

## TCO Feedback Process Report

TCO Feedback Process report published on the website on a quarterly basis.

Summary table of the types of feedback / requests received in 2023:

Period	Community Grievances	Business Proposals	Information Requests	Industrial Relations	Others	Open cases	Total
2023	0	54	53	47	42	2	196

\*Open cases received in November and December 2023 and currently under review.

Definitions of the types of feedback / requests shown in the table above:

**Community Grievances:** feedback, comments, suggestions or questions from the community in regard to TCO or its contractors' operations.

**Business proposals:** commercial proposals on goods and services from Kazakhstani and foreign companies that would like to build business relationship with TCO.

**Information requests:** information requests from community members and businesses related to Human Resources, Supply Chain Management, Projects, Marketing etc.

**Industrial Relations:** feedback / requests received from TCO Contractor and Subcontractor companies' employees on working / living conditions.