



# ТШО ЖАҢАЛЫҚТАРЫ

«Тенгішевройл» жауапкершілігі шектеулі серіктестігінің басылымы  
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TCO NEWS

## New TCO Project to Launch

Astana, Kazakhstan, November 15, 2013 – The Republic of Kazakhstan and Tengizchevroil LLP (TCO) today signed a Memorandum of Understanding (MOU) that sets out mutual commitments to progress TCO’s plans to increase production of Kazakhstan’s Tengiz field.



“The MOU aligns the Government of Kazakhstan and TCO on the pursuit of common goals in the development of TCO’s Future Growth and Wellhead Pressure Management Projects (FGP and WPMP);

and outlines tasks to be executed by the signatories in order to execute FGP and WPMP”, said Minister of Oil and Gas of the Republic of Kazakhstan Mr. Uzakbai Karabalin.

The MOU signing is an important milestone on the path to a Final Investment Decision for the projects by TCO partners.

“The signing of this MOU is a testament to the fact that TCO and the Republic of Kazakhstan have a strong partnership, built on the principles of creating productive, collaborative and beneficial relationships with the government,” said acting TCO General Director, Brad Middleton. FGP will utilize sour gas injection technology used in existing operations to expand production capacity by approximately 12 million tonnes per year.

Through installation of a central pressure boost facility, WPMP will maintain the volumes and pressure of crude oil delivered to the existing Tengiz crude oil processing plants. The projects are currently completing the front end engineering and design (FEED) phase.

Similar Memorandums have been signed between the Akimats of Atyrau and Mangystau Oblasts and TCO.



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## New collective agreement signed

Tengizchevroil represented by Tim Miller, General Director of TCO and leaders of TCO labor union organizations – Amanzhol Alybaev, chairman of TCO Employees Union and Rasymkhan Matenov, chairman Trade Union of Tengiz Employees – signed a new Collective Agreement between the employer and employees on December 6, 2013. The document was signed for three years and is effective from January 1, 2014. The negotiations and drafting of the new agreement started in July 2013 and were continued from October 21, 2013 by Permanent Commission on Industrial Relations Regulation, resulting in the final signing of the New Collective Agreement. This is a bilateral document, which protects interests of both employers and employees and is expected to further enhance industrial relations, workplace discipline, labor safety, and also social protection of company employees. Collective agreement is a result of rigorous negotiations of the parties interested in establishing mutual relations based on trust and respect, and also a collaborative effort of entire TCO staff.



The parties did a great job. All recommendations and suggestions received by the Commission from TCO staff were reviewed within a month and half time. As a result of the dedicated efforts, a new Collec-

tive Agreement which regulates relations between the employer and employees was signed.

Ruslan ADILGALIEV,  
TCO Industrial Relations Manager.



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# 10 000 000!

On November 19, 2013 our TCO and Contractor workforce achieved 10 million hours without a Days Away From Work (DAFW) incident. My congratulations on this milestone! This is an excellent achievement which demonstrates our

workforce's collaborative efforts and commitment to incident-free operation. Cold season brings all of us new challenges. Therefore I am encouraging all of you to refresh your memory about your role in ensuring safety in your groups, always stay alert and pay extra at-

tention to our lessons learned from previous years. Please continue to proactively use your stop work authority to ensure the worksites are safe....even when things seem normal. I'd also like to remind everyone that the severe road conditions during winter require extra vigilance both from pedestrians and drivers. Please make good journey management decisions!

**Tim Miller,**  
General Director



## Meeting with TCO veterans

Meeting with company retirees on a yearly basis has become a good tradition with TCO management. This year this appeared a very special event because of the 20th anniversary of Tengizchevroil. TCO Human Resources held two meetings and hosted special luncheons in Atyrau and Kulsary on the 23d and 24th of October.

Invitations were sent to all the 72 ex-TCO employees, including 40 living in Atyrau, 22 in Zhylyoi Region and 10 more residing in various other locations in Kazakhstan. Reservations were promptly made at the Koktem restaurant in Kulsary and at Samruk restaurant in Atyrau. On behalf of TCO management deputy director Anuarbek Jakiyev made remarks and handed in letters of appreciation along with valuable gifts and flowers to the honored retirees. In Atyrau musicians of the Atyrau Oblast Philharmonic gave a concert to the respected audience, and in Kulsary the old people



enjoyed the brilliant performance of Zhem Arwee folk group. TCO pensioners enjoyed the event very much, because this was a precious opportunity for them

towards the veterans. Tursynbai Bakhtiyarov and Urazgali Moldashev spoke on behalf of their veterans' organizations in Atyrau and Kulsary took advantage of the special event to approach TCO managers, requesting to consider an opportunity to upgrade the annual financial assistance and pay the cost of vouchers to health resorts. Also they proposed that annual events should be scheduled for the Oilman's Day in early September. All the requests and proposals will be properly passed on to TCO management for consideration and response.



to talk to former colleagues and reminisce on the past achievements and the early years of their career in Tengiz. The old people sang and danced with great pleasure, and, of course, spoke of their strong appreciation of the caring attitude and awareness TCO management has been demonstrating

Dear veterans, thank you very much for your personal strong contributions to the Company's success. Please join us in wishing TCO retirees the best of health, happiness and wellbeing. Hope to see you again next year.

**By Gabit Karbasov,**  
lead specialist of TCO HR,  
Social Affairs

## Advisory Council Session in Kulsary

On the Friday of the 6th December, Kulsary hosted the finishing session of the TCO-Zhylyoi Advisory Council in 2013. The Council is a public body made to foster the open, interactive and productive relations between Tengizchevroil and the local community and government pursues above all the goal of further perfect TCO's corporate social responsibility.

Attending the meeting were AC active members representing

local community and TCO departments.

This time, TCO Community Advisory Council session was presided over by Rzabek Artygaliyev, general manager, TCO Policy, Government and Public Affairs.

Maxim Izbassov, Akim of the Zhylyoi Region, in attendance at the meeting, made his remarks. Below are the items on the agenda that were discussed during the session.

• The Zhylyoi Green Program – Gulnar Taskali of TCO Op-

erational Excellence/Health, Safety & Environmental (OE/HES) made a status report on the progress of the two initial projects. She specifically mentioned the total of 2000 trees have been planted in Kulsary and New Karaton; TCO is currently working on the long-term program for verdurization. This includes a survey and research, working out recommendations and maps for phased landscaping and amenity planting in the areas involved. The research is also expected to recom-

mend the best methods of watering, wise selection of the types of trees and shrubs best fit for the local climate and soils and mapping the prospective planting lots in Kulsary, New Karaton and Koschagyl as target communities.

• Greenhouse and Waste Plastic Recycling Projects – reporting on these at the Advisory Council meeting was Abat Orazbaev, supervisor for TCO Kazakhstan Content Development Group.

• Kulsary Parks and Recre-

ation Zones Beautification - was the subject of report by Kanat Ulkhanov, manager, Special Projects.

Among the subjects discussed at the meeting were the outstanding issues faced by local communities at the present moment which require active involvement of petroleum industry leader. All members of the Advisory Council speaking on behalf of Zhylyoi communities expressed a strong appreciation of the awareness and effort TCO has been contributing to the development of social infrastructure of the region. They also said they are hoping the productive collaboration will continue in the years to come.

**By Galia Essenova**



# A KAZAKHSTANI PROJECT – PIONEERING TECHNOLOGIES AND INNOVATIONS AT THE SERVICE OF ENVIRONMENTAL PROTECTION



By Viktor Sutyaguin,  
member of Kazakhstan Union  
of Journalists, specially  
for TCO Newsletter

The issue of utilization of the sulfur from the open storage in Tengiz which used to be a concern to local community is nearing a final and happy settlement, as TCO is actively crushing and offloading the commodity from the single remaining sulfur pad. The well thought-out marketing strategy resulting in continual growth of sulfur exports each year allowed for upgrading total sulfur sales at TCO above 3 million metric tones per year, with sales steadily ahead of production.

As a reminder, the first light in the end of the tunnel was the granulation plant to produce flaked sulfur built in the early years of the new Millennium by TINGS Company, the facility we presently refer as Caspian Sulfur Company Plant. Caspian Sulfur Company (CSC) is known as TCO contractor of choice particularly credited for its role in utilization and exports of the sulfur recovered from associated gas in Tengiz. The business and daily routine of CSC, the company workforce, the technologies used and the target markets where the commodity "made in Kazakhstan" is shipped were the items on the short list of questions we carried heading for the office of Caspian Sulfur Company, intending to give our readers a comprehensive account of the business creating a strong value for both Atyrau region and Kazakhstan at large, yet staying pretty much low profile. By the estimate of sovereign Kazakhstan, recently a nascent market where new facilities started to emerge just a few years ago, as response to the state program of Forced Development through Investment and Innovation, Caspian Sulfur Co. can be placed in the category of mature businesses with a notable work record. Its history started yet back in 2001 when the company committed itself to offer competitive technologies and effective services providing access to the Chinese sulfur market. International Commodities Export Corporation, a world-renowned specialist and leader in this particular sector of petrochemical industry, acted as the chief

partner. The project of Caspian Sulfur Company serves a vivid example of a foreign investor's success story. The smart combination of financial resources and up-to-date technologies transfer created an effective business and new jobs in Kazakhstan.

producing more, CSC also focused on safety and reliability through building a strong team of qualified professionals. The program of advanced training involves all types of employees and offers a large variety of training formats, like, for example,

Aigali Kairgaliyev, floor mechanic accepted a transfer to CSC Plant in 2004. The man's primary duty is to maintain the equipment fully operational. His son Samat took a diploma of equipment maintenance and repair technician from the Uralsk Vocational School and



From the very start, the investor placed a strong focus on the use of resources of local construction companies, service firms and engineering bureaus which were given preference and invited as contractors at all phases of the project. However, to build a plant places you half-way to the target. The challenge is relatively easy, given you have both the funds and the desire to build a new facility. "A much more serious challenge was to bring the business on track and organize a fail-safe, continuous operation utilizing a method of sulfur granulation unique to Kazakhstan, producing premium quality sulfur. The bulk of sulfur exported from Kazakhstan at the time was shipped to the markets via traditional routes through existing sea ports. The flaked sulfur was a true revolutionary solution which allowed for transporting the bagged commodity by rail to the largest world sulfur market in China", - reminisced CSC executive director Dyussenbai Elseitov. "The Chinese customers liked our flaked sulfur, so the demand grew each year. This was the signal to us to go ahead and expand the capacity on the go. CSC built more plants, while also bringing on state-of-the-art technologies. As a result, we upgraded total capacity to 400,000 metric tones per year," - said Mergassim Davletchin, general manager of Operations. - To-date our facility has granulated over 3 million metric tones of sulfur from TCO." While expanding capacity and

advanced courses for specialists and supervisors and workshops facilitated by consulting firms. The staff of CSC Operations is actively involved in cross-training, testing and certification. With a due regard of sulfur industry specific requirements, the training programs for certain types of jobs were tailored to meet the Company's needs and designed to ensure continuous advance training, in order to build a sufficient personnel reserve. "Our Plant is not only the world largest facility producing flaked sulfur, but also unique by the degree of workforce nationalization. Today we have the total workforce of 121 employees. Although we are using all western technologies, we have only one expatriate on the staff. All the rest are residents of the Atyrau Oblast, the majority coming from Zhylyoi region," - reported Dyussenbai Elseitov proudly. The phenomenon of high personnel turnover is not about CSC Plant, more so, whole large families work here. "We are proud of our own dynasties," - continued Mergassim proudly. - For example, Amirkhan Kdralin started with CSC in 2004 as bagging line operator, then completed cross-training and in 2005 was transferred to liquid sulfur offloading operator. In 2010 he received promotion to senior operator. Right by his side he has two of his brothers - Seilkhan and Essengeldy working at the plant. They followed the steps of Amirkhan in 2004. The family lives in Akkistau.

was hired at CSC in 2009. Sergei Vdovichenko, another floor mechanic, was among the pioneers who built the plant in Tengiz. In 2003 he completed the Bagging and Loading Operator training. Sergei is recognized for scrupulous and responsible performance. After the capacity expansion he was promoted to the position of floor mechanic. In 2004 he recommended his brother Alexei, who is presently operator for liquid sulfur line. Sarsen Taurbaev has been working with CSC from day one of the plant. He is known as highly skilled and expert specialist, who had started his career at the Atyrau Chemical Plant. With CSC Sarsen started as bagging line operator, then completed cross-training in flaked sulfur production operation, so presently he is one of the best senior operators at the plant. Keeping him company at the plant is his younger brother Bakhtiyar, currently liquid sulfur operator. Bakhtiyar was also cross-trained as crab reel operator which is an added value. Four years ago, another brother - Serik was hired at the plant," - finished Mergassim. The plant operators treasure their jobs at CSC Plant not only because of attractive compensation. The plant personnel also enjoy a competitive social package. Also a special allowance program is available. The strong professionalism of CSC team naturally contributes to the higher reliability of equipment. To-date, the record of DAFW exceeded 1 million man-hours.

The strong safety culture helps comply with high national and international standards, and observe the stringent industry safety regulations. As a result, the plant has been producing flaked sulfur in excess of its project capacity for quite some time. The flaked sulfur production is a fine tuned process. Sulfur arrives at the facility in liquid form. The process itself is extremely clean - no sulfur dust, no hydrogen-sulfide emissions. This is achieved through de-gassing of sulfur. Guess it is important to mention the financial performance and operational excellence of CSC Plant has been recognized not only by local community. At the International Economic Forum of industry leaders in Russia, Ukraine, Kazakhstan and Belarus held on the 29th of August, 2013, according to 2011-2012 statistical ranking, Caspian Sulfur Company Ltd. was listed among the Top 7 medium-size businesses of Kazakhstan petroleum industry which is a result to admire. The enterprise was recognized among the best in this sector. Among the trophies CSC took from the forum were the certificates of 2013 Industry leader, 2013 Industry Specialist, the 2013 Honor of Kazakhstan Order and the two medals for leadership and high effectiveness. Numerous diplomas, awards and certificates of excellence and leadership awarded to CSC by the national Business rating Agency, now on display in executive director's office, have served the evidence of success of this business for quite some time. More leadership recognition and credit came from the International Union of Business Rating Agencies based on internal rating. The national business rating is accepted across the board throughout CIS and the Tax Union. Below is a quote from the award ceremony protocol, saying "Such a strong recognition of performance of Caspian Sulfur Company Ltd. proves the company is a true premium expert in its specific area of business. Due to professional management the Company has recently achieved many prominent targets and successfully implemented a number of projects." The technologies and best practices currently used in Tengiz by CSC could be of value to the effective development of Kashagan oilfield in the Caspian off-shore. Kashagan recently started commercial production. As was reported earlier, at the initial phase of Kashagan oilfield development, the plan is to store up to 4 million metric tons of sulfur around Bolashak Plant. The strong competence and high qualification of CSC workforce could be of significant value to the partners of the Consortium, who will soon find out the open sulfur storage is a concern of local community. Among the unquestioned trump cards of Caspian Sulfur Company are both the up-to-date attested technologies and the profound experience in building a highly professional team using local workforce. The latter aspect is of great value to the region seriously affected by the cuts in Kashagan and Bolashak after the completion of construction works.



# Sharing best bbs practices across the board

A Behavior Based Safety (BBS) forum was held for the second time in Tengiz. Representatives of 20 contractor companies and TCO had an opportunity to exchange best practices and share ideas on improving safety in contractor companies.

The agenda of the forum included presentations by Bolat-Zhol, ESS-KMGS-C, Nabors, NSS, Rutledge and Yulmar Services. In addition, the participants reenacted BBS situations, offered recommendations on how to use the field guide book Preventing Serious Injuries and Fatalities, held brainstorming sessions, organized a BBS posters showcase and, of course, the recognition of those contractor companies which demonstrated leadership in supporting BBS and achieved great performance throughout the year. There is no doubt all participants of the forum obtained a lot of useful information from the event. For example, the organizing team presented various mini-reenactments to show different types of poor quality observations.

- No feedback, implying absence of dialogue between the observer and the observed
- Observations keeping the observed in the dark is banal spying
- A theatrical piece about the



observations with wrong feedback discouraging the observed from supporting BBS. One has to note that after the

above reenactments of situations showing wrong practices there was a demonstration of a good quality observation with all the stages starting from the announcement to conduct an observation up to

exercising Stop Work Authority and rectifying the at-risk behavior. The forum participants highlighted the brainstorming or team discussion of issues. The attendees

were divided into 3 groups and each made a list of the issues and obstacles which prevent them from raising BBS to a more significant level in their companies. There was nothing new about this task until unexpectedly the groups were requested to change their roles and suggest action to remedy the problems registered by their counterpart. The following are some of the issues stated during the team discussion. They are as follows:

- Improving the mechanism of communicating the information about the incidents to contractor companies
- Linking BBS to preventing serious injuries and fatalities process
- The need for updating the BBS observer training materials with visuals which can help to reveal high risks that require an observation to be conducted.

The forum participants made a decision that these issues will be resolved by joint efforts of TCO

BBS, Root Cause Analysis and CHESM teams. This forum was different from the one held last year in the way that this time the representatives of the contractor companies shared their best practices. Another positive change was the informal manner of discussion. It is pleasant to note the contribution by the Production Operations and OE/HES Management who offered their ideas and suggestions as to the ways to increase the efficiency of BBS and improve the format of such gatherings appeared also of great value. The culminating point of the forum was the announcement of the best Contractor Companies. The Best BBS Supporting Contractor Company certificate was awarded to ESS-KMGS-C, while Ariadna LLP was the winner of the Best BBS Performance prize. A unanimous decision was made to continue such useful forums in the future. The ideas and recommendations regarding the improvement of the BBS process in Contractor Companies will be considered by the BBS Team and incorporated into the 2014 business plan.

By Orynbek Koshekbaev,  
Behavior Based  
Safety Coordinator

## Picture story

# CAUGHT UNAWARES BY WINTER'S MONKEY TRICKS – this joke does not apply to TCO

The above is a joke commonly applied to poor municipal services management.

Now let us look at the photos. If somebody occasionally thinks this was a fancy dress show, this would be wrong guessing. On the Friday of the 25th of November TCO BBS Team organized a test at TCO Headquarters and other Company facilities in town to determine the employees' preparedness to face winter risks. As the saying goes, repair your cart in December; in July your sledge remember. To prepare in good time for the upcoming cold, the slippery roads, the icicles, the poor visibility because of fog and snowfall, and the shorter daylight time is a good idea. During the cold season, the risk of trauma as a result of slipping and falls is extremely high. Are TCO employees ready to tackle these risks and prevent potential injuries?

To get the answer to this important question was the purpose of the BBS Day at TCO which



for some reason was referred as the sweetest day of November. Why so? You will find out soon.

Twenty minute testing was organized at all floors of TCO Headquarters in Atyrau, plus inside the annex building. The testing procedure was uniform and the same for all locations, yet anything but boring. This was essential to give equal chances to all.

Test Phase 1. Check out the weather outside, put on warm

clothes and anti-slip shoe grips, don't forget the flashlight. In other words, get armed to the teeth before you go outside in winter time... This was the exact task of the game where two teams were requested to dress their colleague the proper way to tackle all potential risks of the set weather conditions outside. The teams were given two boxes of clothes, including items clearly unfit for the winter season, yet added deliberately for more fun and to mislead the players. Such

were, for example, the Panama hats, the slippers and swimsuits. As you can see from the photos, the trick did not work. Test Phase 2. The brief, yet very merry quiz game demonstrated the perfect awareness of our colleagues about winter risks and the good knowledge of measures to ensure safety in specific situations during winter season. For example, some demonstrated the perfect technique of slip and fall prevention on the icy surface. Others recommended to stop at a distance from the roadside verge to make sure all vehicles stopped before the zebra crossing, establish the eye contact with the driver and then start to move



safely. In addition, it was also recommended to wear conspicuous clothes in the hours of darkness or wear items with reflective placards. The above are very basic, yet practical tips which normally prove extremely effective. Test Phase 3. This one was a blitz. The teams had to give





# Flash mob: Seventeen Moments

Operation Report



At one of the sessions of the Atyrau Behavior-Based Safety (BBS) Committee an idea was suggested to do a flash mob on housekeeping. It was suggested by Yuliya Zhevno, M&T Senior Translator. For demonstration Yuliya showed a video on a similar flash mob done in a department store. Having no department store in TCO – obviously ... well, at least not yet ... we decided to do it in our mess hall during a lunch break. So, the day of our provocation came, we organized a little mess, and here's in the order of appearance.

12.00 p.m. We are in place. We deploy a group of miners, which unnoticeably circles the targeted area, occupying several tables. No suspicions aroused. Everything as usual – trays, food, coke. The only thing that could give us away was the large photographic surveillance aid, but we managed to mantle it in disguise.

12.20. The greasy spoon is teeming with people. Work hard, eat hard! Right? So, we finish the coke and start the show. One of the miners gets up and starts



Agent 0031 «Rocky» (Rocky Brannen – Projects General Manager)

moving to the belt conveyer. He stops near the exit from the dining area, pretending to do up a lace, putting the food tray on the floor. The empty Coke bottle falls down and rolls to a garbage can nearby.

12.21. He's done up the lace, gets up and goes, leaving the bottle in place.

12.25. The second one gets planted by the entrance to the food service area, which is in a different hall.

12.27. Center analyzes the situation and tries to predict the consequences. However, the result exceeds all expectations, it is just mind-boggling! The very first person - that is the one that came right after the thirty others that had gone by before him, saw it and actually cared to address the hazard. Concentrating like never before – a sapper's lot is clear – he only mistakes once! – he picks it up and reaches to throw it away into the garbage can, and

almost drops it because of a sudden outbreak of the 'palm-action' gunfire.

12.30. At an attempt to leave the prime scene, the target was intercepted and duly awarded with

this point, but what is clear is that these individuals are not only high-class professionals, but also caring people. Center is processing the information and will soon circulate the intelligence with



Here are our heroes – Sadykbek Baurzhan, Lead Analyst, Finance and Nurllybek Izteleuov, Analyst, IT

a shot on camera and a bar of Alpen gold. Our hero happens to be called the same as a famous American superman, Rocky! The second drill mine was deactivated by two more 'A'-graders. Their names are not known at

their names. Point to ponder: You see it – you own it...

**Alexey Dyachenko,**  
Atyrau BBS Steering Committee  
(Translator, Negotiations and Legal)

the right answer to just one single typically woman question: what is the ideal heel size recommended for safe walking? Interestingly enough, the right answer (under 1.5 inches) came from a young lady wearing shoes with almost 4.5 inches long stiletto heels. It was good to know, though, she was aware of the safe size, so will probably compromise the maverick fashion in winter to get stable. In the meantime, a few ladies were

awarded Dear Prudence choco bars for selfless wearing of shoes with heels under 1.3 inches. By the way the heels were measured by a steel tape, hence no chance of unfair judgment.

Test Phase 4. This one was for the drivers. The judges selected of expert drivers with a solid record of driving experience suggested that the team members demonstrate their skill of cleaning the windshield of snow, ice and hoarfrost, checking the fluid level in the washer tank. A valuable tip was to calculate the trip time to ensure safe driving and avoid speeding. They also recommended that fuel tank should be filled up before the trip and preferably kept full to avoid condensation. This is some essential things every driver must know, however, testing was a valuable effort without a doubt. During the discussion, some employees raised the issue of parking private cars at TCO in winter time. Natalia Nurshekenova, HES specialist took note of all



requests and recommendations and assured the audience they will be properly reviewed. She also reminded all drivers should dial 7777 to receive advice for safe driving in extreme weather conditions.

To cut the long story short, the BBS Day appeared both fun and of significant practical value to many people involved. We are positive it will help to make our joint effort more effective to enhance general safety observance.

The results of testing showed our commitment to cultivating safety culture and advertising behavior-

based safety practices yielded visible positive results. We may say with confidence there are no employees at TCO who do not understand how serious the season's risks can be. Caught unawares by winter's monkey tricks is definitely not about us. Now is the time for you to know why the 25th of November, 2013 was called the sweetest day. The answer is very simple. The owner of each correct answer in the quiz game was rewarded with a bar of chocolate or a box of candies, depending on the sophistication of the question. According to a rough estimate, the total of six kilos of chocolate

was distributed in bonuses. Although no BBS records were made this time for statistics, the general awareness of season's risks and related safety action is truly impressive. The audiences requested that such type of testing should be organized on a regular basis. Thank you all for active support of BBS initiative. In view of the upcoming New Year wishing all TCO employees, our colleagues and their families an excellent holiday, happiness and safety at workplace and at home!

By Olga Filyushkina, BBS Program coordinator





# Getting public support

During the two days starting on November 1, and later continued in Kulsary the finalizing conferences were held on the subject of Involving communities in administration and decision-making as part of the Public Places Project of Eurasia Foundation for Central Asia (EFCA,) implemented in partnership with Tengizchevroil.

Attending the events were representatives of Atyrau and Kulsary Mayor's offices, local parliaments, Tengizchevroil, municipal services, transportation and road maintenance companies, officials of the Center of language training for civil servants, Atyrau Oblast Civic Alliance leaders, managers of Cooperatives of Apartment Owners (CAO) in Atyrau, students and faculty of Atyrau University department of economy and state administration, participants of various community projects and other stakeholders - the total of 90 people.

Making reports at the conferences and also acting as facilitators were Sara Imbarova, community mobilization trainer and chairman of Ust-Kamenogorsk Association of CAOs Gulnar Abisheva.

The city of Ust-Kamenogorsk in Kazakhstan is known for positive, profound and unique experience in the area of community involvement in administration and decision-making. The region has its own local Public Opinion Polling & Research Center, Self-Administration Committees established to assist local Akimats, plus Regional Public Councils functioning as local mini-parliaments. This constitutes a whole mechanism providing polling of citizens and analysis of the priority needs of local communities, so the administration is further able to use their data to address the problems promptly and effectively. What happens is the city territory is responsibility of 8 Self-

Administration Committees (SAC) which work to effectively resolve all outstanding issues through involving support of communities.

Gulnar Abisheva shared on the procedure of building self-administration committees and typical problems they need to resolve. She said, "the common problem of all territories stalemating effective self-administration is the passive attitude of residents. Its is hard to gather even the owners of one single apartment house to discuss some outstanding issue for everybody's benefit, even though the majority is well aware the cost of apartment largely depends on local infrastructure quality, including basic utilities, sports grounds, architecture of the building, etc."

The panel discussions and workshops held as part of the conference were essentially intended to develop practical skills. The participants also benefitted through sharing ideas and best practices. As a result, the feedback was very positive and proved the trainees understood much better how they can organize self-administration and involve the commu-

nity in decision-making and resolution of priority issues in the Atyrau Oblast. The recommendations the participants received from the facilitators are deemed of a strong practical value. Many people identified potential partners and stakeholders for future mutu-



ally beneficial cooperation.

EFCA has been implementing projects under the Community Investment Program of TCO's now for almost four years, therefore continuity is an essential criterion. During the initial three years we focused on stimulating public activity and establishing NGOs in the areas of primary importance to the communities. Today we are duly proud of our leaders who demonstrated a strong commitment and achieved success working with the disabled, the teenagers, youth

and local school teachers. In 2013 EFCA awarded letters of appreciation to three NGOs for excellence in organizing social projects of local and all-Kazakhstan scope. Two leaders of NGOs were bestowed medals by respective ROK ministries as best social workers. However, the format of NGO proves effective in addressing tar-



get audiences, while common issues like road safety and beautification of common areas in front of apartment houses need a strong community involvement.

This accounts for the strong practical value of the idea of our Public Places Project. In 2013, we particularly focused on mobilization and involvement of local residents in resolution of outstanding municipal issues. For example, the residents of Kulsary and Atyrau identified priority issues in the area of territory beautification all by themselves. They organized steering committees and, after completing training in EFCA projects drafting, they submitted 13 applications to take part in the Best Public Places Project contest. As a result, EFCA provided funding for five best projects. Three of them, including a paying ground for children, a footway and courtyard landscaping have been finally implemented.

Said Karina Gulnasp, man-

ager of the Beautiful Micro-Region Project in Kulsary, "nothing works better to unite people than the common concern and care, and the feeling of mutual support. Our project was about building a playing ground near multi-storied apartment houses in Kulsary Micro-region #2. At first it was hard to mobilize the residents for a cleanup of the territory involved. However I found the effective way to do this. In the morning hours I started to clean the area myself, all alone at first, yet soon some adults joined me, and later we had younger people volunteer to make us company. We removed all the debris in the back of the house, built a playing ground, completed maintenance in the hallways, and presently we have the potential to resolve many out-

standing issues in our neighborhood. Before I kept sending complaints to the municipal services, requesting immediate action to remedy technical problems and discipline negligence. At some point, though, I discovered I could contribute personally to resolving some issues. Through pooling our joint effort in the Public Places Project we managed to create by far more value than through complaining and making noise."

The Public Places Project prompts very practical methods of changing the civic position from so-called 'sitting on the fence' mentality to active involvement, thus proves the people can improve their environment dramatically when there is a will. The project involved the total of 400 participants in Kulsary and Atyrau, also supported by 11 local companies and 3 municipal organizations.

By Azhar Iskakova,  
assistant manager,  
EFCA Projects



# Volunteers share their stories

The second year of Yntymak Program of Corporate Volunteerism implemented in partnership with Tengizchevroil is nearing completion, so it is time to summarize results and estimate the impact. This was the reason on the 6th of November all involved arranged a get together for what they called a Press-café in the conference hall of the Atyrau Hotel. All involved included Yntymak volunteers, representatives of NGOs and social services, and, of course, the media, who came to talk over a cup of tea.

Albeit total contribution of volunteers to the national economy of Kazakhstan has been estimated at approximately Tenge 1,182k (\$7700) to date, at such meetings the most appreciated by all are simple stories telling about real people whose lives have changed dramatically thanks to the volunteers.

One such story shared at the meeting was about the residents of the Juvenile Adaptation Center, the temporary shelter for the minors awaiting the court decision on whether they go back home or will be placed in an orphanage. Starting early this year, Yntymak volunteers have taken this social facility under a wing. Each young person staying here has his own story, a sad account of the circumstances which eventually brought him to the Juvenile Adaptation Center, often worth an exiting plot of a criminal drama. No matter how grim the story, the volunteers visited the children again and again, spoke with them and took them to the mov-

ies theater, dedicated their free time, organized candid tea sessions and did many more good things like this. During the final assessment of the impact of the program the staff of the Center of Juvenile Adaptation shared their observations of the change the Yntymak volunteers have made to the outlook and social attitude of the children.

Here is a story of Nurmukash, a little boy who found himself in the Center when he was just 2,5 years of age. He was picked in the street by civil workers who caught him in the act of panhandle business. On top of all, the boy had very poor speech habits and it was hard to make out what he was saying. As a result of the months

he spent at the Center and due to the painstaking effort of volunteers who worked hard to develop the boy's socializing skills, Nurmukash became a much more amiable person with neighborly manners, and he also learned to speak well. By the time he was finally leaving the facility, the little man could read and recite small verses.

Now yet another exciting story of a small girl by name Olga, who was found by the civil workers at the age of 10 or thereabout. She had never before left her apartment, never attended a school and was generally close-lipped and unsociable. The volunteers trained her in alphabet and counting, read books to her and in-

volved her actively in various games. Eventually, Olga was assigned to an orphanage, yet by that time she mastered the alphabet and the count, but the most important, she learned to laugh and smile, and developed the socializing skills.

Those brief stories touched the heart of every person in attendance of the Press-café session, while the management of the Juvenile Adaptation Center wrote a letter of appreciation praising highly the effort and the strong commitment of Yntymak volunteers. Besides the above, more none-the-less exciting results of the volunteers' activity were reported at the meeting.

For one, this year the volunteers have rescued about 27000 small fishes during the Midge Savior mission, compared with last-year record of 5,000.

The staff of NGO Globe spoke of their appreciation of the volunteers' help in mastering Microsoft Excel and developing the skill of fast typing. In 2013, Yntymak volunteers



organized twice as many activities which involved the Juvenile Adaptation Center, local orphanages, the Tulpar Summer Recreation Camp and more. Among the most popular in town and extraordinary were the fish rescue mission and the environmental flash mob. The total of six social services and public organizations have received support of 18 Yntymak volunteers, who offered assistance in such areas as English training, management and planning skills development, PC skills and website designing.

According to the feedback, the strongest impact has been achieved in the development of basic social service skills, socializing habits and planning. In the final part of the meeting, all attendees gave the Yntymak volunteers a hearty applause as they received letters of appreciation as recognition of the tremendous value they created to the community.

Our readers are welcome to learn more about Yntymak volunteerism visiting the [www.yntymak.hostei.com](http://www.yntymak.hostei.com) web page or through contacting us directly by e-mail [yntymak@cdc.org](mailto:yntymak@cdc.org). Do not hesitate to join us to make your ideas a reality and do goodness to the people in need!

By Irina Kim,  
Coordinator for PYXERA Global  
Kazakhstan Programs





# Volley Tournament

## Atyrau hosted a TCO Cup Open

As part of the regular calendar of sports events sponsored by TCO and particularly dedicated this year to the 20th anniversary of Tengizchevroil, a TCO Cup was held on the 24th of November to identify the best among amateur woman volleyball teams of Atyrau representing local clubs and leading companies. It is worth mentioning all the games were marked by the strong spirit of competition, the will to win and strict observance of safety rules

by all players, so, as a result, registered zero record of sports traumas. We are happy to say the words of appreciation to the players, coaches and organizers for the great effort, outstanding enthusiasm, brilliant performance and promotion of the healthy lifestyle. Thank you all who have sent in your feedback and ratings to the organizers. Below are the final standings and names of the winners. **1st place** – team of Atyrau Refinery. **2nd place** – Team of Volley

Vets. **3d place** – team of Agip KCO & NCPOC. Also the names of the best players were announced. They were awarded special diplomas and mementos from TCO. TCO Human resources hereby compliments the woman volleyball team of Tengizchevroil on active participation in the event and good performance.  
By Beibit Ikhsan



The present-day students of public schools are really lucky enjoying access to the largest ever scope of information. As a result, they often demonstrate superior competence in mechanics and engineering, and keep abreast with up-to-date technologies.

Over the past decade the attitude of school students to learning has changed dramatically. Besides the essential capacity to absorb the school curriculum, the young people are expected to be able to visualize the practical application of the knowledge received, plus need to develop and demonstrate practical skills at regular lessons and extramural activities. Although busy and valuable at school, the instructor is also expected to show more awareness and care of the children and the way they spend their time after hours.

In connection with the above, I would like to share my personal impressions and thoughts about the Atyrau Summer School of Math my son attended in the latest two academic seasons. I deem this not just another chance to reiterate and practice the knowledge and skills received at regular comprehensive school, but rather a brilliant opportunity for a young personality to establish through socializing, communication and competition in a new environment.

# Many thanks to TCO



Many thanks to the school instructors who give thorough knowledge to our children. I am particularly grateful to the Summer School of Math instructors who exhibited true excellence in organizing the training process at advanced level and provide quality education for the young people.

The summer training course was organized courtesy of the thoughtful and systematic effort of Atyrau Oblast Educational Administration, plus the social awareness and valuable sponsorship of Tengizchevroil.

I would like to join the congratulations and greetings to TCO



for the company's 20th anniversary celebrated this year and thank the management for the tremendous difference the company has been making to the national economy of Kazakhstan, its leadership in the petroleum sector and, in particular, for the value TCO creates to the community. The Atyrau Summer School of Math is just one strongly appreciated result of this unmatched social corporate responsibility.

I am sure many more parents will eagerly join me in praising the effort of the sponsors of this great initiative. Apart of the advanced training, our children also strongly appreciate the high standard of the outdoor events and education. They feel truly proud, bragging their certificates before their friends from other locations. Many thanks to TCO, wishing you a thriving business and continued success.

I am also hoping we will see similar initiatives in the future, while the project of the Summer School of Math will continue, because the children appreciate it as a much better option than the daily play of football in the dusty backyard or a banal PC addiction. They are looking forward to meeting their favorite SSM instructors once again.

The above are the words of appreciation from the letter sent to TCO News editorial board by Gulnara Kurmangaliyeva, mother of Raimbek Gibratov, student of Atyrau School #17

# Heartfelt greetings

Khalyk Life Insurance Company affiliated to People's Bank of Kazakhstan, the winner of The Leader of the Sector 2013 award and member of Khalyk financial group, the largest group in Kazakhstan, in pursuance of the lasting tradition is offering heartfelt greetings to all employees of Tengizchevroil for the great national holiday – the Independence Day of the Republic of Kazakhstan, wishing the oilmen of Tengiz the best of health, prosperity and peace! Tengizchevroil has established a long-term partnership with insurance companies and banks

affiliated to Khalyk Financial Group. Under the agreement made by TCO and People's Bank, the total of 171 TCO employees received housing loans from the Bank and signed agreements for life and property insurance since March 2013. Currently, we are in the process of preparing similar agreements with more TCO employees. Khalyk Life is honored to offer our clients an attractive insurance product, a Cumulative Life Insurance which will grant you a shareholder status with Khalyk-Capital. We are taking advantage of this publication to brief you on the benefits of our insurance product. It



will both allow you to provide for important events in the future, protect yourself and your family from contingency and increase your insurance amount annually through profit-sharing with the insurance company. For example, you can practically double the insurance amount through accumulating it over a term of 20 years, because the Company will essentially match through annual distributions to shareholders. At-

tention of TCO employees going on overseas assignments, our insurance plan guarantees around the clock protection all around the globe. Last, but not least, the procedure of insurance agreement is very simple. What you need to do is just fill out a questionnaire. For more information please contact the personnel of Khalyk Life in Atyrau-based office or call to make an appointment at your workplace at TCO HQ. We are happy to offer our sincere wishes of continued leadership and thriving business to Tengizchevroil along with many more impressive achievements in all areas.

**Gulnara Jumatova,**  
Director of Khalyk Life Atyrau



# SONATA for Anna

*Sonata - a composition for one or more solo instruments, one of which is usually a keyboard instrument, usually consisting of three or four independent movements varying in key, mood, and tempo – FreeDictionary.*

None of her family members was a musician by training or profession. Father, Bolat Atchibayev was an oilman, a geophysicist, to whom exploration constituted the purport of living and inspired him like poetry. Mother, a physician by training, in real life acted as Jack of all trades in the good sense of the word. She seemed to know how to do every thinkable type of job about the house, thus was able to create an environment which made her husband and breadwinner feel absolutely happy during his rare visits of home. Their warm and comfortable home was always filled with sunlight, and their three amiable children impressed the parents with outstanding talents and good manners. The home had its own soul which was extremely kind and winsome... Anna's father died prematurely at his workplace of heart attack at the age of 46. Anna believes he took away for good to the other world the feeling of family happiness and her music...

Music in a sense other than regular tunes and songs common to all humans, but rather meaning an outlook and the core of personality crashed in Anna's inward habit like a snowball in the blue sky. Once for the first time she heard Beethoven's Moonlight Sonata and, suddenly, saw herself at the piano playing this fantastic music. She could even hear the breathtaking chords as if produced by her fragile fingers of a young girl touching the keyboard. She was totally stunned by the power of the sound, and her little heart was captured by this beautiful dream. The inexpugnable desire to play the Moonlight Sonata tortured the little girl's heart for a few days, and then she could not resist it anymore and demanded that the parents enroll her at a music school.

He Mom and Dad were happy. Those were the times when taking a child to a music school was considered a good form and implied the family claimed the higher social status. Anna volunteered to go to the music school which eventually became one of the brightest memories of her childhood. Then she became a university student specializing in musical training and still later – various jobs at cultural establishments where she played at concerts and special events, including attended by top echelon state officials, cosmonauts and other celebrities.

Her career of a professional musician ended in 2001 when she accepted an assignment with TCO. Presently, Anna is a national specialist with excellent English and a solid record of working in Tengiz. Since recently, she is part of TCO IT Group. "Do you think that was an amazing change? – asked Anna Atchibayeva, IT group analyst, laughing. – But we have been living in the epoch of great changes over the past 25 years, don't you think so?..."

Indeed, in the early 90s life took no mercy on anyone. It was time of Gorbachev's cangeovers. Her mother and father managed somehow to sustain a descent standard of living which was either a miracle or the result of painstaking effort. Father felt nervous, because the normal payroll

was replaced by a weird barter practice and pay in kind, so one had to swap goods. Being a head of an enterprise, in the meantime, Bulat Atchibayev had what the doctors call acyanotic heart disease, and once his heart failed him. Soon Anna's personal pri-



Parents: Lidiya Nikolaevna and Bulat Sadykovich

vate life also went haywire. After a daughter was born, the young couple divorced. Mother's support during those hard times was invaluable. Yet, in spite of the generally murky setting, sometimes the sun shed its light on the family and presented to them a spell of happiness as Anna occasionally sat at the piano after hours and prayed to her Music. She played her favorite Moonlight Sonata, a few things by Chopin and Mozart... It soothed the pain, however, this was the fading light of sunset, while she felt the yearning for the dawn, the morning sun, the happy warmth of sunshine.

"I soon realized it was useless to expect help from other people," – confided Anna Atchibayeva. – The spiritual life is important, without a doubt, yet everyday routine is rather a dramatic prose than lyrics, so I needed to change the attitude. Thus,

the end because of heavy emotional stress, so I sat at the piano and sang the popular hits of Alla Pugacheva about calamities of life... This gave me the inspiration and helped a lot. Finally, when I knew I mastered my English to a good standard, I mobilized all my "guts" and submitted my resume to Tengizchevroil HR, seeking employment. Honestly, when I received a positive response this was somewhat unexpected," said Anna laughing once again. Now Anna Atchibayeva, a musician by training, had an altogether new musical score on her easel. This was about a huge plant, the super-giant Tengiz oilfield, crude oil and thousands of employees around, all looking inspired and dedicated, and... happy. The expats she met at TCO reacted to her mention of professional musical training with a mixture of amazement and admira-

tion, while the nationals shook their head with a mean smile on the face, as if understanding the young lady was a protégée of a powerful boss. Well, this was part of her essential survival test. The best way to prove them wrong was to demonstrate her value. This meant she had to work harder to study English, learn the niceties of office work and interpersonal communications, peruse the structure of a huge operation and track endless links connecting the upstream facility to the outside world of global market. Anna's fingers knowing the black and white keyboards of the piano to detail and her eyes trained to make out the sophistication of a musical notation now had to get accustomed to the PC keyboard and capture graphs and charts. In 2003, the Ops and Field Development Group moved from Tengiz to Atyrau. This was the time when the largest ever SGI/SGP Project kicked off at TCO, thus the scope of every employee's duties grew dramatically. A new project means new business focuses and nuances, very much like a new musical composition set on the easel for a pianist. Of course, one can try and play off-hand, only the result will be the same as when you try to read unknown verses off-hand. You can probably keep to the right rhythm and capture the rhyme, yet this will never be the ideal style of reciting. Which essentially meant she was once again expected to work hard to master the new skills. The effort paid back soon, and Anna was finally respected as a true professional, whose advice and assistance was wanted. Meanwhile, the majority of her

colleagues were totally unaware of the role the music played in Anna's life. They thought she was a linguist by training. Once, at the New Year party she took a microphone and sang a famous hit of Alla Pugacheva. Now it was the time for a cultural shock to her colleagues who admired Anna's singing immensely. The audience recognized at once this was not only a brilliant demonstration of superior musical talent, but the song told this lady's personal story full of drama and strong desire to make this world a little bit better and more humane... After the stormy applause, there came the questions, so eventually Anna had to unveil the mystery of her musical talent. From that very moment Anna Atchibayeva, an expert specialist in business management and holder of a diploma of professional musician felt a different attitude towards her. The people admired her talents. "I feel very grateful to my entire team of colleagues," said Anna with excitement. – The turn I made in my life was, indeed, a sharp one, but no traffic accident happened. I started in this new profession from scratch and succeeded thanks to my friends and colleagues both in Tengiz and Atyrau, and they never denied my request for help and advice. All of our team consists of amazing, unique personalities, and we feel like one big family. I

felt myself very secure and protected which is critical in profession and life. It is essential to know you can rely on your friends and colleagues who will never fail you. Five years ago my Mother died, and then dozens of people gave me a valuable support. I think I could hardly be strong enough to bring up my daughter if I had not believed strongly in our Company and my team of colleagues. I am saying



Mom's Victoria

this from the bottom of my heart," confessed Anna. Victoria, Anna's daughter makes her Mom's pride. Mother managed to share her love for music with her daughter. Vika also finished the school of music. She plays the piano very well and sings even better than her Mom. Perhaps, the repertoire is different, but the manner is extremely profound. "This is exactly how it should be," said Anna with a warm smile. – The children must be better than the parents." We have no doubt this will happen, for sure. The Summer School of Math in Atyrau, the project initiated and sponsored by Tengizchevroil, has been successful now for quite some time. Victoria was among the students of this school, demonstrated outstanding capabilities and was invited as intern with the special research and training center at the Novosibirsk University. Currently, she is sophomore at the Financial University in Moscow and received a scholarship under TCO's "Zhas Urapak" University Assistance Program. Anna appreciated the support of her Company strongly. We already mentioned above that Anna Atchibayeva is currently IT analyst. She joined the team of smart IT professionals seven years ago, yet never felt herself an odd bird in this intelligent environment. Her job has nothing virtual about it, but, instead, Anna is in charge of analysis of multiple projects implemented by IT Group of a very practical value. Among her colleagues are Alia Jaksyeva and Roxana Felton Christopher, both expert specialists and amiable people, who are eager to offer a helping hand. They are also Anna's best friends who appreciate Anna's talent of a pianist. Anna sits at her Yamaha electronic keyboards which she loves, perhaps, as much as she used to love her old piano at home. The notes are set on the easel... The ladies cannot wait to know what masterpiece she will play to them tonight. But the final choice does not really matter. Whatever she plays, will invariably repeat the familiar notes of her favorite Sonata which is the song of her life. As appropriate for this specific genre, it will include the chief themes, the sharp contrasts, the fine variations and volcanic expressions. There is no Sonata without Drama. Anna knows this only too well. Her appreciative audience will once again love all she plays. But the leit-motif of the composition is the secret only the pianist knows.

By Georgy Trukhin

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