

Stakeholders

To realize sustainable development, we need to balance the relations between all the stakeholders, such as government, shareholders, partners, employees, consumers, community, and non-governmental organizations(NGOs). The company should also pay attention and respond to the aspirations and needs of all the stakeholders and encourage them to be part of the fulfillment of its economic, environmental and social responsibilities so that they can grow together with the company.

Communication and interaction with our stakeholders

Stakeholders	Government	Shareholders	Partners
Attitude and principles	Comply with laws, regulations and policies; Mutually beneficial development.	Respect and returns	Equal negotiation and mutual benefits
Communication	High-level dialogue with government; Participate in discussion on policy making; Attend relevant meetings; Increase information disclosure.	Annual meeting; Annual report; Regular letter; Increase information disclosure.	Strictly enforce contracts; Contract negotiation; Enforce contract agreements; Regular meetings; High-level meetings; Daily business communication; Publish partners management rules; Share management experience; Increase information disclosure.
Actions	Comply with laws and regulations of Kazakhstan; Enforce licensing contracts; Ensure market supply; Drive development of the oil and gas industry with technology innovation; Sign the <i>Socio-Economic Cooperation Memorandum</i> .	Keep improving the company's profitability and core competitiveness; Increase its value; Minimize risks; Maintain sustainable development.	Joint compliance with national and local laws and regulations of Kazakhstan; Strictly enforce contracts as required; Implement the HSE standards.
Performance	Investment; Training; Payment of taxes and fees; Provision of job opportunities; Contribution back to communities.	Oil and gas output; Dividends.	Number and effect of enforced contracts

Employees	Consumers	Communities	NGOs
Respect human rights; Equality and non-discrimination; Protect employees' interests and rights; Promote respect for cultural diversity; Protect employees' health and safety.	Honest, friendly and quality service	Contribute to local socio-economic development through business development; Avoid negative impact from its business activities on local communities.	Listen; Communicate; Cooperate.
Hold employee representative meetings regularly; Listen to employees' suggestions; Provide compensation and welfare; Care for needy staff; Hold staff meetings; Distribute Guide for Overseas Staff; Increase information disclosure.	Understand consumer needs; Bring convenience to consumers; Random examination of product quality; Launch service quality competitions; Ask for consumer suggestions; Increase regular contact; Increase information disclosure.	Community investigation; Participate in community building; Improve community welfare based on their needs; Implement environmental protection projects; Celebration of traditional Kazakh and Chinese festival.	Participate in and support social development and environmental protection projects; Participate in relevant meetings; Conduct daily communication on major issues; Increase information disclosure.
Open recruitment; Establish trade unions; Provide physical examinations; Promote mutual respect ; Offer training and education; Plan for staff career; Improve living and working conditions of staff.	Provide quality products and service, Provide products at a preferential price; Give safety guide for free.	Sign <i>Socio-Economic Cooperation Memorandum</i> ; Help build local infrastructure; Participate in local environmental protection projects; Support development of SMEs; Care for the disadvantaged groups; Train local labor; Support cultural and sports activities	Cooperate with local trade associations; public welfare foundations; community organizations and the like.
Proportion of localized employees; Proportion of female employees; Number of staff trained; Number of staff receiving physical examinations; Vocational physical examinations rate.	Service stations; High-grade gas, diesel and fuel oil; Convenience stores.	Input into environmental protection; Input into social welfare; Input into education.	Cooperation organizations