

## 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 2025:

| Period | Community Grievances | Business Proposals | Information Requests | Industrial Relations | Others | Open cases | Total |
|--------|----------------------|--------------------|----------------------|----------------------|--------|------------|-------|
| 2025   | 2                    | 23                 | 17                   | 30                   | 55     | 0          | 127   |

\*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.