

## 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 2020:

Period	Community Grievances	Business Proposals	Information Request	Industrial Relations	Open cases
2020	1	6	3	65	0

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.