Zhabayev Street, Petropavlovsk, 150000, 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 <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a> Top managers of enterprises of SKE JSC PRD of SKE JSC Tel.: 41-29-39 <a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a> A.Y. Semenchuk Acting Head of PRD	4001 letters and requests were received from governmental and controlling authorities to the address of enterprises of SKE group, among which 1 783 were replied in written, the rest requests were fact-finding information. Throughout the year, daily monitoring of weblogs of akims of North-Kazakhstan region and Petropavlovsk was conducted: 9 requests were received to the blog of akim of the region, 18 requests were received to the blog of akim of Petropavlovsk regarding the Company's activity. All requests were replied. Information on planned and emergency outages is posted on corporate website <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> on a constant basis, the terms are indicated. Information on holding public hearings, schedule of repair works on electric mains and heating mains is published in regional and city mass media: "Severniy Kazakhstan", "Soltustik Kazakhstan", "Prospekt SK", "Radio NS", "MTRK" TV-channel. Meetings of official delegations from public authorities: On 18.09.15 after major reconstruction at Petropavlovsk CHP-2 Akim of North-Kazakhstan region E. Sultanov participated in the ceremony of commissioning of turbine unit No. 1. On 22.12.15, with participation of Akim of North-Kazakhstan region E. Sultanov, a new day-care center Alakai built by power engineers was opened. On 22.12.15 Akim of the region E. Sultanov participated in ceremonial events coincided with 50th anniversary of Petropavlovsk Heat Networks LLP.
<b>State authorities</b>	Preparation to heating season.	Company's office - 215 Zhabayev Street, Petropavlovsk, 150000, 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 <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a> Top managers of enterprises of SKE JSC	Top managers of enterprises of SKE (or designated responsible persons) participated in the meetings of the headquarters on preparation of residential stock to heating season together with governmental and controlling authorities. Upon completion of heating season, the requirements of obligatory events for well-timed and qualitative preparation of heat supply systems to the next heating season are published in mass media and on the corporate website.
<b>Controlling authorities</b>	Execution of investment obligations.	Company's office - 215 Zhabayev Street, Petropavlovsk, 150000, RK.  Company's website:	Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28 <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a>  Top managers of	Based on the results of execution of investment obligations by all enterprises of SKE, 4 public hearings with controlling authorities were held. In 2015 the Public Relations Department organized 7 briefings with representatives of mass media, governmental and controlling authorities. Besides, 5 press tours were held with representatives of the Department of the Committee on Natural Monopoly Control and Competition Protection of the Ministry of National Economy of the RK in North-Kazakhstan region, controlling authorities and

		<a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a>	enterprises of SKE JSC  PRD of SKE JSC Tel.: 41-29-39 <a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a> A.Y. Semenchuk Acting Head of PRD hot line - 41-29-39	community: 1. press tour dedicated to purpose-oriented use of resources, modernization of assets of Petropavlovsk Heat Networks LLP on 9.07.15; 2. press tour dedicated to purpose-oriented use of resources, modernization of assets of PCHP-2 on 16.07.15; 3. press tour dedicated to purpose-oriented use of resources, modernization of assets of NK EDC JSC on 29.07.15; 4. press tour on modernization objects of CHP-2, Petropavlovsk Heat Networks LLP on 28.09.15; 5. press tour on modernization objects of NK EDC JSC, operation of Call Center of Sevkazenergosbyt LLP on 30.09.15. Total in external MM in 2015, 163 articles were published on interaction of the Company with controlling authorities.
<b>Suppliers, contractors</b>	Provision of transparency in tender execution.	Company's office - 215 Zhabayev Street, Petropavlovsk, 150000, RK. LD 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 <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a>  Head of LD of SKE JSC Y.K. Vizner. Reception: 41-24-42  PRD of SKE JSC Tel.: 41-29-39 <a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a> A.Y. Semenchuk Acting Head of PRD Hot line - 31-43-92	In 2015, 45 tender announcements were published: publication is fulfilled in republican print media "Zan" (comes out 4 times in a week). Tenders are organized and held in accordance with codes and regulations of applicable legislation. Announcement of results of competitions and tenders is carried out publicly in the office of the company by opening of envelopes in the presence of participants and anybody who wanted. Meeting with contractors and clients regarding the results of work (at least once a week). There is an "Anti-Corruption Hot Line" feedback form on the corporate website which allows addressing to the management of the company with complaint or proposals. All messages incoming to PRD are directed to General Director of SKE for further proceedings. In 2015, there were no complaints regarding corruption against the employees of the enterprises of SKE group. At the same time, the Company published 20 warning articles regarding anti-corruption in mass media in 2015.
<b>Universities, colleges, employment centers</b>	Conducting internship and recruitment of the graduates.	Company's office - 215 Zhabayev Street, Petropavlovsk, 150000, RK. LD 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 <a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a>  HR Department of SKE JSC Head of HR Department S.V. Ovchinnikova Tel.: 41-03-29 Tel.: 41-28-29 (130) PRD of SKE JSC Tel.: 41-29-39 <a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a>	During 2015 the professional practice was provided for 147 students of educational institutions – social partners of the company. For 2015 the company engaged 27 young specialists (graduates of universities and colleges for which the Company is the first place of work). Total in 2015, 15 informational articles for this subject were published in mass media. In II quarter of 2015, the employees of SKE were involved in the State Attestation Commission on Final Examination and Diploma Defence: in North-Kazakhstan Professional College of Education – V.V. Fesko (Deputy General Director on Production – Chief Engineer of NK REDC JSC), in Petropavlovsk Railway Transport College – A.M. Zakharyan (First Deputy General Director on Production – Chief Engineer of PTN LLP). In June 2015, 3 informational meetings were held with students of 3 and 4 courses of relevant specialties in educational institutions – social partners. On May 18, 2015, SKE JSC participated in the Graduate Fair of NKSU (May 18, 2015). On November 30, 2015, SKE JSC presented the Young Specialists Supporting Program which

			A.Y. Semenchuk Acting Head of PRD.	provides measures on support and involvement of students to the company: - paid practice; - temporary employment for the period of summer vacations; - awarding of scholarship. Within the scope of the Program, the contracts on social partnership were signed with educational institutions of Petropavlovsk: - North-Kazakhstan State University named after M. Kozibayev (NKSU); - Petropavlovsk Railway Transport College (PRTC); - North-Kazakhstan Professional College of Education (NKPCE).
<b>Mass media</b>	Information about activity of enterprises of SKE JSC group.	Company's office - 215 Zhabayev Street, Petropavlovsk, 150000, RK.  Company's website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a>	PRD of SKE JSC Tel.: 41-29-39 <a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a> A.Y. Semenchuk Acting Head of PRD	In 2015, 762 articles on activity of the enterprises of SKE group were published (free of charge), among them 316 topics in electronic mass media, on the air of TV-channels and radio of republican and local significance; 290 publications in print media; 156 articles in newslines of information agencies. PRD organized 5 press tours with representatives of mass media to the objects of the company for the purpose of familiarization with current works and long-range plans of the enterprises of the group. In 2015, 7 press-conferences and briefings were conducted for representatives of mass media: 1. Briefing with mass media for the purpose of preparation of the plotting on the performed large-scale modernization at PCHP-2 for the program "Modernization of Housing and Utilities Infrastructure" of MTRK on 20.01.15; 2. Briefing with journalists of MTRK for the purpose of preparation of the plotting on installation of heat meters in residential houses on 29.01.15; 3. Briefing with journalists for the purpose of preparation of the plotting on installation of ASCAEE on 03.03.15; 4. Briefing with General Director of Petropavlovsk Heat Networks LLP I.N. Rybas for the purpose of clarification of the beginning of repair campaign on heating mains of the city on 10.06.15; 5. Briefing on the basis of NK EDC JSC with representatives of mass media and community on 29.07.15; 6. Press-conference on the necessity of installation of communal heat meters on the base of Akimat of Petropavlovsk on 14.08.15; 7. Briefing on commissioning of modernized turbine unit K-63-90 st. No. 1 with the participation of Akim of North-Kazakhstan region and CAEPCO management. Information on measures taken was published in regional, city and republican print medias, television and radio, and in newslines. Journalists operatively receive an complete answers to request, information distribution is carried out (2 times a week), and comments (as soon as requests are available). Much attention is given to development of the Company's website <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> as a principal source of information on the enterprise for external interested parties, where news items are posted on a weekly basis.
<b>NGO</b>	Business issues, social activity	Company's office - 215 Zhabayev Street, Petropavlovsk, 150000,	Reception of SKE JSC Tel.: 31-43-24 Fax: 41-28-28	In 2015, the representatives of NGO of North-Kazakhstan region were invited to participate in press tours and public hearings held throughout the year. In 2015, the following events were conducted with the participation of non-governmental



	issues.	RK.  Company's website: <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a>	<a href="mailto:info@sevkazenergo.kz">info@sevkazenergo.kz</a>  PRD of SKE JSC Tel.: 41-29-39 <a href="mailto:vopros_oso@sevkazenergo.kz">vopros_oso@sevkazenergo.kz</a> A.Y. Semenchuk Acting Head of PRD	organizations: On 08.05.15 – Opening of the Victory square dedicated to celebration of May 9 was carried out together with veterans organizations. On 22.08.15 - "Way To School" special offer was conducted together with labor unions of SKE company: giving out of the funds to purchase school kits to school children from needy families. The managers of the enterprises of SKE group participated in open meetings with representatives of small and medium enterprises on the base of the Chamber of Enterprises of North-Kazakhstan region, and in round tables, meetings and other events with representatives of NGO. Based on the results of these events, presentation of interaction with nongovernmental organizations and local communities is carried out on a regular basis on the company's website <a href="http://www.sevkazenergo.kz">www.sevkazenergo.kz</a> and in MM. Total in 2015, 42 articles were published in mass media on this subject.
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**Report on Stakeholders Engagement Plan of PAVLODARENERGO JSC**

1. **Area:** Pavlodar region
2. **Community:** Pavlodar, city code – 7182  
Ekibastuz, city code – 7187

Key project objects /impact near community	Information type	Location of the Environmental and Social Information Disclosed and consultations	Name, contact phone	Source of distribution of information
3	4	5	6	7
<b>Employees</b>	Labor and health safety.	Company's office 27 Krivenko Street, Pavlodar, 140000, RK. North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP. Company's website: <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>	Reception of PE JSC Tel.:39-95-06, Fax: 32-97-88, <a href="mailto:pavlodarenergo@pavlodarenergo.kz">pavlodarenergo@pavlodarenergo.kz</a> . Top managers of enterprises of PE JSC HR Department of PE JSC Head of HR Department L.A. Smirnova, Tel.: 39-95-09. <a href="mailto:info@pavlodarenergo.kz">info@pavlodarenergo.kz</a>	In 2015, in accordance with requirements of Labor Code of the RK and for the purpose of creating healthy and safe labor conditions, improvement of production culture and aesthetics, PE has developed the Labor Protection Action Plan. These actions complied with requirements of OHSAS 18001:2007. Fundamental obligations of PE on OHSAS 18001:2007 are: preservation of life and health of employees of PE and representatives of third-party organizations within its territory; implementation of relevant legal and regulatory requirements; compliance to requirements of OHSAS standard at all stages of production of electric and heat energy. In 2015, PE receive the certificate ISO 50001:2011 Energy Management System. PE was certified on the following systems: - ISO 9001:2008 Quality Management System (2008); - ISO 14001:2004 Environmental Management System (2008); - OHSAS 18001:2007 Occupational Health and Safety Management System (2011); - ISO 50001:2011 Energy Management System (2015).
<b>Employees</b>	Disclosure of information on the Company's activity.	Company's office 27 Krivenko Street, Pavlodar, 140000, RK. North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP. Company's website: <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>	PRD of PE JSC Tel./Fax: 39-98-50 <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> A.S. Shomshekov, Head of PRD Hot line 39-95-50.	In 2015, the annual report of PE for 2014 was prepared and published which was posted on the website of Kazakhstan stock exchange KASE. Hard copy of the report was distributed among the interested parties: public authorities, MM, NGO, partners and subsidiary enterprises. 24 editions of corporate newspaper "Energetik" of 1500 copies were prepared and published. Information on the company's activity and its subsidiary enterprises is updated on a constant basis on website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> . Advertisements, congratulations of the top managers, sporting events schedules, security and labor protection information, procedure of consideration of labor disputes, IMS Policy are placed on bulletin boards within

				<p>the territory of enterprises of PE group. Consultation of employees regarding personnel matters in the management of the company is performed by appointment.</p> <p>Feedback mechanism is functioning: all messages incoming to e-mail <a href="mailto:pavlodarenergo@pavlodarenergo.kz">pavlodarenergo@pavlodarenergo.kz</a> are handed over by the secretariat to the management of the company's top managers.</p> <p>Interested parties may address their message, complaint, question via feedback forms on website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> ("Feedback Form", "Anti-Corruption Hot Line") to PRD, which distributes them among the relevant services. Replies are sent to the authors of messages.</p> <p>The company has its hot line: 39-95-50.</p>
<b>Employees</b>	Social assistance and support.	<p>Company's office 27 Krivenko Street, Pavlodar, 140000, RK. North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP. Company's website: <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> Administrative Department of PE JSC Company's website: <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a></p>	<p>PE JSC Tel.: 39-95-08, Head of Administrative Department K.K. Karpovich. <a href="mailto:info@pavlodarenergo.kz">info@pavlodarenergo.kz</a></p>	<p>In 2015, the set of actions for organizing interesting leisure, keeping of principles of corporate social responsibility was carried out for employees of the enterprises of PE group:</p> <ul style="list-style-type: none"> <li>- Leasing of premises in tennis center "Energetik", sports and health center "Neptun" for sports activities of employees of the enterprise;</li> <li>- Providing material assistance from medical provident fund upon the application of the employee of PE;</li> <li>- Preparation and carrying out of championship on sports fishing for the employees of the enterprises;</li> <li>- Organization and carrying out of public voluntary Saturday works on cleaning of designated city area and territories of PE;</li> <li>- centralized purchase of New Year's gifts for children of employees of PE JSC;</li> <li>- co-financing of expenditures of "Tram Administration of Pavlodar City" JSC for transportation of employees of PE to the place of work (CHP-3) and return to the city.</li> </ul>
<b>Employees</b>	Procedure for consideration of labor disputes.	<p>Company's office 27 Krivenko Street, Pavlodar, 140000, RK. North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP. Company's website: <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a></p>	<p>Reception PE JSC Tel.:39-95-06, Fax: 32-97-88, <a href="mailto:pavlodarenergo@pavlodarenergo.kz">pavlodarenergo@pavlodarenergo.kz</a>. Top managers of enterprises of PE JSC HR Department of PE JSC Head of HR Department L.A. Smirnova, Tel.: +7 (7182) 39-95-09. <a href="mailto:info@pavlodarenergo.kz">info@pavlodarenergo.kz</a></p>	<p>Labor disputes are solved in accordance with applicable legislation, and at the meeting of conciliation committee with participation of representatives of employer and employee. Meetings of conciliation committee are set as complaints and requests of employees become available. The employees of the enterprises of PE, when a disputable matter occurs before filing an application for consideration by the conciliation committee, have an opportunity to discuss it with a representative of employees (Chairman of Labor Union Committee), with the Head of Human Resources Department, with First Director of the enterprise, General Director of PE by filing a personal application, recording to personal consultation.</p>
<b>Labor Union</b>	Implementation of collective agreement.	<p>NGO "Local Workers' Union of "Pavlodarenergo" Energy System". Office 504, 27 Krivenko Street, Pavlodar, 140000,</p>	<p>Chairman of NGO "Local Workers' Union of "Pavlodarenergo" Energy System" V.A. Ermolayev. <a href="mailto:profkom_pv@bk.ru">profkom_pv@bk.ru</a></p>	<p>The validity period of the Collective Contract of the enterprises of PE system was prolonged in 2012 until 31.12.2015. In January 2016, a new Collective Contract of the enterprises of "Pavlodarenergo" system will be signed with the validity period until 31.12.2018.</p> <p>Within the scope of Collective Contract, the reports of Chairmans of Labor Unions were heard, reporting back meetings were held in the business units throughout the year.</p> <p>On May 28, 2015, there was III Labor Union Conference. In accordance with the Law "On</p>

		<p>RK. 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>27 Krivenko Street, Pavlodar. Tel.: +77015116023,</p>	<p>Chairman of Shop Committee of Pavlodar Heat Networks LLP M.F. Sarycheva <a href="mailto:M.Saryicheva@pavlodarenergo.kz">M.Saryicheva@pavlodarenergo.kz</a></p> <p>Chairman of Shop Committee of PREDC JSC B.K. Toleubayev. <a href="mailto:B.Toleubaev@pavlodarenergo.kz">B.Toleubaev@pavlodarenergo.kz</a></p> <p>Chairman of Shop Committee of Pavlodarenergosbyt LLP K.M. Tokatova. <a href="mailto:chancel@pavlodarenergo.kz">chancel@pavlodarenergo.kz</a></p>	<p>Professionals Unions" dated 27.06.2014, the decision was taken on reregistration of "Labor Union Organization of "Pavlodarenergo" Energy System Employees" to NGO "Local Workers' Union of "Pavlodarenergo" Energy System".</p> <p>In 2015, 18 complaints and requests were received on which verbal and written replies were given. One order confirmed with violation of the Labor Code of the RK was cancelled at the suggestion of Labor Union.</p> <p>At the expense of Labor Union the compensation for treatment was paid in the amount of 5.3 mln tenge. Charitable assistance was provided in the amount of 4.5 mln tenge.</p> <p>Publicizing of activities of labor union is carried out on a constant basis by by "Energetik" newspaper, corporate website, on bulletin boards.</p> <p>Information on organization of leisure and rest of employees is published in external mass media, 12 articles were published regarding this subject in 2015. Besides, 3 articles on social subject were published in mass media in 2015.</p>
<b>Labor Union</b>	Organization of leisure and rest.	<p>NGO "Local Workers' Union of "Pavlodarenergo" Energy System". Office 504, 27 Krivenko Street, Pavlodar, 140000, RK. 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>27 Krivenko Street, Pavlodar. Tel.: +77015116023,</p>	<p>Chairman of Shop Committee of "Local Workers' Union of "Pavlodarenergo" Energy System" V.A. Ermolayev. <a href="mailto:profkom_pv@bk.ru">profkom_pv@bk.ru</a></p> <p>Chairman of Shop Committee of Pavlodar Heat Networks LLP M.F. Sarycheva <a href="mailto:M.Saryicheva@pavlodarenergo.kz">M.Saryicheva@pavlodarenergo.kz</a></p> <p>Chairman of Shop Committee of PREDC JSC B.K. Toleubayev. <a href="mailto:B.Toleubaev@pavlodarenergo.kz">B.Toleubaev@pavlodarenergo.kz</a></p> <p>Chairman of Shop Committee of Pavlodarenergosbyt LLP</p>	<p>In 2015, NGO "Local Workers' Union of "Pavlodarenergo" Energy System" held 19 sporting events. The winners were awarded with Letters of Recognition and prize money.</p> <p>18 halls, riding hall, shooting room, summer stadiums, 4 ski stadiums, swimming pool, chess club, and tennis court were leased for competitions and trainings. 6.3 million tenge were spent for sporting events at the expense of labor union.</p> <p>The following events were held throughout the year for employees with total budget of 17 mln tenge:</p> <ul style="list-style-type: none"> <li>- "Children's Day",</li> <li>- "March 8",</li> <li>- "Defender's Day",</li> <li>- "Victory Day",</li> <li>- "International Day of Older Persons",</li> <li>- "Energy Professionals' Day",</li> <li>- "New Year".</li> </ul> <p>1200 persons participated in the events for children of employees (holiday children's matinee).</p> <p>The course of competitions and festive events was published in "Energetik" newspaper and on website of the Company.</p> <p>Names of winners of competitions with congratulations were duplicated on bulletin boards, photo reports were posted on the company's page in Facebook social network (<a href="https://www.facebook.com/pavlodarenergo">https://www.facebook.com/pavlodarenergo</a>).</p>

			K.M. Tokatova. <a href="mailto:chancel@pavlodarenergo.kz">chancel@pavlodarenergo.kz</a>	
<b>Local communities</b>	Impact of enterprise activity.	Company's office 27 Krivenko Street, Pavlodar, 140000, RK. North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP. Company's website: <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>	Reception of PE JSC Tel.:39-95-06, Fax: 32-97-88, <a href="mailto:pavlodarenergo@pavlodarenergo.kz">pavlodarenergo@pavlodarenergo.kz</a> .  PRD of PE JSC Tel./Fax: 39-98-50 <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> A.S. Shomshekov, Head of PRD Hot line - 39-95-50.	In 2015, the enterprises of PE received and handled 561 complaints from consumers. Among them 383 requests were received to hot line, 178 messages to the Main Office on Consumer Affairs. In October 2015, the power supply company Pavlodarenergosbyt LLP for the purpose to improve the service level of population of Pavlodar city implemented a new business unit – Call Center with multi-channel phone 903-309. The new service gives the reference information regarding power supply. Also, everyone may address a complaint about depreciation of quality of heat or electricity supply, give readings of hot water meters and electricity meters, etc. Information on changing the working hours of service centers is published in mass media of Pavlodar and of Pavlodar and Ekibastuz: "Zvezda Priirtishya", "Saryarka Samaly", "Irbis TV", "Vesti Ekibastuza", "Ekibastuzskaya Gorodskaya Telekompaniya". General Director of Pavlodarenergosbyt LLP carried out 41 consultations of consumers regarding personal matters, according to the established schedule: each second Wednesday of a month in Pavlodar and once a month in Ekibastuz. On website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> , the list of documents necessary for obtaining specifications was updated, information is posted on presence of free and available power of electric and heat energy at substations of PREDC and heating mains of Pavlodar Heat Networks LLP. Also, information on planned repair works, heat and electric energy outages is weekly posted on the company's website. Information on transfer of the investment project to State Environmental Expertise is published in the form of advertisements on the company's website, in newspapers "Zvezda Priirtishya" and "Saryarka Samaly" in advanced, within the time established by the legislation.
<b>Local communities</b>	Public hearings on approval of tariff estimates.	Company's office 27 Krivenko Street, Pavlodar, 140000, RK. North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP. Company's website: <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>	Reception of PE JSC Tel.:39-95-06, Fax: 32-97-88, <a href="mailto:pavlodarenergo@pavlodarenergo.kz">pavlodarenergo@pavlodarenergo.kz</a> .  PRD of PE JSC Tel./Fax: 39-98-50 <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> A.S. Shomshekov, Head of PRD Hot line - 39-95-50.	Information on holding public hearings is published in mass media of Pavlodar and Ekibastuz: "Zvezda Priirtishya", "Saryarka Samaly", "Irbis TV", "Vesti Ekibastuza", "Ekibastuzskaya Gorodskaya Telekompaniya". In 2015, 7 public hearings were held: 1. Investment Activity Report of PE JSC for 2014, Ekibastuz (22.04.2015). 2. Public hearings on execution of tariff estimate for services on heat energy supply for consumers of Ekibastuz (22.04.2015). 3. Investment Activity Report of PE JSC for 2014, Pavlodar (23.04.2015). 4. Public hearings on execution of tariff estimate for services on heat energy supply for consumers of Pavlodar (23.04.2015). 5. Review of projects of threshold levels of tariffs of PE JSC, Pavlodar Heat Networks LLP, Pavlodarenergosbyt LLP for production, transfer and distribution, supply of heat energy of consumers of Ekibastuz (22.10.2015) 6. Review of projects of threshold levels of tariffs of PE JSC, Pavlodar Heat Networks LLP, Pavlodarenergosbyt LLP for production, transfer and distribution, supply of heat energy of consumers of Pavlodar (23.10.2015) 7. Public hearings on review of the project of sale price for services of



				Pavlodarenergosbyt LLP on selling of electric energy in Pavlodar (21.12.2015).
<b>State authorities</b>	Interaction with public authorities. Participation of the enterprise in activities of the city and the region.	Company's office 27 Krivenko Street, Pavlodar, 140000, RK. North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP. Company's website: <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>	Reception of PE JSC Tel.:39-95-06, Fax: 32-97-88, <a href="mailto:pavlodarenergo@pavlodarenergo.kz">pavlodarenergo@pavlodarenergo.kz</a> . Top managers of enterprises of PE JSC PRD of PE JSC Tel./Fax: 39-98-50 <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> A.S. Shomshekov, Head of PRD Hot line - 39-95-50.	Throughout the year, daily monitoring of weblog <a href="http://blog.pavlodar.gov.kz">http://blog.pavlodar.gov.kz</a> of akim of Pavlodar region was conducted: 23 requests regarding the company's activity were received. All requests were replied. Information on planned and emergency outages is posted on corporate website on a constant basis, the terms are indicated. Information on holding public hearings, schedule of repair works on electric mains and heating mains is published in regional and city mass media.  Meeting of official delegations from public authorities: On 30.06.2015 – at Pavlodar CHP-3 Akim of the region K. Bozumbayev participated in the ceremony of commissioning of updated turbine unit No. 2. On 30.10.2015 – Akim of Pavlodar region K. Bozumbayev visited the corporate center of data processing of CAEPCO and central control room of energy system of Pavlodar region of PE. On 30.10.2015 – Akim of Pavlodar region K. Bozumbayev, Vice-Minister of Energy of the RK B. Dzhaksaliyev and other officials participated in ceremonial events coincided with 50th anniversary of PE JSC.
<b>State authorities</b>	Preparation to heating season.	Company's office 27 Krivenko Street, Pavlodar, 140000, RK. North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP. Company's website: <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>	Reception of PE JSC Tel.:39-95-06, Fax: 32-97-88, <a href="mailto:pavlodarenergo@pavlodarenergo.kz">pavlodarenergo@pavlodarenergo.kz</a> . Top managers of enterprises of PE JSC PRD of PE JSC Tel./Fax: 39-98-50 <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> A.S. Shomshekov, Head of PRD Hot line - 39-95-50.	Top managers of the enterprises of PE group (or designated responsible persons) participated in the meetings of the headquarters on preparation of residential stock to heating season together with governmental and controlling authorities, present at the reporting back meetings of akims of cities and districts to population. Upon completion of heating season, the requirements of obligatory events for well-timed and qualitative preparation of heat supply systems to the next heating season are published in mass media and on the corporate website.
<b>Controlling authorities</b>	Execution of investment obligations.	Company's office 27 Krivenko Street, Pavlodar, 140000, RK. North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP. Company's website: <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>	Reception of PE JSC Tel.:39-95-06, Fax: 32-97-88, <a href="mailto:pavlodarenergo@pavlodarenergo.kz">pavlodarenergo@pavlodarenergo.kz</a> . Top managers of enterprises of PE JSC PRD of E JSC Tel./Fax: 39-98-50 <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> A.S. Shomshekov, Head of PRD Hot line 39-95-50.	In 2015, press tours were organized together with the Committee on Natural Monopoly Control in Pavlodar region (CNMC and CP of the MINT of the RK): - press tour dedicated to modernization of objects of PREDC JSC (30.08.2015); - press tour dedicated to modernization of objects of CHP-2, CHP-3 E JSC in Pavlodar (08.10.2015); - press tour on modernization objects of Pavlodar Heat Networks LLP in Pavlodar (10.08.2015); - press tour on modernization objects of PK ETS Pavlodar Heat Networks LLP in Ekibastuz (21.09.2015). 28 articles on interaction of the Company with controlling authorities were published in external MM in 2014.



<b>Suppliers, contractors, clients</b>	Provision of transparency in tender execution.	Company's office 27 Krivenko Street, Pavlodar, 140000, RK. North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP. Company's website: <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>	Reception of PE JSC Tel.:39-95-06, Fax: 32-97-88, <a href="mailto:pavlodarenergo@pavlodarenergo.kz">pavlodarenergo@pavlodarenergo.kz</a> . Top managers of enterprises of PE JSC PRD of PE JSC Tel./Fax: 39-98-50 <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> A.S. Shomshekov, Head of PRD Hot line 39-95-50.	In 2015, 318 announcements on holding of tenders and their results were published in republican print media "Aikyn" (comes out 5 times in a week). Besides, announcements on holding of tenders and their results are posted on website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> . Organization and holding of tenders is carried out according to codes and regulations of applicable legislation. Announcement of results of competitions and tenders is carried out publicly in the office of the company by opening of envelopes in the presence of participants and anybody who wanted. There is an "Anti-Corruption Hot Line" feedback form on the corporate website which allows addressing to the management of the company with complaint or proposals. All messages incoming to PRD are directed to General Director of PE JSC for further proceedings. In 2015, there were no complaints regarding corruption against the employees of the enterprises of PE JSC.
<b>Universities, colleges, employment centers</b>	Conducting internship and recruitment of the graduates.	Company's office 27 Krivenko Street, Pavlodar, 140000, RK. North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP. Company's website: <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> Official account of the company in Facebook, regional groups in social networks Odnoklassniki, Moi Mir, VKontakte.	Reception of PE JSC Tel.:39-95-06, Fax: 32-97-88, <a href="mailto:pavlodarenergo@pavlodarenergo.kz">pavlodarenergo@pavlodarenergo.kz</a> . Top managers of enterprises of PE JSC PRD of PE JSC Tel./Fax: 39-98-50 <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> A.S. Shomshekov, Head of PRD Hot line - 39-95-50. HR Department of PE JSC Head of HR Department L.A. Smirnova, Tel.: 39-95-09. <a href="mailto:info@pavlodarenergo.kz">info@pavlodarenergo.kz</a>	During 2015, production practice was provided for 56 students of the following institutions: - Pavlodar State University (PSU) named after S. Toraigyrov; - Innovative Eurasian University (InEU); - Ekibastuz Engineering and Technical Institute (EETI) named after the Academician K. Satpayev, Ekibastuz; - College of PSU named after S. Toraigyrov; - InEU college; - Ekibastuz college of EETI named after the Academician K. Satpayev. In 2015, the enterprises of PE participated in vacancy fairs of universities, colleges, employment centers: - Pavlodar State University named after S. Toraigyrov (end of April – beginning of May); - Innovative Eurasian University (InEU) - (third decade of April); - Ekibastuz Engineering and Technical Institute (EETI) named after the Academician K. Satpayev, Ekibastuz (first decade of June); - InEU college (third decade of April); - Ekibastuz college of EETI named after the Academician K. Satpayev (third decade of May); - Pavlodar Employment and Social Program Center (September – October).
<b>Mass media</b>	Information about activity of enterprise.	Company's office 27 Krivenko Street, Pavlodar, 140000, RK. North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP. Company's website: <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a>	Reception of PE JSC Tel.:39-95-06, Fax: 32-97-88, <a href="mailto:pavlodarenergo@pavlodarenergo.kz">pavlodarenergo@pavlodarenergo.kz</a> . PRD of PE JSC Tel./Fax: 39-98-50	Total in 2015, 347 articles on activity of the company were published: - 130 articles in local and republican print MM; - 158 articles in Internet media (information websites, agencies, news aggregators, portals); - 59 topics in local, republican television channels. In 2015, PE provided the competition among journalists and photographers of Pavlodar region dedicated to development of electric power industry of the region. The winners were awarded with valuable prizes.

		<p>Official account of the company in Facebook, regional groups in social networks Odnoklassniki, Moi Mir, VKontakte.</p>	<p><a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> A.S. Shomshekov, Head of PRD Hot line 39-95-50.</p>	<p>On 17.07.2015, tennis tournament was held among the representative of mass media of Pavlodar region, in which 20 journalists participated. Coincided with 50th anniversary of PE JSC the book "Increasing of Energy of Generations" was published, which treats of the history and achievements of the company as of today. The following press releases were prepared on the most significant informational matters and events:</p> <ul style="list-style-type: none"> <li>- To pay well-timely for heat and electricity is cheaper (20.01.2015);</li> <li>- Reconstruction of boiler No. 6 is completed at Ekibastuz CHP-3 (05.03.2015);</li> <li>- Appointment to Pavlodar Heat Networks LLP (23.04.2015);</li> <li>- Pavlodar Heat Networks LLP started reconstruction of heating mains, not waiting for the end of heating season (11.03.2015);</li> <li>- New turbine unit was commissioned at Pavlodar CHP-3 (01.07.2015);</li> <li>- PE JSC commissioned a new cooling tower at Pavlodar CHP-3 (31.07.2015);</li> <li>- Modern technologies allow Pavlodar Heat Networks to effectively spend money of consumers (11.08.2015);</li> <li>- High-technology projects were implemented at PE JSC (30.10.2015);</li> <li>- Two turbine units were updated at Pavlodar CHP-3 during 2015 (30.11.2015).</li> </ul> <p>Announcements of important events of the company, links to press releases, invitations to press events, and operating comments on events taking place are posted in social networks. Website development as a main source of information on the enterprise for external interested parties. Website promotion in social networks is carried out by posting hyperlinks to the most important publications. Posting of articles on website <a href="http://www.pavon.kz">www.pavon.kz</a> (weekly). Posting of information on the company's activity on website of the company <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a> (twice a week).</p>
<b>NGO</b>	<p>Ecological problems, social activity, etc.</p>	<p>Company's office 27 Krivenko Street, Pavlodar, 140000, RK. North Industrial Zone, CHP-3, CHP-2, Ekibastuz - ECHP. Company's website <a href="http://www.pavlodarenergo.kz">www.pavlodarenergo.kz</a></p> <p>Official account of the company in Facebook, regional groups in social networks Odnoklassniki, Moi Mir, VKontakte.</p>	<p>Reception of PE JSC Tel.:39-95-06, Fax: 32-97-88, <a href="mailto:pavlodarenergo@pavlodarenergo.kz">pavlodarenergo@pavlodarenergo.kz</a>.</p> <p>Department of the Environmental Protection of PE JSC – T.A. Koval, Head of the Department of the Environmental Protection.</p> <p>PRD of PE JSC Tel./Fax: 39-98-50 <a href="mailto:pr@pavlodarenergo.kz">pr@pavlodarenergo.kz</a> A.S. Shomshekov, Head of PRD Hot line - 39-95-50.</p>	<p>In 2015, the representatives of NGO of Pavlodar region participated in all public hearings carried out by the enterprises of PE throughout the year. In its turn, top managers of enterprises of PE JSC during the year several times participated in round tables and meetings organized by the Chamber of Entrepreneurs of Pavlodar region, and other events with the representatives of NGO of the region. Throughout the year, the detailed information was provided for requests of environmental NGO "Ekom" and "Mir Ecologii". Information for the project <a href="http://Smartpavlodar.kz">Smartpavlodar.kz</a> was prepared together with NGF "Desenta", which is focused on solution of the most problematic issues of HUI, landscaping, healthcare, transport and ecology.</p> <p>In 2015, 6 public hearings on ecological projects were held:</p> <ul style="list-style-type: none"> <li>- Reconstruction of steam boiler BKZ-420-140 st. No. 3 of CHP-3 of PE JSC (17.02.2015);</li> <li>- Action plan for the period of installation of turbine unit No. 2 of CHP-3 (13.04.2015);</li> <li>- Action plan for the period of reconstruction of earth water-retaining structures of ash-disposal area of CHP-3 (03.06.2015);</li> <li>- Reconstruction of turbine unit T-100/120-130-3 st. No. 4 with replacement of generator at CHP-3 (17.06.2015);</li> <li>- Action plan for the period of reconstruction of turbine unit T-100/120-130-3 st. No. 4</li> </ul>



				<p>with replacement of generator at CHP-3 (09.11.2015);</p> <ul style="list-style-type: none"><li>- Action plan on environmental protection for the period of 1 stage recultivation of ash-disposal area of CHP-2 (13.11.2015).</li></ul> <p>Representatives of NGF "Mir Ecologii", NGO "Ekom", representatives of mass media and state authorities participate in public hearings organized by the enterprises of PE. Information on public hearings held is published in external MM.</p>
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**Report on Stakeholders Engagement Plan of Astanaenergobyт LLP**

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

Key project objects /impact near community	Information type	Location of the Environmental and Social information Disclosed and consultations	Name, contact phone	Source of distribution of information
3	4	5	6	7
<b>Employees</b>	Labor and health safety.	Company's office 4/1 B. Momyshtuly Ave., Astana, 010000, RK  Company's website <a href="http://www.astanaenergobyт.kz">www.astanaenergobyт.kz</a>	Reception of AES LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: <a href="mailto:aesbyт@aesbyт.kz">aesbyт@aesbyт.kz</a>  Heads of business units of AES LLP Leading Engineer of Security Sector of Labor Protection S.M. Baimendi Tel.: 91-80-17 e-mail: <a href="mailto:SBaimendi@aesbyт.kz">SBaimendi@aesbyт.kz</a>  Head of Quality Group A.A. Araspayeva Tel.: 91-80-16 e-mail: <a href="mailto:AAraspaeva@aesbyт.kz">AAraspaeva@aesbyт.kz</a>	In 2015, in accordance with requirements of Labor Code of the RK and for the purpose of creating healthy and safe labor conditions, AES LLP developed and implemented the Security Sector and Labor Protection Action Plan. Throughout the year, the event "Safety Day" was monthly conducted; it is one of active methods of work on improvement of safe labor conditions and preventive work on prevention of occupational traumatism. Besides, specialists of Security Sector of Labor Protection of AES LLP regularly visited service centers with unannounced inspections. In 2015, engineers, electricians and supervisors of the Company passed qualification inspection on safety and fire safety matters. In 2015, the obligatory periodical medical inspection of the employees of the enterprise was carried out. Throughout the year, the following inspections were carried out on a monthly basis: <ul style="list-style-type: none"> <li>• Observance of workplace safety;</li> <li>• Organization and coordination of work on safety and labor protection;</li> <li>• Methodological assistance of top managers of business units of the enterprise on safety and labor protection matters.</li> </ul> In 2015, the annual knowledge assessment and technical training were conducted: repeated, unplanned briefings on safety, fire safety for personnel of Sales Department, Energy Control Department. AES LLP in 2015 confirmed the Management System Certificate which complies with requirements of ISO 9001:2008 standard. Fundamental obligations of the company on ISO 9001:2008 are purchase and sale of heat and electric energy to population of Astana,

				calculation and collection of payments for housing services.
<b>Employees</b>	Disclosure of information on the Company's activity.	Company's office 4/1 B. Momyshtuly Ave., Astana, 010000, RK  Company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a>	Reception of AES LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: <a href="mailto:aesbytk@aesbytk.kz">aesbytk@aesbytk.kz</a>  Heads of business units of AES LLP  PDD of AES LLP Head of HR Department M.G. Aitzhanova Tel.: 91-80-30	In 2015, informing of employees on the company's activity in external environment, personnel police and changes in the management, etc., was provided by means of corporate website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a> . The Company carries out electronic distribution of messages to the employees on the most significant events and achievements on a constant basis. The following documents are placed on bulletin boards located in service centers of the Company: orders, advertisements, congratulations of top managers, procedure for consideration of labor disputes, quality policy of the company, etc. Consultation of employees regarding personnel matters in the management is performed by appointment on each Wednesday from 11.00 till 13.00. Feedback mechanism is functioning: all messages by means of feedback forms on website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a> ("Feedback", "Anti-Corruption Hot Line") are registered in Documentation Department and directed to the management of the company, which delegates the relevant services to prepare report, or invites the author to consultation. Complaints from employees are received by top managers of business units.
<b>Employees</b>	Social assistance and support.	Company's office 4/1 B. Momyshtuly Ave., Astana, 010000, RK  Company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a>	Reception of AES LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: <a href="mailto:aesbytk@aesbytk.kz">aesbytk@aesbytk.kz</a> Heads of business units of AES LLP PDD of AES LLP Head of HR Department M.G. Aitzhanova Tel.: 91-80-30 <a href="mailto:MAitzhanova@aesbytk.kz">MAitzhanova@aesbytk.kz</a>	AES LLP provides social assistance and support to employees. Including: <ul style="list-style-type: none"> <li>- The funds are given for purchase of New Year's gifts for the employees' children;</li> <li>- An opportunity is given to the employees to attend sports and fitness halls free-of-charge;</li> <li>- An opportunity is given to participate in sporting events;</li> <li>- An opportunity is given to participate in mass cultural events and collective leisure.</li> </ul>
<b>Local communities</b>	Public hearings on approval of tariff estimate.	Company's office 4/1 B. Momyshtuly Ave., Astana, 010000, RK  Company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a>	Reception of AES LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: <a href="mailto:aesbytk@aesbytk.kz">aesbytk@aesbytk.kz</a>  L.A. Netayeva, Public Relations Specialist. Tel.: 91-80-15, <a href="mailto:LNetayeva@aesbytk.kz">LNetayeva@aesbytk.kz</a>	In 2015, 1 public hearing was held: Report on provision of controlled services – supply of heat energy for 2014 (24.04.2015). The following information was published in newspapers "Vechernyaya Astana", "Astana Akshamy", "Info-Tses", "Express K", "STV", "31 Channel": <ul style="list-style-type: none"> <li>- on changes in tariffs;</li> <li>- on public hearings;</li> <li>- information and clarification.</li> </ul> In 2015, AES LLP received and handled 20985 requests from consumers, including: <ul style="list-style-type: none"> <li>- from individuals – 6634 requests, among them 52 complaints;</li> <li>- from legal entities – 13187 requests, among them 7 complaints.</li> </ul> Total in 2015, the top managers of the company held 429 consultations (personal consultation). For the purpose of improvement of quality and operability services to the public, on 13.07.15 the branch of Service Center No. 5 was opened at the address: 19/1 Turan Ave., Astana.
<b>State authorities</b>	Tariff policy of the company.	Company's office 4/1 B. Momyshtuly	Reception of AES LLP Tel.: 91-80-06	Total in 2015, 589 requests and letters were received from public and controlling authorities to the address of AES LLP, which were replied in written.

<b>Controlling authorities</b>		Ave., Astana, 010000, RK  Company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a>	Fax: 91-80-05 e-mail: <a href="mailto:aesbytkz@aesbytkz.kz">aesbytkz@aesbytkz.kz</a>  Heads of business units of AES LLP  L.A. Netayeva, Public Relations Specialist. Tel.: 91-80-15, <a href="mailto:LNetayeva@aesbytkz.kz">LNetayeva@aesbytkz.kz</a>	In 2015, AES LLP held one public hearing on approval of tariff estimate for heat energy supply for 2016, with participation of representatives of DCNMCCP. Advertisements on changes in tariffs are published in city newspapers: "Vechernyaya Astana", "Astana Akshamy". Daily monitoring of the website of akimat of Astana: <a href="http://astana.gov.kz/ru/">http://astana.gov.kz/ru/</a> was conducted. For 2015, 10 requests regarding activity of AES LLP were received to section "People's Control". All requests were replied. Information on tariff changes, public hearings is posted on a constant basis on the corporate website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a> . Top managers of the company participate in the meetings, briefings, round tables on discussion of tariff policy of the Company, together with public and controlling authorities.
<b>Suppliers, contractors, clients</b>	Provision of transparency in tender execution.	Company's office 4/1 B. Momyshuly Ave., Astana, 010000, RK  Company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a>	Reception of AES LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: <a href="mailto:aesbytkz@aesbytkz.kz">aesbytkz@aesbytkz.kz</a>  Head of Contract Department of AES LLP B.S. Makhmetova Tel.: 91-81-04 L.A. Netayeva, Public Relations Specialist. Tel.: 91-80-15, <a href="mailto:LNetayeva@aesbytkz.kz">LNetayeva@aesbytkz.kz</a>	In 2015, 65 tender announcements were published in republican print media "Express K" (comes out 5 in a week). All tender announcements are also posted on the corporate website in section "Procurement": <a href="http://www.astanaenergobytkz.kz/buying">http://www.astanaenergobytkz.kz/buying</a> Announcement of results of competitions and tenders is carried out accordingly to codes and regulations of applicable legislation, publicly in the office of the company by opening of envelopes in the presence of participants and anybody who wanted. There is "Feedback" on the corporate website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a> , which allows addressing to the management of the company with complaint or proposals. All messages income to Documentation Department, are registered and forwarded in hard copies to the top managers of the company for further proceedings. In 2015, there were no complaints regarding corruption against the employees of AES LLP.
<b>Universities, colleges, employment centers</b>	Conducting internship and recruitment of the graduates of universities and colleges.	Company's office 4/1 B. Momyshuly Ave., Astana, 010000, RK  Company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a>	Reception of AES LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: <a href="mailto:aesbytkz@aesbytkz.kz">aesbytkz@aesbytkz.kz</a> HR Department of AES LLP Head of HR Department M.G. Aitzhanova Tel.: 91-80-30 <a href="mailto:MAitzhanova@aesbytkz.kz">MAitzhanova@aesbytkz.kz</a> L.A. Netayeva, Public Relations Specialist. Tel.: 91-80-15, <a href="mailto:LNetayeva@aesbytkz.kz">LNetayeva@aesbytkz.kz</a>	In 2015, AES LLP participated in vacancy fairs of universities, colleges, employment centers: - Eurasian National University named after L. Gumilyov (first decade of April); - Kazakh Agrotechnical University named after S. Seifullin (third decade of April). In 2015, production practice was organized for 10 students of universities and colleges: - Energy Faculty of Kazakh Agrotechnical University named after S. Seifullin; - Akmola Training Center; - college of Eurasian Humanitarian Institute; - Eurasian University named after L. Gumilyov; - Kazakh Humanitarian Juridical University. Information on vacancies is published in publications "Rabota", weekly newspaper "Vakansii Astany I Obucheniye" and posted on the company's website <a href="http://www.astanaenergobytkz.kz">www.astanaenergobytkz.kz</a> .
<b>Mass media</b>	Information about activity of enterprise.	Company's office 4/1 B. Momyshuly Ave., Astana, 010000, RK	Reception of AES LLP Tel.: 91-80-06 Fax: 91-80-05 e-mail: <a href="mailto:aesbytkz@aesbytkz.kz">aesbytkz@aesbytkz.kz</a>	In 2015, 81 articles on activity of AES LLP were published (free-of-charge). As soon as requests are available, the company operatively provides the comprehensive information to requests, comments, that provides transparency of relations when interacting with mass media.



		Company's website <a href="http://www.astanaenergobytkz">www.astanaenergobytkz</a>	L.A. Netayeva, Public Relations Specialist. Tel.: 91-80-15, <a href="mailto:LNetayeva@aesbyt.kz">LNetayeva@aesbyt.kz</a>	In 2015, information on the company's activity was posted on the official website of Akimat of Astana.
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### Report on Stakeholders Engagement Plan of AEDC JSC

1. Area: Akmola region
  2. Community: Astana, city code - 7172
- districts: Atbasarskiy, Arshalynskiy, Astrakhanskiy, Egindykolskiy, Tselinogradskiy, Korgalzhinskiy, Akkolskiy, Bulandynskiy, Ereimtauskii, Shortandinskiy, Zharkainskiy, Zhaksynskiy, Esilskiy, Sandyktauskiy.

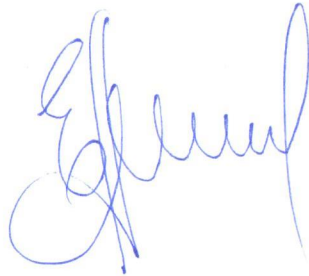
Key project objects /impact near community	Information type	Location of the Environmental and Social Information Disclosed and consultations	Name, contact phone	Source of distribution of information
3	4	5	6	7
<b>Employees</b>	Labor and health safety.	<p>Company's office of AEDC JSC 2 Tsiolkovskiy Street, Astana, RK</p> <p>Office of AEDC-Energosbyt LLP 42 Seifullin Street, Astana, RK</p> <p>Company's website <a href="http://www.arek.kz">www.arek.kz</a></p>	<p>Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 <a href="mailto:kence@arek.kz">kence@arek.kz</a> <a href="mailto:pressa@arek.kz">pressa@arek.kz</a></p> <p>Heads of business units of AEDC JSC: Head of HR Department T.V. Buling Tel.: 37 48 03 Head of SLP Service G.N. Ganol Tel.: 48 91 46 Head of CD&amp;ES Department: R.M. Zhakupov Tel.: 48 91 46 PRD of AEDC JSC Tel.: 27 48 30, R. Sadykova <a href="mailto:pressa@arek.kz">pressa@arek.kz</a></p>	<p>In 2015, in accordance with requirements of Labor Code of the RK and for the purpose of creating healthy and safe labor conditions, improvement of production culture and aesthetics, AEDC developed and implemented the Security Service and Labor Protection Action Plan.</p> <p>In 2015, 1921 event "Safety Day in Business Units of AEDC, 508 induction briefings, 21 production meetings were held.</p> <p>In 2015, annual obligatory occupational safety training was conducted in the own training center. Informational stands were used for informing regarding occupational safety and health of employees, and articles were published in the corporate publication.</p> <p>In 2015, the employees of the company participated in professional skill competitions at the levels of line-shop sites, district electric networks, interdistrict electric networks.</p>
<b>Employees</b>	Information about activity of enterprise.	<p>Company's office of AEDC JSC 2 Tsiolkovskiy Street, Astana, RK</p>	<p>Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 <a href="mailto:kence@arek.kz">kence@arek.kz</a> <a href="mailto:pressa@arek.kz">pressa@arek.kz</a></p>	<p>In 2015, the annual report of AEDC for 2014 was prepared which was posted on the corporate website.</p> <p>24 editions of the corporate newspaper "Vesti AREK" were prepared and issued of 1000 copies.</p> <p>Throughout the year, weekly business meetings were held dedicated to the progress of</p>

		Office of AEDC-Energosbyt LLP 42 Seifullin Street, Astana, RK  Company's website <a href="http://www.arek.kz">www.arek.kz</a>	Heads of business units of AEDC JSC: Head of HR Department T.V. Buling Tel.: 37 48 03 Head of HR Department: G.K. Ismagambetova Tel.: 37 19 56	execution of current tasks. Information on activity of the company and its subsidiaries was updated on a constant basis on the website <a href="http://www.arek.kz">www.arek.kz</a> . The following was placed on the bulletin boards located within the territory and in the offices of IDEM and DEM, and in the building of administrative personnel: advertisements, congratulations of the management, sporting events schedules, security and labor protection information, procedure of consideration of labor disputes, IMS Policy. Consultation of employees regarding personnel matters in the management of the company is performed by appointment. Feedback mechanism is functioning in the Company <a href="mailto:pressa@arek.kz">pressa@arek.kz</a> . Messages incoming by means of feedback forms to the website <a href="http://www.arek.kz">www.arek.kz</a> ("Feedback Form", "Anti-Corruption Hot Line"), PRD forwards to the management which delegates the relevant services to prepare report. Consultation of employees regarding personnel matters by First Director at the Company is performed each Tuesday by appointment from 12.00 till 18.00.
<b>Labor Union</b>	Implementation of collective agreement.	Territorial Labor Union Organization of AEDC JSC Branches of NGO Kazelektroprofsoyuz – PA of Akmolinskiye IDEM, PA of Stepnogorskiye IDEM	Chairman of PA of Akmolinskiye IDEM V.V. Penkova Tel.: 43 71 64  Chairman of PA of Stepnogorskiye IDEM T.N. Zaugolnikova Tel.: 37 36 09	In 2015, the collective contract was approved for 2015-2016. During reporting year, 8 meetings were organized, at which the analysis of actions of the collective contract was carried out, progress reports for work were heard, election of the chairman were carried out. Publicizing of activities of labor union is carried out on a constant basis by newspaper "Vesti AREK", corporate website, and on the bulletin boards. Information on organization of leisure and rest of employees is published in external mass media, 3 articles were published regarding this subject in 2015. Besides, 8 articles on social subject were published in mass media in 2015.
<b>Labor Union</b>	Organization of leisure and rest.	Territorial Labor Union Organization of AEDC JSC Branches of NGO Kazelektroprofsoyuz - PA of Akmolinskiye IDEM, PA of Stepnogorskiye IDEM Company's office AEDC JSC 2 Tsiolkovskiy Street, Astana, RK Office of AEDC-Energosbyt LLP 42 Seifullin Street, Astana, RK Company's website <a href="http://www.arek.kz">www.arek.kz</a>	Chairman of PA of Akmolinskiye IDEM V.V. Penkova Tel.: 43 71 64  Chairman of PA of Stepnogorskiye IDEM T.N. Zaugolnikova Tel.: 37 36 09	In 2015, the labor unions conducted the following mass cultural events: - honoring of women on International Women's Day March 8; - organization and conduct of "Nauryz" holiday; - honoring of veterans of Great patriotic war and persons with equal status; - collection of voluntary donations and contributions to employees needed in financial assistance; - conduct of "International Day of the Elderly" on October 1; - preparation and conduct of "Energy professionals' Day"; - conduct of New Year's matinee for the children of employees of AEDC JSC; - honoring of the heroes of an anniversary throughout the year; - provision of voluntary and social assistance to the employees of the company. In 2015, the labor unions held the following sporting events: - preparation and conduct of sports competitions in IDEM and DEM on volleyball, table tennis, chess, checks, fishing; - conduct of Spartakiad of power engineers, dedicated to the Independent Day and Energy Professionals' Day; - participation in open single league of table tennis "Samruk" of the season of 2015 - 2 place.
<b>Local</b>	Approval of tariff	Company's office of	Reception of AEDC JSC	In 2015, 2 public hearings were held:

<b>communities</b>	estimate.  Impact of enterprise activity.  Execution of investment program.	AEDC JSC 2 Tsiolkovskiy Street, Astana, RK  Office of AEDC- Energosbyt LLP 42 Seifullin Street, Astana, RK  Company's website <a href="http://www.arek.kz">www.arek.kz</a>	Tel.: 37 12 90 Fax: 37 10 37 <a href="mailto:kence@arek.kz">kence@arek.kz</a> <a href="mailto:pressa@arek.kz">pressa@arek.kz</a>  PRD of AEDC JSC Tel.: 27 48 30, R. Sadykova <a href="mailto:pressa@arek.kz">pressa@arek.kz</a>	1. Review of the projects of threshold levels of tariffs of AEDC JSC for distribution of electric energy (26.10.2015) 2. Annual report on activity of AEDC JSC on provision of controlled services before consumers and other interested persons (23.04.2015) According to results of public hearings held, 2 articles in newspapers "Akmolinskaya Pravda" and "Arka Azhary" were published. In 2015, 2 press tours were held to Arshalynskiy DEM, Tselinogradskiy DEM for the purpose of further publication in MM. 6 articles were published on the results of press tours held.
<b>State authorities</b>	Preparation to autumn-winter season.	Company's office of AEDC JSC 2 Tsiolkovskiy Street, Astana, RK  Office of AEDC- Energosbyt LLP 42 Seifullin Street, Astana, RK  Company's website <a href="http://www.arek.kz">www.arek.kz</a>	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 <a href="mailto:kence@arek.kz">kence@arek.kz</a> <a href="mailto:pressa@arek.kz">pressa@arek.kz</a>  PRD of AEDC JSC Tel.: 27 48 30, R. Sadykova <a href="mailto:pressa@arek.kz">pressa@arek.kz</a>	In 2015, "Passport of Readiness of Energy Producing and Energy Transferring Organizations to Work in Autumn-Winter Conditions for 2015-2016" was obtained, issued by the Committee of Atomic and Energy Control and Supervision. This is one of the main documents confirming the readiness of distribution network complex and personnel of the Company to pass maximum demand. Throughout the year, 200 events were carried out, focused on increasing of reliability and effectiveness of production and economic activity in autumn-winter period.
<b>Controlling authorities</b>	Tariff policy of the company.	Company's office of AEDC JSC 2 Tsiolkovskiy Street, Astana, RK  Company's website <a href="http://www.arek.kz">www.arek.kz</a>	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 <a href="mailto:kence@arek.kz">kence@arek.kz</a> <a href="mailto:pressa@arek.kz">pressa@arek.kz</a>  PRD of AEDC JSC Tel.: 27 48 30, R. Sadykova <a href="mailto:pressa@arek.kz">pressa@arek.kz</a>	In 2015, in accordance with applicable legislation, materials for approval of investment project and tariff for 2016-2020 were forwarded to public authorities on natural monopoly control. Tariff for transfer and distribution of electric energy for 2016-2020 was approved by the Order No. 334-OD of the Department of the Committee on Natural Monopoly Control and Competition Protection of the MNE of the RK in Akmolinskaya region dated 24.11.15. In 2015, financial and technical expertise of AEDC activity for 2014 were conducted for the purpose of support and confirmation of design materials of the investment project.
<b>Suppliers, contractors, clients</b>	Provision of transparency in tender execution.	Company's office of AEDC JSC 2 Tsiolkovskiy Street, Astana, RK  Office of AEDC- Energosbyt LLP 42 Seifullin Street,	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 <a href="mailto:kence@arek.kz">kence@arek.kz</a> <a href="mailto:pressa@arek.kz">pressa@arek.kz</a>  PRD of AEDC JSC Tel.: 27 48 30, R. Sadykova	Publication of tender announcements in the regional edition "Akmolinskaya Pravda". Feedback form is posted on the corporate website <a href="http://www.arek.kz">www.arek.kz</a> ("Feedback"), which allows addressing to the management of the company with complaint or proposals. All messages income to Documentation Department, are registered and forwarded in hard copies to the management of the company for further proceedings. In 2015, there were no complaints.

		Astana, RK Company's website <a href="http://www.arek.kz">www.arek.kz</a>	<a href="mailto:pressa@arek.kz">pressa@arek.kz</a> Head of Legal Department S.M. Hurtayev 37 32 12	
<b>Universities, colleges, employment centers</b>	Conducting internship and recruitment of the graduates.	Company's office of AEDC JSC 2 Tsiolkovskiy Street, Astana, RK  Office of AEDC-Energosbyt LLP 42 Seifullin Street, Astana, RK  Company's website <a href="http://www.arek.kz">www.arek.kz</a>	Reception of AEDC JSC Tel.: 37 12 90 Fax: 37 10 37 <a href="mailto:kence@arek.kz">kence@arek.kz</a> <a href="mailto:pressa@arek.kz">pressa@arek.kz</a> Heads of business units of AEDC JSC: Head of HR Department T.V. Buling Tel.: 37 48 03 Head of HR Department: G.K. Ismagambetova Tel.: 37 19 56 PRD of AEDC JSC Tel.: 27 48 30, R. Sadykova <a href="mailto:pressa@arek.kz">pressa@arek.kz</a>	In 2015, production practice was organized for 21 students. 28 graduates, 17 of them with higher education, 11 have technical and professional education, are employed to the Company. In 2015, the Company participated in city vacancy fairs and in vacancy fairs of Kazakh Agrotechnical University named after S. Seifullin. In 2015, brochures, booklets and stands were developed for graduates of energy faculties and young specialists. The project was developed on involvement of young specialists for further approval by the Board of Directors of AEDC.

President of CAEPCO JSC



E.A. Amirkhanov