

# Occupational Safety



The Company's absolute priority  
is to ensure occupational  
health and safety.

Safe labour conditions, low-level of operational injuries, improved operational and sanitary-household and labour conditions of the employees, as well as low-level impact of harmful and adverse factors are the constant development priorities of the Company.

The Company has the Occupational Health and Safety Management System, which covers the activities of all the Company's structural divisions and subsidiaries, which ensures the effectiveness and improvement of occupational health and safety performance and managing the relevant risks related to the specific nature of the Company's business. The annually formed Occupational Health and Safety Programme defines the necessary activities, costs and deadlines for their implementation.

The Company has successfully implemented and passed certification for compliance with the international standard ISO 45001:2018.

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KEGOC  
JOINED  
THE UN GLOBAL  
COMPACT

2013

In accordance with the requirements of the legislation of the Republic of Kazakhstan, KEGOC provides its employees with compulsory occupational injury insurance.

In accordance with the requirements of the legislation of the Republic of Kazakhstan, each branch has established the Occupational Health and Safety Services whose tasks include carrying out organisational and technical measures on occupational health and safety, organising and implementing internal control on occupational health and safety, monitoring employees' compliance with the requirements of regulations on occupational health and safety, etc.

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KEGOC and its branches, with the participation of employer and employee representatives on a parity basis, established the occupational health and safety councils to bring the employer and employees together to ensure health and safety at workplaces and appointed technical inspectors participating in inspections of conditions, safety and health at workplaces.

At least once a quarter, the council reviews employees' proposals for improving health and safety and outlines measures to be taken by the employer and employees.

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The risks to which workplaces are exposed are annually identified and assessed. This assessment results in the risk register and the list of significant occupational health and safety risks along with measures to reduce the risks.

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The Company employees at least once every three years, undergo all types of compulsory training on occupational health and safety and qualification tests of knowledge of regulatory power industry acts. In 2020, additional training on emergency assistance using defibrillators, training on the new international standard ISO 45001:2018 and training of vehicle drivers on safe driving techniques in extreme conditions were conducted.

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Mandatory pre-shift medical examinations of employees engaged in heavy work and work in harmful and/or hazardous conditions, as well as pre- and post-shift medical examinations of drivers are carried out. There is also an annual periodic medical examination of personnel.

The Company's branches held Health Days where the medical specialists consulted the employees.

No occupational diseases were detected at the Company in 2020.

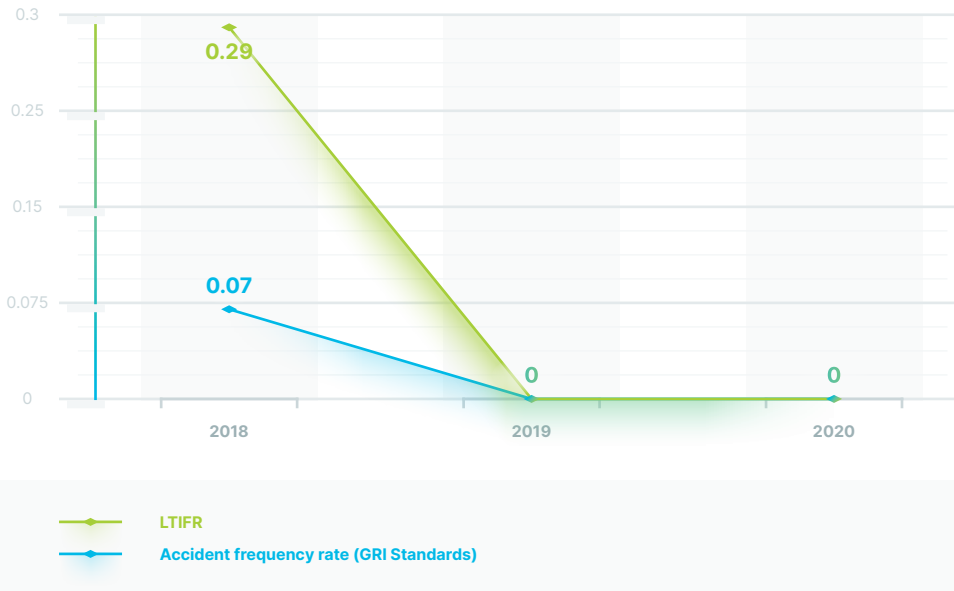
KEGOC uses the Lost Time Injury Frequency Rate (LTIFR) to assess the safe working conditions. The LTIFR is the world's main indicator of companies' occupational safety and health performance. This indicator refers to the number of lost-time injuries (LTI) relative to the total number of hours worked for the Company (Work Hours, WH) for 1 million man-hours. The joint actions on commitment to the occupational safety principles from ordinary employees to top managers of the Company and measures to improve safety conditions made it possible

for the Company, over the last two years, to achieve a 'zero' level of injury to workers; and the LTIFR for 2020 made '0' (0 in 2019).

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**No fatalities or work-related accidents were registered in the Company in 2020.**

### Occupational Safety Indicators



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## WORK WITH CONTRACTING ORGANIZATIONS

While works at KEGOC's facilities are performed by contracting organizations, the Company is responsible for ensuring safety of their workers. KEGOC's contracts with contracting organizations include obligations on full compliance with the requirements of Kazakhstan laws and KEGOC's internal documents on occupational health and safety when performing works and rendering services.

Kick-off meetings are held with contracting organizations prior to the start of works. Work permit is carried out at the work place. Before being admitted to the workplace all employees of contracting organizations (100%) are provided with briefings. Particularly, the work supervisors are provided with the briefing on electrical installations circuits. Employees who have daily admittance are provided with a target safety training, which specifies security measures, hazardous and harmful occupational factors existing on the Company's site.

During works performance and services rendering at facilities, KEGOC carries out internal inspection on compliance of contracting organizations' personnel with the requirements of regulatory legal acts of the Republic of Kazakhstan and internal documents of KEGOC and assesses the contracting organizations' occupational health and safety performance.

## EMERGENCIES AND DISASTERS RESPONSE ACTION PLAN

EU DMA

The Company has introduced the business continuity management system that defines business processes/subprocesses requiring the BCM plans. In 2020, work was carried out to identify critical business processes/subprocesses of the Company for which the BCM plans were developed and tested, in particular, to provide technical dispatching services of the system operator, ensure occupational safety and equipment reliability, provide and support information and telecommunication services, manage information security incidents and carry out KEGOC activities in case of emergency.

The BCM plans are represented by Accident Response Plan for operational business processes, the Emergency Action Plan typical for the Executive Administration and its branches for large-scale emergencies and BCM plans for each critical business process for other activity areas.

The Accident Response Plan is the organizational reference document establishing the object, scope and sequence of actions performance in case of emergency and responsibility for the actions to be enabled and delivered. This plan is tested as regular emergency and fire fighting trainings.

The Emergency Action Plan reflects actions to be taken at the threat of and on elimination of the consequences of an emergency specifying the periods and

duration of works to be done. The most common emergency at the Company's facilities may be a fire caused by failure to keep up to fire-fighting measures or emergency situations. The Emergency Action Plan also includes actions to be taken at the threat of terrorist acts causing the death of people, significant property damage or other severe consequences. The Company puts into action communication plan, fire warning and extinguishing plan being a part of the Emergency Action Plan for the employees to be timely notified in case of emergency and the emergency to be eliminated.

The Company takes part in annual national command-staff exercises, delivers facility-based exercises and earthquake exercises (South, East, West) to check the readiness for possible emergency responses. These exercises verify the completeness of plans, coherence of civil defence divisions, action of forces and resources during emergency recovery works.

There were also monthly sessions in the Executive Administration structural divisions, ending at the end of the year with a test to consolidate the knowledge.

#### Company's Civil Defence and Emergency Actions in 2020

Description of the Action	Actually delivered
National command-staff exercises	2
Staff exercise	4
Facility-based exercises	2
Special tactical exercises with civil defence divisions	2
Earthquake exercises	4
Online national and oblast emergencies and civil defence training course	32

In 2020, as in the previous ten years, there were no fires or ignitions at KEGOC as a result of the ongoing fire safety work.