

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 2024:

Period	Community Grievances	Business Proposals	Information Requests	Industrial Relations	Others	Open cases	Total
2024	2	45	25	28	29	0	129

*As of the reporting period all the grievances / requests were processed and closed.

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.