

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 2026:

Month	Community Grievances	Business Proposals	Information Request	Industrial Relations	Others	Total
January	0	1	9	3	14	27
February	0	2	7	3	5	17
March	0	1	0	3	7	11
Grand Total	0	4	16	9	26	55

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

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.