



# ТШО ЖАҢАЛЫҚТАРЫ

«Тенішевройл» жауапкершілігі шектеулі серіктестігінің басылымы  
Информационная газета ТОО «Тенгизшевройл»  
Tengizchevroil Newsletter

НОВОСТИ ТШО

№ 01 (211) 2015

TCO NEWS

## Greetings for New Year



### Dear colleagues,

As 2014 draws to a close, we want to thank you for all of your hard work, which has enabled us to perform well this year and set us up for further success going forward.

Our operational excellence performance has been strong this year – we have maintained our world class Days Away From Work and Total Recordable Incident rates. We have also made significant progress in strengthening our understanding of process safety and in mitigating process safety risks. However, a number of preventable incidents during the KTL turnaround and a number of

major MVCs remind us that we must continue to strengthen our efforts on fatality prevention.

We are proud of the role of the company in supporting and developing Kazakhstan's economy. The reliable operation of our base business contributes significantly to the national economy and we have earned a reputation as a consistent performer and trusted company.

Looking forward, there is much hope and anticipation of the Future Growth and Wellhead Pressure Management Projects. These projects will move into the execution phase in 2015 and there will be new challenges for our employees and contrac-

tors as we embark on this next journey of growth.

With the current oil prices, we must remain focused on disciplined cost management, eliminating waste and ensuring organizational efficiency, yet without compromising any of our principles of operational excellence.

Thank you for what you do every day on behalf of our company. Your hard work and dedication are deeply appreciated. We wish you and your family a safe, healthy and happy new year.

**Tim Miller, General Director**  
**Anuarbek Jakiyev,**  
Deputy General Director

### In this issue:



2014 – The Year of Creative Work!

Page 2



Awards bestowed on the best in Turnaround

Page 3



TCO Supporting SPE: 2014 Harvest

Page 4



Emergency Preparedness Training

Page 5



Long Journey From Presidency to Debut or TCO Tango

Page 8

## 2014 production hit the target

On December 26, 2014 TCO Field and Plant Ops reported they achieved the 2014 production target. The outstanding success of Plant and Field teams is rightly shared by the entire team of Tengizchevroil employees who contributed their dedicated effort to ensuring safety and excellent performance in all areas of activity.

Pls find New Year interviews on page 2

### 70<sup>th</sup> anniversary of Great Victory

## Season's gifts to veterans



In honor of the great victory's 70th anniversary, a nationwide campaign has been initiated across Kazakhstan to honor and support WWII veterans in commemoration of the brave soldiers who secured hard-won victories over the enemy and the heroes who provided for the victory through contributing a selfless effort behind the scenes, working hard at plants, in the oilfields and agricultural sector.

Tengizchevroil was among the first to take the lead in preparing for the May 2015 Victory Day celebration.

In December 2014, TCO committed to support the 55 Atyrau veterans and widows of fallen heroes with valuable bonuses. Each veteran and widow will be presented with letters of appreciation, memorabilia and six gift certificates totaling KZT150,000 for purchase of food products. TCO management hosted a special luncheon for the veterans; while representatives of TCO Policy, Government and

(Continued on Page 2.)



## Season's gifts to veterans

(Continued from Page 1)

Public Affairs visited the homes of disabled veterans and those feeling unwell to attend.

"We appreciate the meaningful gifts, but most importantly – the caring that you, representatives of the young generation, demonstrate to us," said Michael Kalashnikov, 90, returning courtesy, giving a hug

to his fellow vets and unable to resist the tears. The merited oilman and pioneer of Teren Ozek oilfield, laureate of the Order of Lenin continued with a behest to the present day oilmen of Tengiz: "Please treasure and repose the relations of friendship and unity among our people as our chief legacy and resource of power today and in the decades to come!"

All of the veterans and widows reminisced about their turbulent and perilous young years and were happy to meet with the young citizens of Kazakhstan who enjoy living happily in the beautiful and independent country, courtesy of the brave and selfless heroes. We are wishing the best of health and longevity to our dear veterans!  
By Gulnaz Umbetova, TCO PGPA



## 2014 – The Year of Creative Work!

Interviews made by **Rasymkhan Matenov**

In December 2014, I decided to interview some of the most popular personalities in TCO's industrial area. I deemed this fair that these employees, who demonstrated superior performance and made a significant personal contribution to prosperity of the Atyrau Region and Kazakhstan at large, also recognized for their long work record, particular intelligent charisma and strong teamwork have won the privilege to be the first to offer greetings to colleagues and share their thoughts about the success of the company and how it has been achieved.



**Akylbek Baiguzhin, section supervisor, KTL:** To me, the most memorable event over the past decade was startup of Second Generation Plant. I was part of the team responsible for this operation. It so happened, in the middle of severe winter, the temperature of crude we received from the field for processing at the new plant appeared different from project value. It took us plenty of time to do the inventory and process maintenance requests for inspection of all safety, reducing and shut-off valves. Just to dismount those and truck them to Denhol-Zholdas industrial base for checkup took 24 hours. As a result, the ten days of startup work and close cooperation of the teams of KTL plant and SGP yielded a strong positive outcome, plus a handsome bonus to all TCO employees. This was a serious test that verified my professional skills and indicated the gaps. I am wishing our entire strong team success on Turnaround job for KTL-1 in 2015!



**Sayasat Sherubayev, turnaround coordinator, General Maintenance Group:** The year 2014 demonstrated a well-coordinated performance of TCO Logistics groups and our group of Metrology as part of General Maintenance. This flow chart involving Warehousing Group, General Maintenance, metrology labs and KTL units worked ideally. The result – commendations from management of TCO Operations and KTL Superintendent. My New Year's wishes for all in 2015: Be true patriots of the Company. Assist in Turnaround. Report to your supervisors in a timely manner on all incidents at workplace. This will contribute to better environmental safety and help TCO to achieve strategic objective – to be respected by the community.



**Nurlan Bektaev, SGP Supervisor:** We can now speak with confidence about 2014 as another successful period. Our team of employees demonstrated good performance in operational safety, finishing the year with zero record of work-related injuries and major incidents. Turnaround completed on SGP and PU340 unit commissioned on time. The excellent result of 2014 Turnaround at SGP was achieved through dedicated effort of the new Ops Turnaround Team, lessons learned, reorganization and increased staff of Turnaround Team, superior teamwork of SGP Ops, Turnaround Group and Special Projects, plus good planning of works. The excellent safety performance along with adherence to safe methods of work at turnaround and startup was recognized by TCO general director. Also letters of appreciation have been sent to SGP team by our partners- KMG and Exxon Mobil. In 2014, the team of SGP received about 10 young operators to take over for veterans when time comes. Wishing my team of colleagues successful completion of great many projects at SGP! Success and wellbeing to all colleagues along with wishes of the best of health and good luck! Wishing successful performance and development to the young operators! Best to all in the New Year!



**Victor Mashtal, SGP Automated Control System supervisor:** To me, the most important event to remember in 2014 was the tremendous contribution our Automated Controls Group has made in implementing critical projects during KTL and SGP Turnarounds to further increase reliability of equipment and improve safety. I particularly remember the successful startup of KTL and SGP after turnaround. We achieved great success in increasing the level of automation for control of work process to 95 percent which is world-class, if not unique. One such critical project accomplished was the Alarm Objective Analysis job done for SGP and SGI which allowed to achieve world-class performance and benchmark on the standard of Chevron. This is my pleasure to take advantage of this interview to thank all involved in the above projects and those who offered invaluable assistance. I am proud of our professionals at Automation & Controls who have contributed a lot to successfully achieving targets we had set for 2014. Some of them have been recognized the best in profession for outstanding personal contribution and the value they create for the company's success. Such is our common result in 2014. I also offer warmest greetings to all TCO employees for successful performance in 2014, with very special greetings and best wishes to the team of Automation & Controls! Wishing all the best of health and great success in 2015!



**Konysbai Kalzhanov, Unit 300/800 operator:** The most memorable job in 2014 was total replacement and reconstruction of all drainages on crude and gas flow lines completed during turnaround on my Unit 300 at KTL-2. The most extraordinary and emotional moment was the day when I met my back-to-backs on site who I knew only through correspondence in our log book. We never met during crew change in 15 years plus. Thus, finally, we met and worked as one team, doing 12 hours per day for the total of seven days. Now I know my back-to-backs, their temper and, most importantly, the safety methods they use in everyday routine. We took advantage of this meeting to share best practices, so, maybe, some of them will find my experience of value. My congratulations to the entire team of TCO oilmen for achieving targets in 2014! Our common success depended on how well each one performed and on the many positive factors, like good living conditions in rotational village, excellent meals served in the canteens, availability of proper working clothes and tools for safe work, plus, of course, the wise guidance of supervisors. All above are the critical components which fit together into the final perfect brickwork of our success.

## The Outer space and the Time in tradition of Kazakh nomads on the new Calendar of TCO

The new and unique 2015 TCO Calendar is the latest edition prepared by the TCO Policy, Government and Public Affairs team. The high quality product is a colorful pinup calendar dedicated to the traditional Mushel zhas (Kaz) chronology once used by ancient Kazakh tribes. What tools were available for ancient nomads to orientate themselves in the boundless steppes and navigate across the eternity river of time? They could read the sky and the stars, and interpret the joy of dawn and the melancholy of sunset when the life-giving celestial body hid behind the line of horizon. More power of cognition and prowess of exploration came through the legacy of innate wisdom cultivated across centuries along with a keen eye and unique imagery of thinking. All the above accounted for the

ingenious chronology created by the nomads - a calendar based on measuring and positioning human life against cosmic values of the Universe instead of the regular order of numeric count.

There are many aspects of this calendar that would make people gaze, admire and enjoy. Each column of printed text unveils a new discovery for the curious, while graphics by Almaty-based artist Iskander Ziganshin carries the readers to a world of dream and poetry.

The one-of-a-kind calendar, printed by Deluxe Printery, is a limited edition, but demonstrates TCO PGPA team's strong creative talent and dedication to the theme of legacy of Kazakh traditions demonstrated over decades.

By **Meruert Sukhankulova**





# Awards bestowed on the best in Turnaround

Shortly before Kazakhstan Independence Day, KazMunaiGas (KMG) sent a congratulatory letter to Tengizchevroil, offering greetings for the successful completion of turnaround at the Second Generation Plant and Sour Gas Injection facility. KMG recognized the great teamwork and effective joint effort of the entire team of employees, which resulted in a turnaround completion ahead of schedule and superior safety performance. In recognition of this outstanding achievement, the partner filed a petition seeking industry awards for the Tengizchevroil (TCO) specialists who made outstand-

ing personal contributions to the successful turnaround. Tengizchevroil is proud of the significant achievements across all areas of activities. The following industry honors were awarded to the respective TCO employees:

1. Diploma of Honor of RoK Ministry of Energy – Oralov Amanbai, Group Supervisor, Maintenance Optimization;
2. Recognition letter of RoK Ministry of Energy – Moldagaliev Amantai Kumarovich, Turnaround Supervisor;
3. Diploma of Honor of Samruk-Kazyna JSC - Bazarbaev Askhat Komekovich, Coordinator, Turnaround;



4. Diploma of Honor of KazMunaiGas NC JSC - Ivshin Evgeny Alekseevich, Lead Inspector, Fixed Equipment; and
  5. Memorial sign of KazMunaiGas NC JSC - Bailauov Yerlan Maksotovich, Specialist, Safety – 1.
- TCO Production Operations Manager Gary Enk bestowed the recipients with the honors during an award ceremony. Please join us in offering warm greetings to the employees along with wishes of the best of health and success in profession!

By Ermek Sdykov, consultant for HR

## Useful workshop

### TCO is proud of its effective employee development program

In December 2014, we were fortunate to receive an opportunity to attend a two-day workshop on Presentation Skills. The class is designed primarily for Competency Development Group instructors; however, we were pleased to find in attendance representatives from other TCO departments, such as Operations, Turnaround Team, HES and linguists. It felt as if the two-day event

elapsed as if it was two hours, yet we managed to learn many good things and developed useful skills. Below are the subjects we studied during the workshop: effective presentation skills, essential public speaking skills for instructors and personal effectiveness. The subject names prompted the workshop's primary focus on successful public appearance, in particular, on speech-craft which is essentially

about oratorical skill. Nurlan Shakhmed, trainer for STREKO & Eurotraining and renowned specialist in Kazakhstan, was the facilitator during the workshop. He made use of a wide range of instructive videos, visual aids and posters. Each participant prepared a 3-min presentation introducing their specific profession and favorite hobby. The presentation was recorded, and then the video was played back to the audience for all to take active part in the plus and delta analysis. We enjoyed the opportunity to address the public. The group was also involved in development games and did their homework. The knowledge and skills we mastered will come in handy in



planning our own class in Safety and Regulation Compliance. I can say on behalf of all participants that TCO gives unique opportunities for its employees to attend such useful workshops, thus

demonstrating true caring of its professionals and stimulating their career aspirations.

By Murat Abdiev, Competency Development Group specialist

## Good morning Gary-ata!

In Akkayin Kindergarten thirty five pairs of children's eyes were staying on the English instructor Nurgul Zhanakesheva, grasping on her every word... Guess the young generation is very lucky to enjoy the many wonderful opportunities of learning we could not imagine, like the interactive board, the overhead projectors and sophisticated music centers providing soundtrack for important events! The new program initiated three years ago has made a tremendous change in the life of pre-school facilities. The children like to study English, and they take particular pleasure in demonstrating their language skills to foreigners coming to meet with them. Gary Enk, manager of Production Operations is an active member TCO's volunteerism program, so he tries hard not to miss a single opportunity to visit the Zhylyoi



schools. This time he joined yet another volunteer's mission to see the difference the English Program has made to local schools and students. After the brief logics and motion development class and a concert given by the young amateur singers and dancers were finally over,

Gary Enk talked with the English instructors of all Kulsary kindergartens. The trainers were eager



to know more about pre-school institutions in the USA, made comparisons and sought advice of their competent foreign visitor, a native speaker, on how to best organize the lessons. Taking advantage of this meeting, Gary also shared about his family, about everyday life and interests of the Americans. The children enjoyed the small gifts

the TCO manager gave them. Both Gary Enk and Gulnar Isina, his administrative assistant who also supported him on the trip as interpreter, were happy and full of positive impressions from their mission, hoping they will meet with the children of Zhylyoi once again in the future.

By Galia Essenova





# TCO Supporting SPE: 2014 Harvest

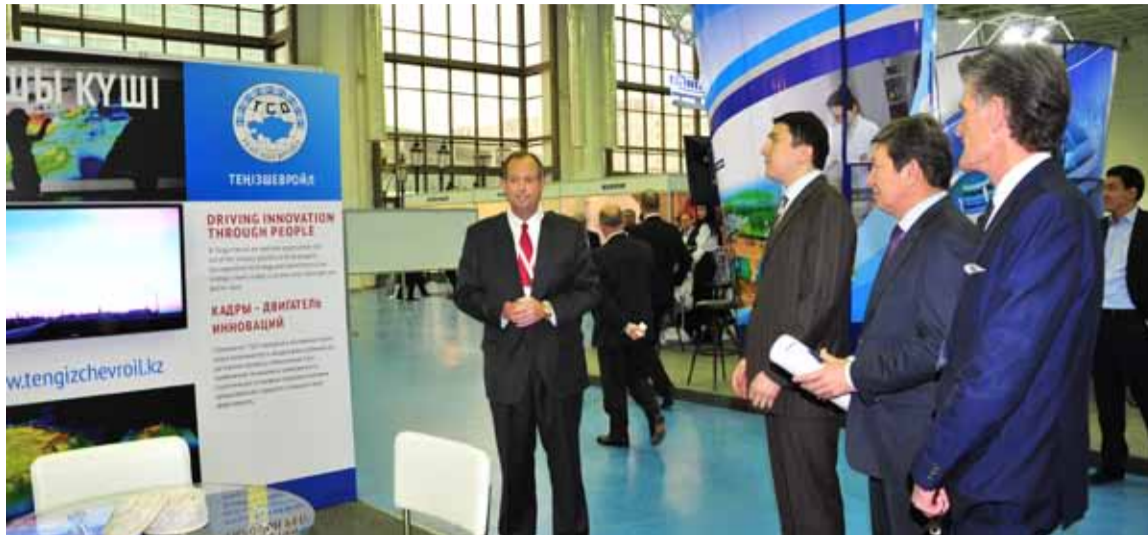
**S**ociety of Petroleum Engineers (SPE) offers a unique opportunity for technology and knowledge dissemination and secures wonderful atmosphere to contribute to the profession through networking programs and activities. As SPE is a not-for-profit organization, its accomplishments are driven by dedicated members (volunteerism). It has more than 125,000 members in about 220 Sections almost in every country of the world. The Society dedicates huge efforts to Young Professionals-YP (less than 35 years old or up to 10 years of experience) in addition to caring about university students through 'Student Chapter' (more than 330 Chapters in Universities around the Globe). SPE membership is open to any professionals who work in Oil & Gas Industry," said Dr. Sameh Macary, SPE Atyrau Section Chairman.

According to the Board Secretary, Aidar Svyatov (RMG), "SPE Atyrau-Kazakhstan Section is one of the biggest Sections in the Russian/Caspian Region. The Section was established in 1995 and currently operates with more than 200 members. It is true that our Section is called "Godfather" of all Sections in Kazakhstan. Being the oldest Section in Kazakhstan, we provide consultation for other Sections. As of now, we are in process of establishing new Section in Uralsk and new Student Chapter in Atyrau Petroleum Education Center (APEC)."

2014 showed a new trend in membership as TCO involvement in the SPE has started in other departments rather than RMG & Drilling, such as Facilities Engineering, Process Engineering, HES, IT, Strategic Planning, PGPA and General Director's office.

TCO's 2014 sponsorship to Atyrau SPE Section has facilitated the support for our members to attend overseas SPE conferences, which is pretty unique for professionals around the world. Three members of our section, by passing several rounds of qualification - quiz, interviews, and essay submissions - attended SPE professional events in Moscow and Astana. Also, our Section fully sponsored two students from KBTU and one student from KNTU to attend the Annual Technical Conference Exhibition (ATCE) held in Amsterdam, Netherlands.

In 2014, as a result of full support by TCO Management, TCO has approached higher levels in sponsoring SPE in all areas, which demonstrates the company's commitment to the technical society and adds a lot to the technicality and soft skills of TCO Staff. Tengizchevroil participants who have represented our company in different roles have returned with a positive impression about these events in terms of networking, technology sharing and get-



ting more experience about the industry.  
Baurzhan Kassenov (RMG),

SPE Atyrau Section Technical Program Chairperson added that in 2014, TCO support to

SPE became so diverse starting by providing monetary sponsorship and technical talks (by TCO Staff) to student chapter in Almaty, Astana and Atyrau Universities and ending with a full endorsement to SPE First Caspian Technical Conference & Exhibition (CTCE) held in Astana (Nov. 12-14, 2014). The success of this conference is leading SPE towards adopting the Kazakhstan Technical "Road Map" developed by Shell and organizing up to 5 Applied Technology Workshops (ATW) in Kazakhstan in 2015 to discuss the 5 main topics defined by the Road Map. For the first time, TCO was represented during CTCE conference by different departments as: RMG, PGPA, HES, FE, PE, IT, and Strategic



Planning.

TCO Technical Staff has presented 17 technical SPE Papers in different conferences in addition to many other opening talks and open discussions. For the first time ever, we are getting Atyrau Monthly Technical Meetings transmitted to Tengiz. Tengiz involvement into our events resulted in four papers were presented in 2014 (one to SPE Russian Conference and three to SPE CTCE).

As the Section activities have been very consistent and stabilized for the last two years, the number of SPE Regional and International Awards to Section members has been phenomenal.

Kassenov, recipient of SPE Regional Young Service Award for his commitment in developing SPE community, highlights the Section activities as monthly technical presentations done by the industry professionals (10 per year). The usual audience is 60-80 people. The Section also offers a gift to the speaker and to the best two questions given by the audience.

In addition, Young Professional (YP) activities are continuous efforts according to which Sections are ranked and evaluated. It is fair to say that the majority of members (almost 80%) in our Section are YP. SPE specifies lots of interests to YP as they form the future of the industry. Technical meetings, round table discussions, attending conferences and supporting the Student Chapter in the Universities are some of many other activities by YP.

As an example, the section conducted its first Young Professionals (YP) event on December 3rd, 2014 – a Mentoring Evening with Tim Miller who shared his vast knowledge and experience with YP; it was a great opportunity for them to learn from such an Industry figure with outstanding communication skills and a vast distinguished career. The meeting was in Q&A format: at first, Mr. Miller answered the questions from SPE Board Members, and then all the participants had a chance to ask their questions and receive full and truthful answers. SPE Atyrau Section plans to continue these types of meetings next year based on lots of positive feedback from the participants.

Worthy mention that social activities for members and their families in addition to non-members have really become alive over the last 12 months. We have organized karaoke nights, bowling games and a trip to "Meken" Country Club. All the events were great opportunities to meet people from other companies. And we have a good involvement from expatriates as well.

SPE Atyrau Section Board is working hard to benefit members and make sure that Atyrau Oil & Gas Community will be always full of technical and social events.



# Emergency Preparedness Training



One day in late December, when the weather was really bad, a drill was held in Tengiz to practice crisis communication and emergency response coordination between TCO and partners involved in crude lifting.

Imagine this would be only fair to expect that on December 24 most people of any age and profession would normally think of Christmas and New Year, and feel pretty relaxed. Tough luck. The pre-planned date of the large-scale drill conducted as a joint effort of TCO, CPC and KazTransOil fell exactly on this calm time.

"There is nothing unusual about it," commented Marat Alimbaev, Emergency Response Group supervisor with TCO Operational Excellence, Health, Safety and Environmental (HES) Department. "Our departments must be in full combat readiness at all times, 24 hours a day, to respond effectively to emergency, thus the primary target of the drill is to test this readiness and check the level of coordination of related groups."

Marat introduced us to the plan of the drill based on pre-set scenarios. The voluminous 20-plus page document contained, as appropriate, the mock conditions to occur. It included a description of imaginative emergency and a detailed action plan indicating responsible persons, scenarios, actions and base time as per the standard approved Emergency Response Plan available at TCO. The actual ability to comply with the given plan was the subject matter to be tested by Emergency Response Command Center deployed on the premises of Plant Office Building.

Participants in the emergency response drill were tasked with objectives that test the capabilities and readiness to respond to an incident. Some of the objectives included immediately informing all related groups of TCO, CPC and KazTransOil, evacuating people from facilities, and providing first aid responders and assistance. Among the groups involved were special teams representing TCO and the partners, thus perfect coordination is absolutely critical.

Now it is time to give you an account of the results of the 2nd level drill which involved TCO ERT and the StarStroi team of CPC Kazakhstan. At 9.25 a.m. the alarm went off, and the mock emergency was reported and transmitted through dedicated communications system. Response team members put

on their special protective gear headed toward the location of the mock drill. Soon the dark of the gloomy December morning was disturbed by the flashes of fire engine's beacons as the fire trucks arrived on the site accompanied by

and the video-recording function worked properly. Firefighters tested foam generators and their ability to extinguish a fire successfully; the devices worked well. StarStroi crew acted fast, provided liners and assembled



ambulance vehicles. In a couple of minutes the ERT crew and paramedics were in position to act. Soon after the special heavy equipment of CPC and KTO arrived on the site, followed by a bus carrying the spill fighters of StarStroi and oil spill equipment.

"Arrived on time," was the first entry Mirlan Khairov, HES ER Coordinator made in his log. Acting as chief organizer of the drill, Mirlan reported to the Command Center on the radio. "Understand: The crew arrived on site. We see them," was the response.

Probably, we need to clarify that the Command Center officers deployed in the Plant Building were able to observe the response action on-line on the monitor installed in the office which appeared a useful innovation supplied by TCO IT Group. With this valuable opportunity now available, the level of Command Center effectiveness was much higher. In spite of bad weather, the picture they received on the monitor was stable and the sound was good. The Command Center obtained total control of the situation on site,



collapsible containers. All the above actions required energetic effort, thus everyone involved felt fairly warm, the cold of December notwithstanding. Finally, the sound of the activity on the site faded out and stopped. The job was complete; the emergency response drill was over. The Command Center did not procrastinate and accepted the job as successfully accomplished. They announced the drill was over and set on action evaluation and analysis.

Altai Tuleuov, crude oil storage and off-loading supervisor, together with Malik Niyazgaliev, KTL Ops supervisor responsible for the area impacted by the emergency drill, recognized highly the performance and coordination of the response groups involved. They also acknowledged there were no deviations from the standard Emergency Response Plan which was indicative of high level training of the personnel and perfect understanding of their functions

by all groups. Pavel Feklistov, civil defense and emergency response engineer for CPC, together with Alexei Priyma, deputy director of StarStroi acting on behalf of TCO's contractors, agreed with the above speakers and recognized the high level of organization of the drill and excellent coordination between TCO HES and the response team. "We are happy to report all the parties involved have proven combat readiness and competence, the weather contingency notwithstanding," stated A. Priyma. "However, there were also a few shortcomings detected which need to be fixed, even though they did not impact the general positive result. We will work on those together."

Emergency response drills are intended to test an organization's readiness to respond to an incident; they also provide an opportunity to identify gaps and make necessary improvements and adjustments. In this sense, the comprehensive drill held in Tengiz on Christmas eve was a success.

By Georgy Trukhin



## BBS Program in Action

# Do not pass by, use your SWA!

Tengizchevroil (TCO) always aspires to be the leader in safety and utilizes different techniques and tools to achieve this goal. When discussing safety tools and safety processes/procedures with the workforce most can immediately identify Standard Operating Procedures, Safety Instructions, Permit to Work, and Job and Hazard Analysis, but TCO also has tools such as Behavioral Based Safety (BBS) and

Stop Work Authority (SWA). TCO management urges all employees to use SWA if a person's work seems to be unsafe or the work conditions do not meet respective requirements. BBS allows employees to provide behavioral safety feedback to one another and records observation into a database; including cases when SWA is used by employees. This is an important feature of BBS that

can be used to our advantage. The TCO BBS team and local steering committee members are actively promoting SWA usage by generating bulletins, presentations, developing newspaper articles, organizing poster contests and interactive sessions on BBS Days. In Q4, 2014 the BBS team organized a contest amongst TCO and contractor workforce addressing the subject of "The Most Educating BBS

Observation with SWA used." The aim of the contest was to demonstrate the importance of the timely use of SWA, particularly in industrial areas, and its value in preventing injuries and incidents. There were twenty-three entries in the contest. Winners were identified by TCO BBS steering committee members. Winners and other contest participants were presented with awards

from TCO BBS team. Below are the top three award winners:

- 1st award – Renat Baskumbayev, – Production Operations BBS LSC observer, SGP Utilities.
- 2nd award – Rufina Nossov, – Maintenance and Construction BBS LSC observer, Projects Operations Support team.
- 3rd award – Askar Yessengeldin, – Production Operations LSC observer.

By Koshekbaev Orynbek,  
TCO BBS Coordinator

## Another safe day

July 13, 2014, noon. Heat of the day. Winds calm. It was unusually quiet at the plant. One could only hear the sound produced by the crude oil flow inside the pipes. Workers wearing blue, black and red coveralls were slowly heading back to their work places after lunch. Every one smiled; evidently the people enjoyed their meals. Within fifteen minutes the action began. Front end loaders cranked up with their typical roar, cranes released their booms, and people with ear plugs spoke loudly to make sure their words were heard. Soon everything was back to routine operation, as the plant was running in normal mode. Marat has been working as a planoperator for three years. For three years he has been watching this picture, day after day, year after year. Every day has something special in it. Images of wonderful winter days, when the steppe is covered by the blanket of white and crispy snow all the way to the line of horizon, days when people gather at a group table and spend

time together, days when it is time to go back home to families - those days were flashing in his head. However, Marat knew that the positive picture of work at the plant also has its dark, dangerous side. People resent thinking about it, but when they do it is always about somebody else; they never imagine an incident may happen with them. Marat always wondered why people think they are superheroes immuned to toxic gases, explosions and heavy objects. We are all made of flesh and blood and, therefore, face the risk to find ourselves in such a situation that may put an end to our life. Marat always understood this clearly, and he knew well there was only one way to ensure safety of people – to strictly adhere to safety rules... This was a new excavation permit to work. Everything looked safe. Marat signed the papers with confidence and pointed out to the contractor that it was essential to be cautious and follow safety rules. The contractor nodded automatically, as if saying to Marat, "But



of course we will." While the man was collecting the last signatures, our operator went to the work site. Everything was fine there. All workers had the necessary PPE, fencing and barricading were in place. The WRP came to the site; he had all the documents, so the work kicked off. An excavator started, and Marat asked if he could do a BBS observation. The driver, a man well along in years, with silver in his hair,

agreed. Marat produced his green book and started marking out behaviors. Everything was fine, all rules observed. Another uproar of engine and sound of moving caterpillars, and then, all of a sudden Marat's heart nearly jumped out of his chest as he saw the excavator moved too close to the pit edge. It took Marat fractions of a second to see the earth caving in, the monster vehicle falling into the pit, the metal collapsing with scream, the fuel leaking from the tank and catching fire, the bucket weighing two tons crushing everything on its way, the people crying, screaming in dust and heat. All this was imagined in his head. Marat's hand shot off to the air signaling the driver to stop. His chest forced out the cry to stop the work. Marat made it. Just in time. An distance of just 20 centimeters separated the 18 people down in the pit from a terrible incident. Marat asked the crane operator - who was unaware of the reason he was stopped - to back up. The man with silver in his hair obeyed.

Finally, Marat gave a sigh of relief – "It's alright now! Everybody is safe and well!" Only after our operator spoke with the driver and explained that was a near miss, the driver understood how serious the situation was and promised Marat to never approach the edge of a pit closer than one meter. Everybody went back and continued work, this time following all safety rules rigorously. By the end of the day Marat again was watching people completing their jobs and leaving the plant area. Everybody smiled and was happy. They were going home the next day after completing their hitch. They will hug their families, kiss their children before going to bed and call on their parents. Marat was confident that thanks to this incident-free day, every one on the team rotating out will be able to do this.

By Renat Baskumbayev,  
Production Operations  
BBS LSC, SGP Utilities.

## About our health

## Chest pain

### Doctor's recommendations

Cardiovascular diseases remain on top of the list of the most common health problems around the globe. They occur across all social and professional groups, and the statistics look very similar on all continents. We at TCO have a very healthy workforce; however, the heart pain can occur in every human being, even in individuals with ideal health conditions. Therefore, we deem the following recommendations useful to all, without exception. So, the chest pain serves the symptom of a sick condition which causes discomfort with any individual. In the event of acute chest pain most people place an emergency call without hesitation, complaining about bad condition. The causes and progress of heart disease may vary, hence the many diagnoses and prescribed therapy. It is critical to complete an examination and make a correct diagnosis, thus identifying the type of problem and determining the level of danger. Chest pains can be symptoms of many illnesses; therefore it is important that the sick person describe exactly what he feels. The accuracy of a diagnosis depends 50 percent on the description of a



By Zakir Sapikozha,  
paramedic for TCO Clinic

complaint. Below are our recommendations as to what a person needs to report to the physician in all cases:

- What might cause the pain (mental stress, depression, physical stress, malnutrition, etc.)
- Describe the pain (intense, acute, sharp stabbing, pricking, dull ache, breaking, etc.)
- Pain location (behind the ribs, in muscles, in breastbone area, in shoulder blade area, etc.)
- The pain runs further into (neck, back, shoulder blade, jaws, arm, etc.)
- Time and duration of pain

(morning, noon, evening)  
• What helps assuage the pain  
Chest pains can be symptomatic of cardiovascular diseases, respiratory problems, gastro-intestinal conditions, musculoskeletal problems, etc. Let us talk about them one at a time.

1. Cardiovascular diseases. Pain syndrome can be caused by mental stress, depression, physical stress or tension. Typical types of pain: compressing, lancinating, acute. The rhythm of pain does not depend on change of breathing or body position. Location of pain: breastbone area, heart area or entire chest area. The pain typically runs into lower jaw, left shoulder, shoulder blade, with possible pain or numbness in the arm. Time of pain – morning hours, during sleep. May last from 2 to 15 minutes in case of breast pang and longer in case of infarction.
2. Respiratory diseases. Causes of pain: cold, injuries or complication after chronic disease. Types of pain: intense pain, ache, stabbing, lancinating, persistent. Intensity may differ depending on body position, can increase during coughing, inhaling and exhaling. Typically runs into neck or arms. Duration may vary from several hours to days.
3. Problems of gastrointestinal system. Causes: malnutrition.

Types of pain: acute ache, occasional and intense. Typically increases in lying position. Can last from several seconds to days. Location of pain: area of esophagus, abdomen, underneath right ribs or upper part of stomach.

4. Musculoskeletal problems. Pain of various intensity, acute or occasional. Occurs during motions, change of body position, physical activity and in lying position. Pains can last long. Typically located in the ribs area and along the backbone. Nowadays, cardiogenic disease is considered among the most acute illnesses, also characterized by an extremely high mortality rate. The habit of taking nitroglycerine or menthol valerate for heart pain, or pain killers for all cases of headache is wrong. Be careful! Wrong use of medication can lead to ramifications. Consult with medical professional at all times! The below case studies of real-life sick calls must make you think better and act correctly.

1. Reason of sick call: chest pains, poor condition. The patient complains of pressure and lancinating pain in the chest area. Pain occurred 20 min ago. Numbness in left arm. Case history tells the patient has hypertension. The pains started at night, in interval between 1 a.m. and 2 a.m. The patient and his family hesitated to call first aid, hop-

ing the pain will go by itself. By 6 a.m. the pain aggravated; the patient fell on the floor. Objective evaluation suggests the condition is severe. Sense of fear; heavy perspiration. Arterial pressure is low. Diagnosis: ischemia. Hypersthenia, acute coronary syndrome. Cardiogenic shock. Therapy yielded positive result.

2. Reason of sick call: chest pains. Complaints: headache, discomfort in chest area, intense heartbeat. Case history data: hypertension, pulse irregularity, obesity. Recommendation was given earlier to attend an outpatient clinic for thorough examination which the patient ignored. Objective evaluation suggests moderate severe condition. Skin color normal. Red face. Heartbeats irregularities. Diagnosis: arterial hypertension stage 2 to 3, Ischemia, heart rate disturbed through increased pressure in cerebral cavity. Therapy yielded positive result.

As you see, in both cases the patients' wrong assumption of their condition prevented timely first aid, hence the severe complications. Please remember, when the body is unable to effectively control its functions, it sends you a distress signal in the form of pain, so you must respond immediately, before too late. Please establish a constant contact with your physician and follow his recommendations. Stay healthy.



# Yntymak Volunteers Brings Joy and a Piece of Sunshine

The City of Kulsary sits high on the list of target charity recipients Yntymak volunteers use on a regular basis. In the Zhylyoi Region we have good young friends living in the town of Koschagyl. It seems we are eager to visit the pupils of local boarding schools again and again to present to them the warmth of our heart and some sunshine of joy.

In the beginning of the new academic year Lyazzat Kamzaeva, director of NGO Kulsary Zhastary and acting instructor for the Boarding School, approached Yntymak with a request to support children from underprivileged and large families. She provided a list of 12 schoolchildren who needed winter clothes and footwear.

We at Yntymak, without hesitation and with assistance from volunteers, soon raised the necessary funds. Our sweeping manner of shopping at the local market was a shock to most sellers, until we finally explained the reason we bought children's clothes in large quantities. When the people learned of our cause, they gave us



discounts, thus also contributing to our charitable effort. Meanwhile to purchase all the items we needed appeared no easy task. As a result, we spent two days selecting various critical items for the children who we had never met and whose only information we had were their names and sizes. Sometimes we needed to solicit advice from moms

walking down the market with small children and asked permission to try a jacket on the small one to see if it was OK. With the remaining funds, we decided to buy food products for 30 needy families with disabled children registered at Zhurek Zhilui and Kulsary Welfare Center. Finally, on a weekend, our troop of

11 volunteers set on the morning bus going to Kulsary, carrying our bags with gifts. Joining me on this mission were our most experienced volunteers – Nurbergen Abdrakhmanov, Ainel Kulbaeva, Alexei Dyachenko (traveling with his son), Gulnar Orazgaliyeva and Raul Kabdrakhmanov – along with four novices – Ilyas Imanbekov and Alia Agirziyeva, Marat Kuvatov and Assem Bibolova. The dreariness of a long and tiresome ride was dispelled by occasional sun in intervals among clouds and excitement in anticipation of the meeting. At the school parents and children who awaited our arrival gave us a hearty welcome and spoke of their sincere appreciation. We did not make the young wait for long

and started with trying on process right away. Amazingly, both the jackets and the footwear appeared to fit perfectly, and the classroom was filled with positive emotions. Done with our primary mission, we traveled further to donate food to the families at the Welfare Center. All families spoke of their strong appreciation of our charity, wishing good health and success to our volunteers.

Now this is my turn to recognize the effort of all volunteers who supported our mission in the Zhylyoi Region, including Marzhan Beisenbayeva, Dias Adil, Anthon Skopich and Pavel Levchenko. Our special thanks to Gulnara Aitzhanova, advisor with TCO PGPA, for assistance with the trip logistics and general support.

The team of Yntymak volunteers has many more plans for 2015, so we encourage all to join our troop of volunteers in order to share goodness and the warmth of heart with those in need of help and care.

**By Maya Shamenova,**  
coordinator for Yntymak  
Volunteerism Program

## Goodbye Horse! Welcome in Sheep!

The spacious hall of the Kulsary House of Culture once again turned into the Lawn of Fairytales with familiar and dear characters, such as Little Red Riding Hood and Dasha the Traveler. Masha and the Bear, accompanied by the Wolf and the Hare, celebrated truce for the time of the New Year's festival and together welcomed the children

from local boarding schools. Sorry, we seem to forget some important popular cartoon characters in attendance. Baba Yaga, the old witch, although looked normally vicious at the beginning, soon failed to resist the contagious festive mood and joined the roundelay. The little Bee and Santa inspired the children with jolly dancing, while the band

of singers and musicians, staffed by laureates of prominent international contests, presented season hits to the young and appreciative audience. Acting as chief sponsor of this carnival involving students of three boarding schools was all-time supporter of similar activities for the children – Tengizchevroil. A team of TCO employees, including Adilbek Bisembai, field superintendent, Zhibek Gadykova of HR, and Zholdas Tanirbergen and Alisher Anetov of Operations offered warmest greetings to the children for the New Year and distributed the gifts. All good things must come to an end, thus the Horse, the symbol of 2014 said goodbye,



and the small sheep symbolizing 2015 took over. This colorful and joyful festival will stay in children's hearts for as long

as they will look forward to yet another New Year's event to occur exactly in 12 months.

**By Galia Essenova**

## The good song stays a good friend for good

The traditional pre-New Year visit of the Atyrau Old People's Home, the social facility TCO has been keeping under a wing for quite some time, unexpectedly became an emotional festival of popular songs.

The essential Christmas Tree and the season's gifts and greetings somehow retreated to the middle ground after the grey-haired shelter residents announced they had built their own pop-group named The Optimists, and this was their first public appearance.

Local geriatric home provides good living conditions to its residents. Only our dear elderly people cannot possibly live without singing songs.

Said Lyudmila Slavova, owner of the pop-group idea and driving spirit of all special occasions in the Old People's Home, "we have many talents here. In fact, everyone is a talent. The age and the maladies prevent some from unfolding their capacities, yet the song can overcome all barriers; the good song stays a good friend for good. So we decided, we must sing, and we shall sing by all means!"

Six chairs set in semi-circular arrangement plus an accordionist – this is all they needed. The very first thing the group performed for the public was the popular Russian



romantic song I go out alone on the road, the lyrics written by Michael Lermontov later followed by an array of favorite Soviet-time, Kazakh and Ukrainian hits, so very lyrical and uniting, or should I say making the people feel as one family. Such was the unusual night of music at the Old People's Home.

Oh, I nearly forgot something important. We presented to the dear elderly people the total of 115 New Year's gifts, the result of another fundraising effort at TCO Headquarters in Atyrau. Also contributing to the package was TCO Contractor Ariadne Company. Sorry, I need to hush and finish my report, because the group and the audience started with yet another hit – I love you, life!

**By Gulnara Aitzhanova**



# LONG JOURNEY FROM PRESIDENCY TO DEBUT or TCO Tango

Nurzada Azhigaliyeva, senior analyst with TCO Finance, has accumulated in her profile many features of the younger generation of the Kazakhs, yet she is anything but 'typical' in all senses.

Sometimes I am amazed at the thought how much of life's knowledge can fit into the package of one individual of fairly young age. Of course, to enrich and develop one's inner world and outlook is your sole responsibility and privilege, only it so happens in the end some enjoy their scanty bundle, while others become really prosperous...

Nurzada belongs to the echelon of high performers of TCO Finance on whom the management pins strong hopes. She is an excellent specialist, absolutely friendly with most sophisticated financial documentation, terms and formulae, and demonstrates admirable knowledge of Kazakh, Russian and English. And I really mean admirable.

Meanwhile, at TCO there are a few good young specialists with a decent command of languages and profound knowledge of contemporary technologies. What is it about this energetic young lady that makes her outstanding? The answer is she has the guts to assume responsibility for a project. Already in her early childhood her mother and father noticed their daughter was demonstrating a particular tenacity: she preferred to do everything all by herself. This was not the typical selfishness of a child, but a real commitment to do it. She was already a leader in the nursery. At school, her leadership was established not through diminishing her peers, but rather through encouraging them with new ideas which were invariably constructive. But the most important, she demonstrated persistence and would go the full distance, no matter what the challenge. At some point, it occurred to Nurzada she could not speak her native language, so she insisted to be transferred into a Kazakh class. In spite of all obstacles, she came on track soon and was among the best students in the end. Later she left her favorite School #19, initiating a transfer to the newly opened technical college with advanced study of English language - a new generation school which pioneered with contemporary methods of training and essential computer skills development under the new public education program accepted in Kazakhstan. Now, can you imagine she became... President! And I mean it, because she was President of her school's student council, a popular novelty implementing the concept of self-government. Although student council presidents enjoyed some privileges, this was not a role just for fun. Nurzada attended sessions of the teachers' council to take part in discussion of practical matters and innovations and served as the ambassador for her peers. She also had the privilege to help underachievers at the school improve their educational achievements. It should be noted that the Technical College gathered elite students from municipal schools, so all of them were best in performance and true prodigies; yet Nurzada managed to stand out from the rest. Same as at school, she later graduated

ed KIMEP University taking a diploma of excellence and, as post-graduate opportunities, she chose a School of Business with intensive English training, and finally enrolled with London University Masters Courses, specializing in international finance.

In Great Britain they noticed the out-of-the-run student from Kazakhstan and proposed to begin a career in business training. While in London, Nurzada received a 'headhunting' license for recruiting foreign students for higher educational training in England, with a privilege of on-site admission examiner.



Nurzada returned to Atyrau, which at the time had been acknowledged as a promising fast-developing center of petroleum industry and also known for a clear-cut interest in well-trained specialists. So she kicked off with her own private business.

"I felt myself a big wheel at the moment," shared Nurzada, reminiscing and with a visible irony. "This was sort of a one man show, as I acted all alone representing an admission board. Truth must be said, this was a thrilling experience, yet I felt very lonely... I needed a team really badly, because being part of the team is critical to me. So, in spite of obvious lucrative advantages of this job, I quit. My entire nature rejected it internally."

"You want to know how rejected worked in practical terms? Very simply: I submitted my resume to several large companies operating in the Atyrau Region. This occurred in April of 2010." The summertime that followed she remembered as "Dragonfly Time", bearing on the popular fable by Ivan Krylov, as she was busy practicing dancing with the "Italian studio" at Agip. And in August she received invitations from a number of employers all at once, including Tengizchevroil. She chose TCO as the best employment opportunity and was soon interviewed by company specialists. In December that year, Nurzada started in her new job with TCO Finance. Today she is a senior analyst for Process Optimization and Business Systems Support Group. This is what I meant speaking of complete package...



I trust a record this strong is sufficient for a successful career. However, Nurzada is a true workaholic in the beehive of TCO Headquarters in Atyrau which serves the home to a strong multilingual family of employees, well-trained people of different age representing many departments. And still, what is her primary trait that promotes her as a leader? Probably, the open-mindedness. She is open to all people and everything happening around in which she is involved, whether a routine accounting job or public activity she is invariably part of. Whatever the activity, Nurzada is pitching in with veritable enthusiasm and total dedication. This is like the radiating light of ebullience. She never feels shy about taking pleasure of involvement in the process and unfolds a great creativity potential in any project. Her particular inspiration gives her the feel of singing and dancing, as she is busy doing her job.

"You crack me up!" said Nurzada laughing when she heard my occasional metaphor. "Well, perhaps, 'singing' is a bit dubious, but dancing has been my craze since young age. In fact, all I am doing translates in dancing figures in my imagination, the harmony of tune and motion which makes my vision of reality extremely cheerful."

Throughout her school time Nurzada practiced in the choreography studio and dancing with pleasure on the municipal public stage. Her parents identified this passion of their daughter early, so they arranged the home environment and atmosphere



the way her dancing classes were never a problem. On the contrary, they stimulated the daughter's will to perform well at school. While doing her homework, Nurzada always turned the music on and translated her exercises and tasks into the language of dancing. Amazingly, this worked wonders.

The young lady tried herself in Indian, Arab and Russian traditional dances, practiced Latin varieties, disco and even hip-hop dancing. She discovered herself the grace and particular womanhood of the Kazakh traditional style which she adores. Her latest craze is tango. I mentioned above the Italian dancing studio. This is where Nurzada was introduced to tango first and, suddenly, became fascinated by the style.

"Everybody think of my temperament as volcanic or 'waterfall' type," said Nurzada, showing mild confusion. "But I know better how shy and calm I can be at times, especially when it comes to personal circumstances and experience. Tango helps me build inner harmony. The temper and sensuality of this style help me rid of stresses and clean my conscience of unnecessary, obsessing and shallow thoughts, and focus on the primary things in life."

But tango dancing necessarily requires a partner, a man dancer who must be fit to your personal style. "Absolutely! I do have a partner," Nurzada explains. "This is Tengizchevroil which I love passionately." "You know what?" Nurzada proceeds with her meaningful semi-joke. "Presently, my Company and my team of colleagues are above all to me. This is a valuable resource of my professionalism and a priceless application for my talents, plus the great opportunity for socializing. To me the opportunity to be part of charitable initiatives and assist children and old people in need means a lot. Similarly, I need to rush to the bowling club after hours and inspire my teammates as a team leader to take the win over our male

team. More important things I do on a regular basis are inviting outstanding professionals (medical professionals, psychologists, etc.) to our Woman Network meetings. Also, to organize special events, celebrations to recognize achievements in the company with my colleagues. By the way, let me boast of my most recent personal achievement - I danced solo at one of the latest corporate parties, and it was a successful debut." Really?!

"Yes, I made it!" she continued. "The audience greeted me with a standing ovation... I wish the two axioms prevail in my life forever. The first one says 'By offering a helping hand to the needy we essentially help ourselves.' The second one: 'One candle can light up a thousand candles, yet keep its fire alive.'"

"Presently, I am looking forward to going on an overseas assignment. I will be representing TCO at Chevron affiliate in Manila, Philippines under the best practices sharing program initiated by TCO Finance and Chevron Manila Financial Shared Services a couple of years ago. To date, two of my colleagues are already working on a similar assignment in Philippines, and they shared their wonderful impressions of the place and people, but most importantly of the priceless new experience they have gained over a pretty short period of time. I am both pleased and very excited about the forthcoming job."

Nurzada confided in me, saying she has a strong wish to continue professional development, and she is seeking an opportunity to update her level of knowledge and skill through overseas assignment. Tengizchevroil is known for its company policy of providing such an opportunity to its employees, only one needs to work hard to win his fortune. No matter what the final outcome, she will definitely continue her wonderful tango with Tengizchevroil by all means.

By Georgy Trukhin