

TCO Feedback Process Report

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

Summary table of the types of feedbacks / requests received in 1Q 2024:

Month	Community Grievances	Business Proposals	Information Request	Industrial Relations	Others	Total
January	1	8	0	2	2	13
February	0	5	4	3	7	19
March	0	5	2	4	3	14
Grand Total	1	18	6	9	12	46

*As of the reporting period all the grievances / requests were processed and closed. 1 request received in November 2023 is currently under review.

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

Community Grievances: feedbacks, 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 request: information requests from community members and businesses related to Human Resources, Supply Chain Management, Projects, Marketing etc.

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