



Peace, Work, May!



«Тенгішевройл» жауапкершілігі шектеулі серіктестігінің басылымы
Информационная газета ТОО «Тенгішевройл»
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TCO NEWS

The 1st of May - Day of People's Unity in Kazakhstan

Unity – the core of goodness

It is now for the eighteenth time our country is celebrating the holiday designed to praise national unity and consensus. Over these years, Kazakhstan has scored remarkable achievements deemed by us the result of hardworking contribution by representatives of all ethnic groups living in this blessed land. All prominent achievements and our noble legacy have become the result of political stability, the cohesion between the state and the community, along with friendship of people of all nationalities.

On this particular day, in the favorite place in town – the Isatai and Makhambet Square in downtown Atyrau local residents and visitors gathered together to observe the event. They watched reenactments of folk traditions of many ethnic groups. Happy and jolly voices were heard across the place, and the faces radiated a festive spirit. Representatives of ethnic-cultural centers joined under the roof of Dostyk organization were singing songs, danced, and each tried to perform the best of all, in other words, this was a great fun for many people. The employees of Tengizchevroil and their families also joined the mass entertainment. TCO HR came up with own original show, reenacting a fairy tale with many characters popular with the children. The small ones were enchanted by the spectacle as its heroes called on the people to unite and treasure true friendship. We were



happy to observe that our employees once again demonstrated creativity, perfect organization, but most importantly – showed respect to the great nation-wide holiday.

“Our Company has been doing business in the Atyrau Region now for more than 20 years, - said Rocky Brannan, general manager, TCO capital Projects. – I personally try to miss not a single holiday. I admire the

way the Kazakhstanis celebrate their national events, following the centuries-long traditions. This is always an opportunity to know better their culture and traditions of the many ethnic groups of Kazakhstan.”

Chanel Jolly, Issues Management Advisor for TCO PGPA added enthusiastically,

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The 9th of May - Victory Day

Tribute to the memory of creators of the victory

St. George's Ribbon – the Victory symbol

Atyrau. Tens of thousands of citizens took part in a solemn procession and a flower-laying ceremony to the Eternal Flame memorial in city Victory Park. The date of May 9 lives in people's heart as memory of the great feat of the veterans who won an outstanding victory over fascism for the sake of life, peace, goodness, for the sake of the noble ideals of mankind. The value of that historical Victory of our grandfathers and fathers cannot be overestimated. It has been substantiated in severe 40s of the past century by the cost of millions of human lives and floods of human blood. Having passed the test of concentration camps and crematoriums, bombing of

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Unity – the core of goodness

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“this is my first time I attend an event like this in Kazakhstan and the impressions are really strong and positive. I believe strongly the state where unity and friendship between people prevail can only score outstanding results. I have no doubt Kazakhstan is exactly such place. One strong evidence to this is the type of friendly atmosphere and understanding I found in the specific group where I belong.”

The proof of the above words could also be seen in the almost a mile-long column made by TCO

employees where one could see representatives of many professions, including instructors, medical workers, oilmen and communications specialists. This is indeed so, our nation united people of so many ethnic groups, however, the hearts of all of them beat in unison, caring for one Motherland and wishing happiness and prosperity to it. This is what constitutes our primary resource which fuels our capacity to meet newer challenges. An important part of this strong workforce is the multi-national team of TCO proud of its significant records achieved primarily due to friend-

ship and teamwork. Speaking of achievements, since 1993 and to date, the total contributions made by TCO to the national economy of Kazakhstan have exceeded \$91 billion, while the cost we paid for the goods and services of Kazakhstan suppliers is now over \$15 billion. As our contribution to multiple social programs and infrastructure development projects, TCO committed over \$860m to date.

Happy holiday dear Kazakhstan! Wishing you more exciting achievements, my dear country, Kazakhstan, my love! Without a doubt these were the words that



were ringing in every heart of folks who came to the square in Atyrau on this day. We were there also, by all means, joining into the column of our multinational team of TCO, contributing the beat of our hearts to the

common spirit.

By Svetlana Kairgaliyeva,
counselor with TCO PGPA

Tribute to the memory of creators of the victory

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hundreds of cities, thousands of villages burnt down, tears of mothers and children, these values and ideals celebrated victory over the evil, cruelty and brutality.

The St. George's Ribbon – a distinctive part of the block of the Soviet Order of Glory, borrowed from the highest military award of Russia throughout several centuries – the Orders of Saint George became a symbol of the great Victory over fascism in recent years. Why this orange-black tape became the sign of memory, grief and recognition of the feat of winners of the Great Patriotic War? Probably, because the award of Glory was handed over to the private only.

This most democratic, soldier's award had three degrees, and winners of all three degrees were officially equated to the title of hero. Their value and respect at the front were unquestioned. The Atyrau community remembers and

Madimov, senior analyst of Finance. – In our family all are very proud of them, remember and honor their heroic deeds. I wish I could live a life to be a worthy owner of their legacy. How could I possibly ignore the date of May 9? I pinned a St. George's Ribbon to my breast with special and sincere excitement. It is a sign of memory and pride of my ancestors.

Baskets of fresh flowers were laid down to the gold star of the Eternal flame. Representatives of TCO team headed by Sholpan Altybayeva, John Zager and Mark Maurer stood in silence honoring the memory of the fallen soldiers. Nobody is forgotten, nothing is forgotten!

**Veterans don't
grow old at
heart**

the area and understanding of the needs of the population. He passed on Victory day greetings to the multinational staff of the Company.

The delegation of TCO took part in the solemn procession and flower-laying to the Eternal flame at the local memorial place. Ted Etchison made his remarks at the meeting offering Victory day greetings to the community. He emphasized historical importance of the victory



of the local government and representatives of the public and veteran organizations were invited to a festive luncheon which TCO hosted in honor of the Victory Day. We are sorry to admit that every year the number of veterans at the round table becomes less. Time takes no mercy on them. Today, only eight former soldiers are alive and well into their 90s, while some are still older. Please live longer lives, our



is proud of its heroes, companions of all three degrees of the Order of Glory!

Among many others the column of Tengizchevroil took part in the solemn march. It looked a bit different from columns of other enterprises and organizations. First of all, the difference was the presence of foreign expats who have come together with us to pay tribute to the heroic deeds of war heroes, and, secondly, most people were of young age. Young children and ladies, young families with children considered this was their solemn duty to lay flowers to the Eternal flame – they are heirs of the fighting glory of their brave ancestors. The exploit of the seniors serves the basis of present day peaceful life of their beautiful country. Thus many came with a bright ribbon on a jacket.

– My two great-grandfathers were soldiers of the Great Patriotic War (World War II), – said Dias

KULSARY. According to tradition, heads of Tengizchevroil participate in the ceremony held on May 9 in Kulsary. The reason is very clear: company facilities are deployed on the territory of the Zhylyoi Region; TCO is the place where hundreds of residents of Kulsary and local small towns work; the enterprise actively participates in development of social infrastructure of the region.

Just before the ceremony started, Akim of Zhylyoi Maxim Izbassov accepted acting general manager of TCO Ted Etchison and heads of departments Rocky Brannen and Rzabek Artygaliyev. They had a brief and productive conversation during which new opportunities for cooperation in social projects were discussed. There are issues where the help of the largest oil producer in Kazakhstan is strongly appreciated. The head of the Zhylyoi Region thanked TCO for effective support of economy of



in the WWII in which the people of the USSR and the USA were allies in the fight against fascism, and expressed confidence that Tengizchevroil will continue to play an important role in the development of economy and social infrastructure of Zhylyoi. With special sincerity he

wished long years of life and best of health to veterans of the Great Patriotic War in attendance at the ceremony.

Thousands of Kulsary residents observed a minute of silence in memory of the fallen soldiers.

Then veterans of war, heads

dear veterans!

To former soldiers of war many warm words were addressed, and many people toasted to their sound health. Grey-haired veterans of war could hardly resist excitement, but even with tears in the eyes told about fights and remembered the price that was paid to win in the battles. Also, they urged to keep the peace on the earth as the apple of the eye, to treasure true friendship and brotherhood of men. They do not grow older at heart. Our dear old men stay loyal to the ideals and honor the Great Victory! Please join us in a solemn bow to these brave men.

On behalf of Tengizchevroil staff heads of our delegation congratulated each veteran and handed over to them tenge 100,000 gift vouchers for purchase of food and goods.

By Georgy Trukhin.

KTL-2 awaiting large-scale modernization

The 20th of March will be the starting point of KTL Plant turnaround which is expected to be a work of a similar scale or larger than the earlier turnaround completed at Second-Generation Plant (SGP) in 2012. This year, TCO is undertaking an unprecedented strategy, planning to shut down both KTL trains simultaneously, plus Unit 900 in charge of producing super clean technical air for automatic controls and nitrogen. Also, turnaround will be accomplished on the technical water utilization unit. Before the turnaround involved shutdown of only one train of KTL at a time. Now we, the long-livers of TCO KTL Plant are looking forward to be being part of an exciting project which Turnaround '14 promises to be. The chief objective of the unprecedented job is to eliminate the risk of failure during winter extremes which have actually happened a few times before. In particular, the large-scale modernization will primarily involve the steam lines of Unit 400/500 which will guarantee no weather extremes will be able to interfere with TCO business plans. Two years ago TCO Operations management permitted to involve Plant Ops personnel in turnaround activities at SGP, so today they are



hoping their operators and automation & electrical staff will be able to demonstrate what they have learnt from earlier experience during major turnaround at SGP.

The KTL-2 staff, especially the long-livers like Serik Demeyev, senior unit 900 operator, shift supervisor Uralbek Nazenov and his B2B Myrzagali Nurmanov, unit 300 operator Marat Khisimov are feeling particularly inspired before the kickoff of the large-scale project. As far as Vladimir Palamarchuk, renowned veteran of TCO, he will be happy to

do the inspection on the parts inside after the final run between the two planned preventive maintenance jobs when compressors 7002 will be finally shut down. These guys are truly in love with their 'old' KTL Plant which actually started the legendary history of records of Tengiz upstream facility. They are eager to see it soon the same young and robust operation, yet more powerful, reliable and safe.

By Rasymkhan Matenov,
operator with Projects
Support Group

Meeting of Advisory Council in Kulsary

Kulsary hosted a meeting of Kulsary-Tengiz public advisory council with the following items on the agenda:

1. Research of the problems faced by owners of apartment houses and Issues related to development of green areas in Kulsary - report by Aigul Tagatova, project manager for Eurasia Foundation for Central Asia;
2. Status and reconstruction of Kulsary - Tengiz highway - update by Gary Enk, manager, TCO Ops;
3. Development of the city of Kulsary under Mono-cities Development Program - presentation by Mayor Shakir Keikin.

Each item on the agenda was subject of active and comprehensive discussion held with the purpose of optimizing the action and increasing its effectiveness. Representatives of local community and members of Advisory Council made some constructive recommendations which will be reviewed together by Zhylyoi government and TCO management.

In the final part of the session, Akim of Zhylyoi region Maxim Isbassov bestowed the title and certificate of Honorary Citizen of Kulsary and a memorial medal to Rzabek Artygaliyev, general manager of TCO Policy, Government and Public Affairs.

In his congratulatory remarks he said, "in 2013, we nominated a few outstanding countrymen to be awarded the title of Honorary Citizen of Kulsary. Please allow me to introduce to you one of those individuals - Rzabek Artygaliyev, our fellow countryman, former head of Zhylyoi Region government, presently working in a prominent position with TCO and continuing to give an invaluable support to our community. We are happy to welcome him in attendance of our meeting, and I am honored to finally hand in the certificate and the memorial medal to our good friend and give him heartfelt greetings, both personal and on behalf of all Zhylyoi fellowmen.

After accepting the title, Rzabek Artygaliyev returned courtesy, saying he was very touched and grateful to his countrymen for trust and recognition of his effort. Said Rzabek Artygaliyev, "no matter far or close to Zhylyoi, I will commit myself to helping my native land and its blessed people whenever I can. Let us all pool our effort to contribute to this noble cause. Thank you very much."

Please join us to offer warmest greetings to Rzabek Dautovich Artygaliyev on the well-deserved outstanding title!

By Galiya Essenova

TCO at KIOSH '14 Exhibition and Conference

TCO celebrates the World Day for Safety and Health at Work on the 28 April to promote the prevention of occupational accidents and diseases globally. It is an awareness-raising campaign intended to focus international attention on emerging trends in the field of occupational safety and health and on the magnitude of work-related injuries, diseases and fatalities worldwide. Kazakhstan supports the initiative through hosting Kazakhstan International Occupational Safety and Health (KIOSH) international Exhibition and Conference, this year KIOSH '14 held in Astana on the two days starting April 24.

KIOSH so far serves the only specialized event sponsored by Kazakhstan as professional venue for sharing expertise and latest achievements in the area of occupational and industrial safety. This year the forum gathered over 50 companies from Kazakhstan, Europe and America, representing design bureaus and domestic producers of quality safety equipment, also suppliers of safety gear, safety boots and IPE of world-renowned brand names, and a number of companies offering the full scope of goods and services used to ensure comprehensive safety in industries including oil & gas, mining and smelting, chemical industry, power generation, civil engineering, transportation and infrastructure.

The Conference organized as part of the KIOSH normal agenda serves the purpose of pooling together the effort of various government bodies, business and public organizations focusing particularly

on the issue of risk of work-related injuries, reduction of risk of failures at hazardous operations and minimizing the impact on the environment.

Said Tamara Duisenova, ROK Minister of Labor and Social Security, "occupational safety and health serve the core of any operation." In the meantime, the Minister highlighted the importance of close collaboration of all government



agencies, employers and labor unions to effectively address the issue of occupational health.

Our Company has been treating the issue of occupational safety and health as the highest priority since day one of Tengizchevroil LLP. TCO's achievements in

this area have been recognized as world-class.

Our strong commitment to bringing on the state-of-the-art technology used to upgrade the standard of occupational and industrial safety has yielded good results over the years. We are proud to mention

among such efforts the following projects and initiatives implemented and pioneered at TCO: the Risk Analysis, Behavior-Based Safety, Risk Management and Analysis, Crisis Communications and Management, Motor Vehicles Safety and more, which advanced TCO to the position of industry leader in safety. Our Company took active part in the KIOSH conference and exhibition to share best practices in this critical area.

TCO's booth was among the primary attractions, working as magnet for participants and visitors of the showcase. While visiting our booth, Minister of Labor Tamara Duisenova gave a high appraisal of TCO's successful effort in industrial safety and health, and increase of equipment reliability.

A brief overview of our advanced methods in the area of occupational health and operational safety and most recent achievements was done by Nurtas Kenganov, deputy general manager of TCO Operational Excellence/Health and Safety Dept.

The Minister was happy to recognize TCO is, indeed, a safe and good place to work, as the Company pursues to place a strong focus on personnel safety and fail-safe operation of equipment.

Also, the Minister hoped TCO would share experience and best practices with Kazakhstan organizations through meetings and forums in order to establish uniform standards of safety across the board and improve safety standard at each workplace across Kazakhstan.

Nurtas Kenganov took active part in panel discussions at the KIOSH Conference, making a report on Motor Vehicle Safety.

As part of KIOSH annual event, the all-Kazakhstan Korgan Contest is held to recognize the companies demonstrating the best performance in industrial and occupational safety in Kazakhstan.

This year, Tengizchevroil was bestowed Best in Safety award for the fourth time in a row. The high appraisal of the Companies effort by the Government serves a strong evidence and impressive result of our common effort as a team and strong commitment to ensuring highest standard of occupational safety and health.

Please join us in congratulating the team of TCO for this noble award. Thank you all for the support and dedication you demonstrate in maintaining safety at each workplace!

By Erian Eshmukhanbetov,
Consultant for TCO PGPA
Photo provided by the writer.

Pedometer for-measuring Safety progress



Another CHESM forum was held in Tengiz to review status of safety issues and safety culture at TCO Contractors

I remember the times when very many teams of employees at state-run enterprises used to be strongly motivated by a popular motto reading from multiple banners – "Let's do today better than yesterday, and tomorrow better than today!" If somebody intends to question it was actually embraced by all in the expanse of the former Soviet Union, I would not bet to spare your time, yet the idea of this motto is deemed by me spelt out very clearly. Probably, you will agree there is no progress without ambition and striving to score a new record which equally applies to both a collective and an individual.

Why recall this energetic slogan of the past times? Maybe I found some similarity and nostalgic associations in the way the CHESM forums have been demonstrating a significant progress made by Contractors in establishing and developing internal safety policies and procedures. These forums become more interesting and useful to all participants each year, as Contractors bring on innovative methods effective in cultivating the corporate safety culture. I guess it is worth spending a moment to look back at how this all started a decade ago. We began from persuading Contractors to accept basic safety norms and regulations. This

Ariadne, Senimdi Kurylys and Tengiz Stroi Service. As we say, the process is in motion. Today, after analyzing the positive change achieved over another 12 months, TCO management is happy to report world class performance our Contractors demonstrated in work safety and motor vehicle safety. Is this a fact to admire? Naturally, there is plenty of room for improvement, yet the fact that with most Contractors operational safety and safe behavior at each workplace have become the priorities of internal company philosophy is presently unquestioned. But the most important change is not about the performance records, but rather seen in the new attitude to safety, the enthusiasm and the understanding demonstrated by entire team of employees, who support safety consci-



was the time when TCO Contractors preferred to hire term employees, thus largely failed to succeed in motivating the labor to demonstrate a no-nonsense attitude to safety. Most employees scorned rigid safety rules, so an attempt to implement a consistent safety program would be a waste of time and effort. Why bother if the workforce was turned off each time the job was completed?

The local Contractors, however, have grown and matured with the time, successfully passed certification and gained their positive record and reputation, so nowadays many of them have stable and strong teams of perm workers, like, for example,

entiously.

Therefore, the most productive and attractive part of the CHESM Forum was the Fair of Projects and Programs held outside the conference hall and organized in the form of free interaction and discussion.

All the participants, including dozens of contractor companies and TCO departments have their individual booths and stands; some more than one. Interestingly enough, regular and somewhat hackneyed banners and tables flashing statistical



data are rather rare phenomenon. A very reasonable question then would be, what exactly is being demonstrated. The answer is THE METHODS. Companies and firms have gathered together not to boast their achievements, but rather to share experience and best practices, using the forum as a precious opportunity to spread

out the word. Safety is no area of competition. This is important. All aspire to achieve the same goal – to make sure every employee gets home safe and sound after work shift. The motto of the fair goes "Check out the best and safest way of doing this!" Go and try to spot a single indifferent or bored face here – no chance.

Murat Akdrashev, TCO OE/HES specialist has been working at TCO for 30 years, from the very start of the JV. "Experienced professional" is exactly what he is. He knows the safety rules and procedures as the back of his hand. However, he shows a true keen interest in the innovative tools advertised at the booths designed to ensure safety while working at heights. TCO is already known for high standard of safety equipment, yet we want it still higher tomorrow. Whenever Murat finds something new and more effective, he immediately recommends to buy the new tool or borrow the method.

Mirgul Bimagambetova, ecologist and face perfectly fit for the ban-



ners. Gulbakhram Zhaulina, TCO HES specialist explained, saying "here we have displayed the valuable items associated with one important subject of Hydrogen-Sulfide Safety. These are state-of-the-art examples of contemporary effective individual safety equipment, mini-filters, H₂S detectors and brochures on hydrogen-sulfide hazard and methods of protection. Last-year incident at the Plant when a number of employees involved in maintenance exposed themselves to hydrogen-sulfide as a result of abuse of basic safety rules served a rough lesson to all TCO employees. Luckily, that ended up in

ner advertising CHESM '14 Forum is pleased to introduce the visitors and participants to a miniature model of caravel... A beautiful small sail boat with snow-white set of sails in Mirgul's hands appeared made of... paper waste from Tengiz. Well, perhaps, the miniature replica of a ship was of low practical value and rather an item of décor or a toy. But next to it stood a sturdy and cozy arm-chair made of the same material, a very real item of furniture. These were a few examples intended to demonstrate the types of consumer goods production which could be organized using waste paper as feedstock. By the way this would also be an important environmental project. Once again I observed a prospect of a positive change and earnest attempt to make the future better than the past.

Of so many different showcases available at the CHESM Forum I spotted one which was definitely striking the eye by the very laconic way it was organized and the strict and business-like manner of pre-



a near escape, and no severe ramifications, yet compelled everyone at TCO to think well and analyze how this could possibly happen at TCO, given our ever strong awareness of

simulation using a dummy (although generously responding to an encore), this time a whole large team of medical professionals conducted on-site testing for all who was anxious



safety. All across the organization, from top management to rank and file have derived proper conclusions from the incident, so, presently, we took advantage of this CHESM Forum to once again place a strong focus on H2S factor which was deemed by us a critical issue.

The staff of TCO Medical Dept. Were very active at the forum. Whereas before they normally limited their contribution to routine first-aid

to know more about their physical condition. Doctors and assistants gave recommendations and promoted the healthy way of life. In the end of examination, they presented a very useful item to all patients – an electronic pedometer used for pace count. The simple gadget will work as accurate step-teller and help you stay fit at all times. What you need is just to make at least 10,000 steps per day which essentially means you have to shut off your PC and tear off your chair during the day.

In some sense, the CHESM Forum served a function similar to the pedometer, because it has made a summary of the steps made by TCO Contractors together with TCO toward stronger effectiveness of Safety and BBS programs, approved strategy and determined important newer avenues of work. We are happy to report the number of such steps has been showing a steady growth.

Ryder Booth, TCO Operations Manager articulated his personal vision of safety, saying "Every morning, I put a question to myself whether I will be able to complete the day without DAFW incident, thus also formulating a challenge. Then I go through my plan of activities and itinerary for the day and make a conclusion that I can do it. So I set a target to work safely and make sure my activities will pose no risk to anyone else. I think, if each of us will commit himself to completing this simple planning, this will definitely bring us to success in business, both individual and as a team."

Our readers will, probably, agree the above philosophy looks simple. However, the simple and clear-cut strategy and decisions prove the most effective and correct most of the time. Thanks to those simple decisions and steps tomorrow becomes better than today.

In the final part of the forum, a large group of service companies was bestowed Certificates of Honor as recognition of outstanding achievements in Operational Safety and promotion of corporate safety culture.

By Georgy Trukhin, The photo supplied by the writer.



With open heart

The volunteer English classes in Zhylyoi Region have lasting effect

On April 24th, 2014 Yekaterina Savgildeyeva and Phillip Coughlan went to the secondary school №1 in Kulsary to meet with the kids within the framework of TCO Volunteer Program organized by the Government and Public Affairs Department representatives in Tengiz.

Having been initiated couple of years ago this program became popular among Tengiz employees right away. The main purpose of this program is to hold the discussion in the English language with the school children of Zhylyoi region, thus giving them the unique opportunity to practice their Eng-

lish. It's not a secret that the best way to acquire a foreign language is to speak it with the native speaker, make sure you understand what they are saying and make your thoughts comprehensive to them in return. This program covers not only the linguistic part of the exchange, but also the cultural aspect of it because every session to the school includes presentation made by both sides (local school and the company representative) which not only opens the floor for the discussion but also allows both sides to learn something new about the culture and thinking of the other nation.



Thus this program is intended for the Tengiz English speaking expatriate employees and locals who are fluent in English as well and would like to share their experiences with the school children. The visits are made two or three times per month and are welcomed and appreciated by the local schools. It usually takes volunteers around 1.5 – 2 hours to get to the school and the actual time of the session with the pupils is around 1 – 1.5 hours, so basically you need just one morning to contribute to the common benefit and success of this initiative.

"It was my second visit to the local school, - says Yekaterina Savgildeyeva, Power Operations Senior Translator at Tengizchevroil, - "and I always try to go with my expatriate colleagues because I understand the preference of the children is mainly around the interaction with foreigners who speaking their 'Mother Tongue' since this

magnificent capital of Kazakhstan, Astana. This was accompanied by a performance of the Kazakh national dance, songs and the oral presentation describing key facts and figures about the capital. We were surprised and overjoyed with the warm hospitality that greeted us on our arrival and we treated to a feast of national dishes, such as bauyrsaks (puffy fried golden-brown pieces of dough), shubat (camel's milk), kazy (sausage-like food out of horse flesh ribs), etc. My colleague then told them more about himself and his culture, with the children asking further chal-

lenging and searching questions, all delivered in excellent English, the children seemingly pleased with the answers extracted. Thus our visit was a pure exchange in its every meaning."

There are a couple more visits planned within the program during the remainder of this academic year. Schools are preparing their students for examinations followed by their release for the summer vacation. Starting in the new term, from September, the program will resume its activities again with the kids looking forward to meet new volunteers and share more stories and facts.

It is difficult to describe adequately in words the importance of such visits and the lasting and very positive impact they have on the children and their development. From the moment of arrival the excitement can be seen etched across every smiling face they nervously await to become acquainted with their guests. Phil said of the visit, "the experience was truly humbling; the children took me into their hearts, listened to every word and were very anxious to show off their conversational English and cultural insights, it was a pure joy to behold and a wonderful experience". TCO welcomes everyone to volunteer for this amazing initiative since their joint efforts with the local schools makes a real difference to the local communities where we live and operate.

By Yekaterina Savgildeyeva

Apartment House Management Issue in Kulsary

It has now been for almost a decade the city of Kulsary in the Atyrau Oblast of Kazakhstan wants badly some comprehensive system of apartment houses management.

The last cooperative of owners of apartments hit the wall yet back in 2006, and ever since the condition of housing, utilities in multi-storied buildings along with adjoining territories has deteriorated visibly.

HISTORY OF THE ISSUE

In the past, all apartment houses of Kulsary were the property of KazMunaiGas, thus belonged to the enterprise which took care of their maintenance and even paid the cost of utilities. Since 1997, the company discharged from the book the total of 87 apartment houses, so the owners were forced to make cooperatives to run their property, and housing privatization began. By 2006, because of non-payments and huge debt on payment of utilities and services, the cash-strapped cooperatives went bankrupt one after another.

NOT MY BUSINESS

After having lost a uniform house management, residents started to do maintenance all by themselves – installed individual boilers in apartments, and some even added pumps on the water lines for enhanced water supply on the top floors. Local authorities did not abandon people in misery either. Municipal services drain cellars on a regular basis and patch roofs of houses. In 2012 the new boiler was built to supply hot water. However, it later transpired the lack of formal association of owners and absence of responsibility for the common property nullifies all efforts, thus today the apartment houses in the city of Kulsary are in pretty bad shape.

WELL BEGUN IS HALF DONE

In order to complete a detailed, objective and comprehensive analysis of the situation, the Eurasia Fund of Central Asia (EFCA) solicited the help of an independent expert – a sociologist who conducted a research to determine the scale of the problem and preparedness of residents of apartment houses to manage their property, parks, lawns, etc. all by themselves, and also to identify their expectations. The survey was done as part of the Orleo community involvement project implemented by EFCA in partnership with Tengizchevroil.

The polling was conducted in March, 2014 among apartment owners in residential districts No. 1, 2, 3 and 5. Such municipal problems as flooding of cellars, roof leaks, absence or bad quality of central heating (photo 1) were revealed along

with a few concerns caused by the status of common areas, such as absence or poor condition of backyards and sordid stairways and lounges (photo 2).

According to the data of the previous polls, utility payments make 13 percent of overall expenses of households and are estimated around Tenge10,000 per month. In spite of the fact that 42 percent of the residents involved in the polls estimated the quality of utilities as “poor” and said they often call municipal services to complain numerous faults on utilities, only 3 percent of respondents agreed to pay more (Tenge 2000 to 5000 per month) for improved housing management and municipal services.

Determination of readiness of the primary stakeholders to participate in situation improvement was one of the targets of the research along with probing into the issue. As a result, 79 percent of the respondents agreed to contribute to the resolution of problems; 46 percent of respondents will support the idea of a communal management.

Also, the questionnaire distributed among the residents contained information on the existing three types of apartment house management existing in Kazakhstan: condominium, cooperative of owners and housing management companies. More than a 1/3 (37 percent) were at a loss which one to choose as knew little or nothing about alternate types of management other than a cooperative. Thirty four percent supported a cooperative with confidence, 24 percent would prefer self-government in the form of condominium and 5 percent would vote for a limited liability managing company. The third group were mostly the residents of micro-region No. 2 who are presently creating such a model of management together with Zhylyoi Tazalyk LLP. The given statistics are evidence of poor awareness of the residents of the types of apartment house management, so EFCA together with TCO committed themselves to update the people through organizing seminars which will take place in May, 2014.

But the common areas include not only the roof, the cellar, the entrance and stairway; this also involves the adjoining territories, the backyards and squares, places of-

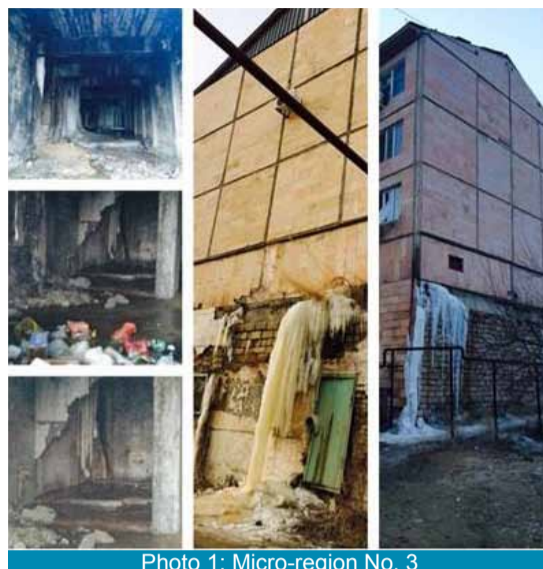


Photo 1: Micro-region No. 3



Photo 2: Micro-regions No. 1 and 5

fering opportunities of rest and recreation for families, alleys to take a walk with children, etc. Speaking about open-air opportunities in Kulsary, almost a half of respondents (49 percent) have no knowledge of such or think they are hard to find. Judging by the answers, the most popular outdoor location are around lake Kamyskol. In the meantime, the residents of the neighborhood close to the lake prefer to visit the beach free of charge, yet complain the place looks dirty and lacks basic amenities.

All respondents support the idea of parks in their residential areas. They believe that parks are necessary primarily for rest of children and elders, and also serve the improvement of general status of environment. The research raised the question whether residents are ready to take part in the park management and maintenance. Sixty percent responded positively. The number shows a strong interest of residents in keeping the environment clean. They also support beautification.

TOMORROW WILL BE BETTER THAN YESTERDAY!

Today it is possible to conclude that the situation with apartment houses management in Kulsary finally started to change for the better and improves in the following directions:

First: Local government initiated the program of housing modernization involving central heating improvements. Documents for communal property are currently being restored and brought in proper order. The above documents are essential for improvement of central heating and utilities. In order to guarantee success of the project, it is critical to coordinate the schedule of works with the apartments

owners and reach agreement on the terms of future repay of investments to the government. Only after the agreements are finally made, municipal services will start the refurbishment and overhaul of utilities. By the way, to plan and carry out modernization of heating system and insulation, it is important to estimate the scope of necessary investments through audit of technical condition of housing.

Second: the authorities actively support revival of cooperatives, trying to involve residents. We must admit many are not so sure about cooperatives, and their perceptions are based on negative experience in the past.

Third: The EFCA project of 2013 “Our public places of leisure” can be considered a positive effort. The project included a business visit of Ust Kamenogorsk with the purpose of borrowing best practices in apartment houses management. As an outcome of this visit, Baurzhan Abdrakhmanov initiated a management company on the basis of Zhylyoi Tazalyk LLP involving residents of micro-region No. 2. It should be noted that this form of management has been gathering speed and popularity in Kazakhstan, also demonstrating positive results. The management company, normally a local municipal services company operating in the area of housing and communal services, on a contractual basis provides management of apartment houses property, using its own resources.

To successfully resolve the above problems, it is critical to involve the owners of apartments in the process. The successful experiments in other countries proved only through active engagement of the residents who must accept responsibility for the houses and communal property the project can be a

success and guarantee lasting effectiveness. Also results of research showed need of improvement of communications strategy and education of civil servants in charge of working with the residents. Kulsary so far has no standing forum which could facilitate the productive dialogue between the government and citizens to discuss problems of apartment houses management. Seventy one percent of residents found it difficult to remember positive examples of local government's involvement in the resolution of problems faced by owners of apartment houses. They literally said the government has not moved its little finger to resolve those.

The EFCA Orleo program for mobilization of community pursues to work with the residents through education and involvement. We will be glad to cooperate with all interested parties in creation of a body and resolution of problems of apartment houses management. EFCA has a strong experience in projects on creation and coordinating of various dialogue platforms at local and republican levels. Also, we can involve the best experts from Kazakhstan and abroad. On May 14, 2014 we are holding a meeting on creation of such a forum and inviting representatives of akimat, maslikhat, TCO, community leaders of Kulsary, local businesses and media.

To cut the long story short, lot of work must be done to organize effective management of apartment houses property, and residents of Kulsary will be given the opportunity to contribute to the improvement of the environment through participation and accepting responsibility for common property. And we promise to keep you updated on the progress.

By Azhar ISKAKOVA,
specialist for EFCA projects

FIRST TIME IN TENGIZ: Strongman '14 championship

On the eve of the Day of Motherland Defender in Kazakhstan adopted as tribute to continuity across generations and to promote ideas of patriotism, for the first time Tengiz was hosting a Strongman '14 championship.

Seeking the title in competition were amateur athletes representing multiple TCO groups and Contractors. The event was organized with the purpose of promoting sportsmanship, the healthy way of life and to build stronger friendship among athletes.

For three days competitions were held in various events and appeared a captivating show raising adrenaline, testing the will for win and pumping up the public with fervor. Local fans loved this festival of man sport immensely.

The full story about the strongest people of Tengiz you will find in the next edition of TCO News.

Beibit Ikhsan



Celebrating World Tree day on the banks of Ural



The Saturday of April 19th saw the Clean Banks action in Atyrau, a cleanup initiative organized by Atyrau Oblast government which was actively supported by the team of Tengizchevroil employees.

TCO volunteers dedicated the effort to the Earth Day normally observed on the 22nd of April. The date was designated as International Mother Earth Day by a consensus resolution adopted by the United Nations in 2009, although the history of the Earth Day had actually started much earlier, and there are a few different versions of its origin.

Long before we celebrated Arbor Day, before anyone came up with the term ecology or the idea of an Earth Day, even before most people would have guessed that we should pay attention to the health of our environment...there was Julius Sterling Morton. If you've ever doubted that one person can have a major positive influence on the Earth, you should know the story of J. Sterling Morton and how his belief in the beauty and necessity of trees has literally changed the landscape for over 100 years. Julius Sterling Morton was born April 22, 1832, the same April day that would one day be honored officially as Arbor Day.

The history of one man's environmental action begins in the late 18th century when J.S. Morton and his family moved to Nebraska where in the barren prairies local folks used to cut the trees and shrubs mercilessly to use them as fire wood. Then Morton suggested an idea of a tree planting day and acted as sponsor with prizes awarded to the

planting champions. On the inaugural Arbor Day (Tree Day) residents of Nebraska planted around 1 mln trees. Starting in 1882, Nebraska declared Tree Day an official red letter day which falls on Morton's birthday – the 22nd of April. Later, in 1970 over 20 million people around the globe took part in a campaign which was named The Earth Day.

The event adopted by the United Nations is designed to raise awareness of the world community of the damage exerted on the environment by the mankind as through many centuries the industrial progress comes along with decay of environment. This particular day serves an opportunity to everyone to think his personal contribution to the resolution of environmental problems.

TCO people were happy to invest an effort in bringing order to the environment in the city. The employees came with children and grandchildren, thus cultivating the culture of environmentally responsible behavior in the younger generation.

Also, the action was supported by students of Atyrau colleges. The idea of involving students serves the purpose of incorporating environmental awareness in general culture and outlook of future good citizens.

Making the opening remarks at the event was Orak Bissembi-



ye, deputy head of department of natural resources and land use. He focused on the great importance of the campaign to the community.

Robert Gardner, general manager of TCO OE/HES took the floor to offer his greetings on behalf of TCO and made essential safety briefing to raise everyone's awareness. When the cleanup was over, Robert Gardner made his comment, saying "today's campaign has once again served the opportunity to demonstrate and promote the primary values of TCO where caring of the environment stands very high on the list of priorities. In Tengiz we

make a tremendous effort to preserve the environment. This action in Atyrau showed how strongly we feel about this city. This is part of TCO's strategy. I liked very much to work in one team with local students, members of faculty and officials on this wonderful day of spring. I believe we all had fun."

Lead analyst of TCO RA&C Gulzada Musina said, "I find today's event of a strong value. This is very good that Akimat has been supporting such activities. I and my entire family try hard to never miss initiatives of such a scale of involvement, so we are here today once again. I

believe this event has a strong impact on children's outlook. It helps me cultivate love for Nature in my children and caring of the environment. Secondly, this helps develop a hardworking attitude in children. They get to know their effort can make the world become a kinder and cleaner one."

Laura Yessengaliyeva, young specialist of TCO Emergency Response Team shared her impressions, saying " I was very happy to be part of this "subbotnik". I am sorry to say I cannot attend them every time because of many other things to attend. To me, a young person and member of the world community it is extremely important to preserve clean environment of our planet for the benefit of future generations. I trust this day was a worthy contribution to the common cause. I was happy to be part of a wonderful team."

The volunteers cleaned the banks of the Ural and Erik, its tributary in Atyrau.

Such campaign serves a valuable experience to everyone that helps develop a true caring of the native land and planet Earth.

I would like to finish with a quote from Saint Exupery, who called planet Earth our common home. He said "Let us try and keep order and also remember one thing: clean is not where somebody's cleaning all the time, but where people do care and refrain from trashing the place."

**Altyn Sadykova,
Senior Specialist –
Ecology.**

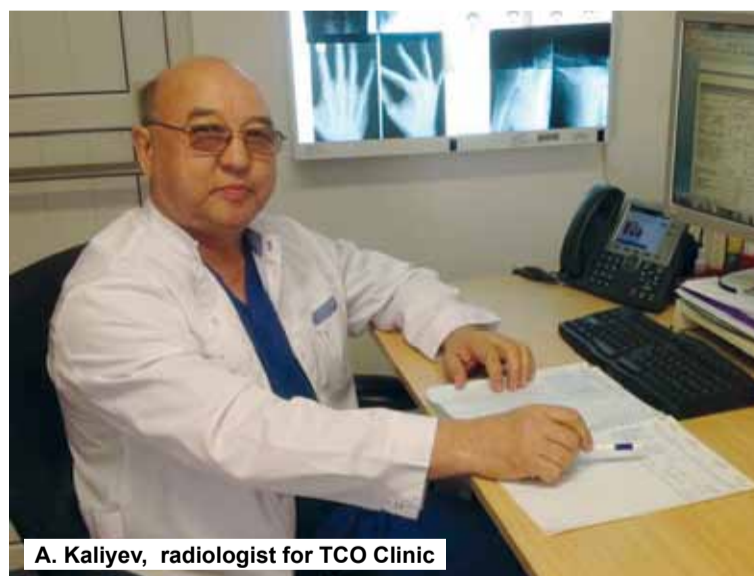
About our health

Stop smoking!

Smoking – the most common cause of premature death and working capacity loss. As a whole, in the world smoking kills more than 3 million people each year and, if the trend remains, by 2020 this number can reach 10 million. Recent international researches showed that smoking shortens life expectancy on the average by 20-25 years. According to statistical data available from TCO Annual Medical Group, in 2012 and 2013 the specific weight of smokers in total number of employees who have passed medical examination totaled 22% and 23% of percent. This figure can be considered stable, but at the same time serves a reason of serious concern as smokers with a long record of bad habit don't want to give up this addiction, inventing various excuses, like strong addiction to smoking, illusion of relaxation in stressful situations, fear to overcome the deterioration following refusal of to-

bacco, and even such delusion that smoking promotes weight loss! To give up smoking is hard, but it isn't so difficult as it seems. According to the former smokers, rush quitting of smoking remains the most popular and effective method of disposal of tobacco dependence. More than 90% of the former smokers used this method. It is really makes my day each time I hear people enthusiastically tell their stories how they liberated themselves from nicotine, and the word 'cigarette' for them is now a mere name of product! They note that during their fight against the addiction, it is just necessary to concentrate on achievement of the positive result which manifests in disposal of plenty of health problems connected with tobacco smoking. Below are some of them:

Twenty four hours after refusal of smoking the tone of blood vessels gets back to normal. As a result of removal from an organism of carbonic acid and carbon mon-



A. Kaliyev, radiologist for TCO Clinic

oxide breath becomes easy and deep, the organism is sated with oxygen and tissue respiration improves. Restoration of the sense of taste and olfaction capacity occurs after 1-2 days. In a week the unpleasant smell from a mouth disappears, complexion and the general condition of an organism improves. Gradually endurance comes back, there is a feeling of vigor, desire to be engaged in physical exercises or

sports. Memory improves; the person becomes more self-possessed and better coordinated. To facilitate "transition period," it is possible to use both folk medicine and classical medication. Try to air the room more often and walk in the fresh air. Occupations like yoga, physical exercises, swimming are also useful. Don't forget about gradualness and dosage of physical load. Certainly, food has to be balanced and with a

rich content of vitamins. Positive impact is enhanced by milk, especially goat milk.

The financial benefit of dropping smoking is indisputable! On the saved money it is possible to buy a tourist trip, to pay for rehabilitation opportunities or afford a strongly desired acquisition!

Listen to stories of winners over smoking, to whom tobacco smoke is a long forgotten past. Look at the way they enjoy their new life! Their positive experience has to stimulate smokers to change their attitude to the healthy lifestyle.

Tobacco smoking is a big problem around the globe. This is why two international events are dedicated to fighting against smoking. "The world day without tobacco" falls on May 31. The international day of refusal of smoking is observed annually on the third Thursday of November. The first of these dates was established by World Health Organization in 1988, the second was accepted on the calendar since 1977 according to the resolution of the American Society of Clinical Oncology.

Perhaps, to make a personal contribution to the above initiatives, you need to say to yourself "Stop to smoking!" already today.

BBS in action the Texas way



In March of 2014, a team of leaders of local BBS leadership committees, including both TCO staff and Contractors, was nominated for participation in the Safety in Action annual forum sponsored by Behavioral Science Technology (BST) Company of the USA. This year the event was held in Dallas, Texas for the three days starting from March 20. Because TCO was pioneering to this forum and was essentially a novice, our team's specific mission was a kind of reconnaissance in force. Our objectives were

- Gather and report general info on the conference to TCO BBS Leadership Committee
- Identify and borrow innovative insights instrumental in enhancing BBS process at TCO and
- Estimate the practical value of our future participation in the forum

Yet, let us not make haste and rather address the issues one at a time.

Safety in Action – is a large-scale forum of unmatched magnitude attended by thousands of CEOs and Operational Safety & Health team leaders representing world-class operations, all united by the noble idea to minimize the incidence of job-related injuries and incidents on site and beyond. The scope of the conference was impressive, indeed. About 2000 participants, leaders of safety groups representing various industries gathered together to share best practices. The opening ceremony started with welcome greetings from BST general manager Mr. Colin Duncan who later gave the floor to BST director of research and development Mike Mangon. This was an exciting experience to listen to the renowned specialists who dedicated their entire life and career to petroleum industry.

The forum was a three-day event. The initial day was presentation of the booths of participants. During this dynamic exhibition the companies introduced the visitors to the results of their effort in the area of occupational safety and health and bragged milestones achieved in establishing Behavior-Based Safety. To us this was a brilliant opportunity to share ideas and communicate our best practices to the industry specialists. We were particularly happy to meet our colleagues from a Chevron BU operating in the Gulf of Mexico (see photo).

The next two days we were busy attending various interactive

sessions held in comfortable conference rooms of princely Hilton Anatole which we used to call Anatoly as if by the Russian first name, in a casual manner.

The panels were facilitated by true professionals. For example, the subject of Implementing the Process of Mortality Prevention was the responsibility of Harrison Winn, a guy who literally knew this all from own experience. He survived a major explosion at a chemical plant and later registered copyright for a few products addressing environmental safety recognized world-wide. The man told an exciting story of his career, making significant points, while also communicating his stuff in a very easy manner, occasionally causing his audience to laugh heartily, yet strongly motivating everybody to absorb new knowledge and develop the essential skill for building safety culture across



Downtown Dallas – a breathtaking view of contemporary high-risers of unusual design next to old brick buildings and essential cowboy hats and boots, the symbols of Texas;



We visited the famous ranch, presently a museum, in the outskirts of Dallas – the place where the famous serial was shot, so much appreciated by our moms back in the 80s of the past Century;

the organization. Thus, each of the five sessions we attended has given us new and valuable knowledge and experience we are planning to apply in the near future to further better the BBS process at TCO.

After each session we took a break to get together, eat some food and share impressions, immediately trying to figure out the ways we will apply this or that new knowledge at TCO.

Askar Yesengeldin, leader of Safety Rules working committee for TCO Ops:

"Sharing best practices has

been always a very effective tool used to improve the work process. The continuous effort aimed at maintaining the necessary level of safety serves a strong guarantee of keeping any operation successful and fail-safe. At this forum we managed to meet our colleagues from the USA representing groups of operational safety and production operations. I would like to particularly recognize the painstaking effort and no-nonsense attitude many companies in the USA demonstrate investing big time in scientific research of human behavior. It is deemed very important they contribute a painstaking effort to break



The Pioneer Plaza Park in the heart of the city where you can see 70 larger-than-life bronze steers

down and derive the practical value of the knowledge of various aspects of human factor, such as the skill of communication and coordination, risk factor analysis capability and the skill of planning safety improvements for each workplace. I am positive we will succeed in further improving the work process in our departments at TCO."

Aelita Abekenova, member of TCO group at the forum, BBS coordinator for ESS, leader of BBS Infrastructure working committee:

"Being representative of ESS and member of Infrastructure Leadership Committee, I would like to thank TCO for giving me this precious chance to attend this conference which was deemed by me extremely useful source of information



The Old Red Museum telling the history of Dallas;

and even great fun. The participants demonstrated their safety skills critical both at work and at home. They also shared some innovative ideas of increasing the effectiveness of BBS training and some more. We used this brilliant opportunity to meet our colleagues representing various operations and places in the USA and share best practices. This forum was deemed by me a precious source of ideas. I hope we will be able to have a chance of visiting similar activities in the future."

OrynbeK KosheKbaev, BBS coordinator in Tengiz:

"This was an interesting experience outside Chevron organization. Before I had a chance to attend a few forums of Chevron and was eager to know about safety practices and BBS in other companies. Now this happened, finally. During the three days of the event I met with representatives of many companies, who shared their ideas and achievements in the area of behavioral safety. We also grabbed on this opportunity to share our experience of supporting effective blitz-campaigns aimed at trauma and mortality prevention. I am positive the

new ideas we learned at the exhibition and during the panel discussions will appear very helpful in increasing the effectiveness of our program and further improve the safety performance of TCO and Contractors. Our common challenge is to make sure all employees come home safe and sound."

This is a pleasant observation that, while sharing ideas at interactive sessions at the conference, we not only acquired new and useful knowledge, but also shared our own best practices. We are hoping they will appear of a great practical value to some participants of the forum. Overall the visit was of a great practical value and imparted a great charge of positive impressions and valuable knowledge on us. We are also hoping some people will borrow and appreciate our best practices. In other words, the visit was extremely successful and charged us with positive energy and second wind we will now be able to use to bring on newer ideas and innovations and promote BBS process at TCO to a higher level. As an outcome of the visit, my colleagues and I planned to update the training documentation for BBS Observers, bring on the data base for BBS action planning to minimize the risks of unsafe behavior, hold a workshop to exchange best practices with TCO Contractors, update observation sheets and enhance our effort in advertising BBS best practices and safety culture improvements. In other words, dear BBS observers and all stakeholders, please stay tuned to hear more good news and rally your support to innovative ideas! I can say for sure we have met the target we had been setting for this visit. We are very positive our visit was extremely useful for TCO. We are also sure the exposure to such forums will be extremely useful not only for BBS activists, but also for various level leaders at TCO responsible for safety at workplaces and aspiring to upgrade their knowledge and safety practices.

Now a few words about touris-toopportunities in Dallas we enjoyed during the short breaks between business part of our visit. The one who has not been to the Wild West should refer to our photos!

Finally, we are taking advantage of this article to recognize the efforts of Robert Guldner, general manager of OE/HES, chief sponsor of BBS process at TCO and the contribution made by BBS advisors and mentors Jaime Carbajal and Andrina Meyer, Olga Dudina and Helen Borzenko who organized our visit as part of advanced training for active members of BBS Leadership Committees.

Olga Filyushkina, on behalf of the group of TCO BBS Leaders, participants of BST Conference in Dallas, Texas.

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