Dear friends and colleagues,

The 16th of December, 2012 will mark the 21st anniversary of Kazakhstan’s independence. On behalf of Tengizchevroil management team we offer warmest greetings to all readers of TCO Newsletter and all proud citizens of the Republic of Kazakhstan for this important national holiday.

The multinational team of TCO employees take special pride in the fact that our company established as a joint venture in the early years of Kazakhstan’s state sovereignty has treaded a its path of growth and development hand in hand with the new nascent democracy and contributed to the maturing of our market-oriented economy. The success of Tengizchevroil is inseparable from the accomplishments of independent Kazakhstan.

Today we duly take pride in our company which is a world-class business, while Kazakhstan has gained international recognition and strong political clout as a leader in Central Asia. As a result of economic reforms, Kazakhstan’s petroleum industry has emerged into a contemporary and dynamically growing sector, benchmarking on the best international practices. Tengizchevroil is proud of its critical model-setting mission and leadership and has been always positioning itself at the spearhead of reforms and revolutionary initiatives. We have a very clear understanding of the fact that underlying our impressive achievements are not only the strong strategic vision, but primarily the highly skilled strong team of employees dedicated to the common cause. We can hardly imagine we could succeed in setting this tremendous operation on track and aligning this complex mechanism with the laws and methods of market-oriented economy without this huge intellectual potential we discover and cultivate in our people. This is entirely courtesy of the unique talents of our intelligent and well-trained specialists, but the most important – the true patriots of their state and company Tengizchevroil has accomplished with excellence such daring and innovative projects of mega-scale like Second Generation Plant and Sour Gas Injection. Currently, TCO is well into the early engineering for the third phase of expansion, setting on the Future Growth Project will be another success without a doubt.

At the cradle of the project of Tengizchevroil stood Nursultan Nazarbayev, President of the Republic of Kazakhstan. His strong strategic vision and determination helped to build a solid foundation for further impressive growth and thriving of the national economy which Kazakhstan certainly is today. Our multibillion state has achieved a tremendous success due to political stability, cooperation and true friendship with its neighbors. Kazakhstan enjoys its vast natural resources along with unique potential of intelligent and strongly motivated citizens and effective system of public education.

On behalf of the entire team of TCO oilmen we are happy to express our confidence in the success of the large-scale plans to further develop our national economy. We are eager to pool our effort in achieving this ambitious plan together with entire nation.

In 2013 TCO will be celebrating its 20th anniversary which is an important milestone. Tengizchevroil has always acted as a good corporate citizen, demonstrating a strong commitment to corporate social responsibility. Over these two decades we have been investing our effort, dedication and resources to create superior value for our partners, Kazakhstan and company employees.

Once again we offer heartfelt greetings and wishing the best of health and prosperity to all citizens of Kazakhstan.

Tim Miller,
General Director of Tengizchevroil

Anuarbek Jackiyev,
Deputy General Director of Tengizchevroil

We are pleased to announce that on November 14, 2012, Tengizchevroil produced 2 billion barrels of crude.

This great achievement is the result of the dedication of everyone who has worked with TCO since its formation in April 1993. Over the past 20 years, TCO has made significant investments in the Tengiz and Korolev fields. And we will continue to invest in critical areas such as safety, environmental performance, facility reliability and technology that will allow us to improve our operational performance. We will also continue to invest in the social infrastructure, capacity and capability of local business as well as our own employees.

Thank you for your commitment and service to TCO, and for paying close attention to your safety, and that of your colleagues. Keep up the great work!

Tim Miller,
General Director of Tengizchevroil

Anuarbek Jackiyev,
Deputy General Director of Tengizchevroil
Thank you for excellent performance

TCO – winner of Altyn Zhurek award

A t all times charity and commiseration have and will remain the values which marked the humans who care and are eager to donate to the people in need, to the disabled and sick, and support their hopes for better living. Such individuals known as alms-givers, benefactors, patrons and philanthropists have always served the example of superior morality not only to their compatriots, but also to the state. The people doing charity are often referred as having a heart of pure gold.

The initiative of Altyn Zhurek annual public service award pursues to identify and recognize the public benefactor and legal entities whose charitable activity makes a notable difference to the community. To assist the society in resolution of priority social problems is the solemn duty and manifestation of the kind heart.

Altyn Zhurek (the Heart of Gold) remains the unique Republic of Kazakhstan award bestowed on nominees for outstanding charity, sponsored by Baurzhan Charity Foundation. This year TCO registered with the Altyn Zhurek Contest for the first time, and we are happy to know our Company’s achievements have been recognized and bestowed an Altyn Zhurek Award. Tengizchevroil was nominated to the Company of the Year title for accomplishment of outstanding charitable acts, fundraising initiatives and implementing new formats of charity.

The Altyn Zhurek Award was handed to TCO Human Resources general manager Sholpan Altybayeva at the 27 October ceremony in Alma-Ata. Please join us in congratulating all TCO employees on another brilliant success of our Company.

By Erlan Yeshmukanbetov

Caspian Investment Forum convened for the third time

For the three days starting from September 24 Aktau was hosting the Caspian Investment Forum held to discuss the subject of Establishing new businesses in Western Kazakhstan. Acting as chief sponsors of the forum are KAZEN-ERGY Association, KazMunaiGas, Tengizchevroil, Karachaganak Petroleum Operating and North Caspian Operating Company (NCCO). The event was also formally supported by RKV, Ministry of Oil & Gas, Ministry of Industry and New Technologies, Ministry of Labor and Social Development, the governments of the Mangistau, Atyrau and Western Kazakhstan Oblasts, and Kazakhstan Council of Foreign Investors. The forum was attended by the total of 500 delegates from 35 countries. Making reports were members of administrations of the western regions of Kazakhstan, government officials speaking on behalf of ministries and agencies, CEOs of large oil and gas producing companies, managers of foreign and domestic firms, including producers of equipment and services, investors, bankers, representatives of foreign chambers of trade and commerce and various associations.

The primary goals pursued by the Investment Forum focus on the development of Western Kazakhstan’s economic potential, the establishment of new businesses to meet the needs of large upstream projects as well as investigation of investment opportunities in non-petroleum sectors of local economy.

Spurred up to the expectations of many analysts and served an important roundtable for discussion of new investment opportunities along with priority issues and challenges faced by the newly established projects and growing businesses. The participants also actively exchanged new prospects to effectively build relations between local market players and the government, and between large companies and suppliers of goods and services.

The forum was targeting some specific issues and pursued to resolve a few critical problems, like creation of new jobs and development of the Kazakhstan content through maximizing employment opportunities and crafts training in the given territories. Also the attendees listened to reports that contained a detailed analysis of a number of specific investment projects in lead industry sectors. The primary focus was placed on the petroleum industry. Among other sectors discussed were agriculture, tourism, renewable energy, water treatment and machine-building.

Making the opening remarks at the forum was Lord Waverly, advisor to KazMunaiGas Chairman of the Board Management and CEO, President of British-Kazakhstan parliamentary group in the UK National Parliament. He reported, in particular, some preparation work has been recently completed to update the data on the needs and priorities of Western Kazakhstan. He explained that the interest to this specific region was very natural, because Western Kazakhstan serves the chief passage-way for energy exports, thus should be treated with proper attention. Said Lord Waverly, “Western Kazakhstan is not only open for business, but also serves an opportunity to demonstrate our strong commitment to developing the local content.”

Bill Ross chiefly spoke about the Project of Tengizchevroil as demonstrating a high potential for the use of local labor. Also making their remarks at the forum were CEOs of the three lead production companies in Kazakhstan. Speaking on behalf of their teams of employees were Tim Miller, general director of Tengizchevroil, Zhakyp Marabayev, deputy managing director of NCOC and Luca Vignati, KPO Operations Director. More reports on TCO activities were made at panel sessions by Bill Ross of TCO General Maintenance and Paul Benoit, FGP project director.

Bill Ross chiefly spoke about the standards and technical requirements TCO applies to all equipment used on site. He said, “we have analyzed all the equipment we use and currently are working out the standards for such materials as pipes, pipeline fittings and flanges. We are in the process of approving the list of Kazakhstan suppliers who demonstrate good record and expertise in producing parts strictly to the applicable standard. We believe we will be able to solve the key problems in Kazakhstan: Problem #1 - extremely low winter temperatures we need the matériel and parts with high resistance to low temperatures. Problem #2 – all of our products are marked for a high content of cadic admixtures which accounts for special requirements applied to the pipes we use. However, we are eager to give support to Kazakhstani suppliers, so that they can have a larger share in our future projects.”

Paul Benoit introduced the audience to the Well Pressure Management Project (WMPA) as part of FGP at the panel discussion on Engineering, Procurement and Construction (EPC) Contracts as opportunities for investors and local suppliers. He shared that TCO’s vast experience in this particular area.

The forum will provide a strong momentum to the process of creating new jobs in Western Kazakhstan which, in turn, will produce a strong multiplier effect on the sectors of economy connected with the upstream. The companies attending the forum signed eight memoranda on future cooperation, including the collaboration declaration signed by KazMunaiGas with major production companies – TCO, NCOC and Karachaganak Petroleum Operating B.V. By Marat Dauletyarov, consultant for TCO Kazakhstan Content Development Group
TCO was awarded the prestigious Commonwealth Foundation for Energy Efficiency (CFEE) Award in 2005 for its comprehensive and holistic approach to addressing the Global Gas Flaring Reduction (GGFR) Initiative launched by the World Bank. The award recognized TCO’s leadership in reducing flaring and its significant contributions to the environment and social responsibility.

TCO’s Gas Utilization Program, launched in 2001, was designed to reduce flaring and increase gas utilization. The program aimed to reduce flaring by 80% by 2010. The program included the construction of a new gas treatment plant, the installation of gas absorption towers, and the implementation of a new flare gas reinjection system.

The program was successful in achieving its goals. By 2010, TCO had reduced flaring by 90% and had injected over 1 million tonnes of gas back into the Tengiz Field. This was achieved through partnerships with local companies, including NefteStroy, Kazcomservice, and KazkomService.

TCO’s commitment to reducing flaring set an example for other oil and gas producers in Kazakhstan. The company demonstrated that with the right approach and investment, it is possible to reduce flaring and increase gas utilization while improving the environment and the lives of local communities.

TCO’s success in reducing flaring was recognized by the World Bank and other organizations. The company was awarded the Global Gas Flaring Reduction Partnership (GGFR) Award in 2010 and was featured in the World Bank’s annual report on flaring.

TCO’s efforts to reduce flaring and increase gas utilization have had a positive impact on the environment and on the lives of local communities. The company’s commitment to environmental responsibility is an example for other oil and gas producers to follow.

TCO’s success in reducing flaring and increasing gas utilization is a testament to the company’s commitment to sustainability and its dedication to improving the environment and the lives of local communities.
WISU: another critical project that creates strong value

In 2011 Tengizchevron was bestowed the title of the leader among the largest businesses and the safest place to work in Kazakhstan, also serving example of effective waste management.

Presently, TCO is working on newer projects to meet water injection industry standards. The largest upgrade will involve modifications at Unit 800 of KTL Plant, also known as Sour Water Stripper, and installation of a new live main across the White Elephant, the exotic name given by Tengiz Oilmen to the two sour water tanks in the field area, all the way to the injection wells used to pump wastewater back in the reservoir.

The project known as Water Injection System Upgrade Project or WISU is by far not the largest expansion accomplished at TCO, yet a critical and useful one without a doubt. When completed, it is expected not only improve the quality and process of wastewater treatment and disposal through injection wells, but also dramatically increase injection system reliability, including enhancing of throughput capacity to meet the growing need of the entire facility. One more important value of this project is further reduction of the impact on the environment through emissions. This extremely valuable environmental component will have a multiplier effect through saving on otherwise necessary environmental projects.

The effluent water will be thoroughly treated and injected in the reservoir. Wastewater injection is deemed a safer method of disposal compared with regular evaporation ponds and filtering stations. Any method of keeping waste-water above the ground poses an imminent threat to the environment and people, while injection of wastewater into the subsurface makes large areas of land available for use and eliminates adverse impact on soils, atmosphere, vegetation and wildlife.

The local contractor in charge of design work, project planning and documentation is JS NIPI CaspMunaiGas. This design office credited for profound expertise and keeping best practices of project engineering for the upstream is also recognized for a strong leadership in innovation and bringing on pioneering technologies. JS NIPI CaspMunaiGas enjoys the reputation of a reliable partner of choice, well-known in Kazakhstan and internationally.

WISU is responsibility of a strong international team of professionals, including expert project engineers Us- sen Karymsakov, Olga Vaishunina and Felix Gasin, who have achieved a prominent success collaborating closely with TCO and CaspMunaiGas Project groups.

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Crystal Hill of Chevron serves both the formal technical consultant and the prime mover of the proj- ect, sharing her time and expertise with local specialists. Working in partnership with Bek Amangeldin, WISU Project Manager Crystal suc- ceeded in building a team of high potential specialists capable of meeting serious challenges. Both leaders work hard to stimulate the project team and encourage their colleagues to produce ingenious solu- tions. They strongly believe in the maxim saying the best ingenious ideas are not the most complicated.

Bek Amangeldin was earlier part of the team that demonstrated excellent performance during imple- menting quite a few outstanding capital projects, including Gas Utili- zation Project. He presently invests his time and knowledge, helping his younger colleagues to unfold their talent and potential, but also demon- strates personal excellence in professional skills, engineering insight and execution abilities. And, I would like to particularly emphasize that the majority of WISU team members are Kazakhstani citizens. The four expatriates account for 5 percent of total labor involved.

In order to achieve best re- sults, advanced training, including technical has been organized for all members of the WISU Project Group. Available to our specialists are various training courses and workshops set to develop mana- gerial skills, enhance interpersonal communication, and educate the trainees to innovative methods of job organization and improve langu- age skills.

We are proud to know WISU project is no more paperwork, but a real activity that pursues specific targets. Currently, the initial con- struction phase is underway. Con- struction of 16 km of new pipelines has been completed successfully and on schedule. The construction work shows a good progress, so we aspir to complete the larger scope of work by the year-end 2012. The target is to complete the entire project by the end of 2013, and the team is very confident we will com- mission the facility on time.

By Gulnara Tukenova, WISU coordinator

Sulfur Expansion Project achieves 4 million manhours milestone

S harynky Village, Ten- giz – Representatives from 11 local contrac- tors got together on October 2nd to celebrate their contribution to the Sulfur Expansion Project’s (SEP) latest safety milestone. Also in attendance were Walid Masri - Project Portfolio Manager, Al Diaz – SEP Project Manager, Charlie Powers – SEP Construction Man- ager and Azamat Kumanov – SEP IIF Coordinator.

SEP’s safety performance ele- vated it to No. 1 position on the list of current Chevron projects world- wide with the safest M/H’s worked.

The celebration began with a VIP luncheon and continued with a program showcasing SEP’s IIF Ini- tiative. Azamat Kumanov opened the program with a presentation on SEP’s latest Pulse Survey. Pulse Surveys serve the basis of effective IIF safety initiatives. They are es- sential questionnaires designed to shed light on the workers’ attitude to safety.

The answers guide the IIF Leadership team to address the issues most important to the work- force in creating a strong safety culture. The survey revealed that the workers are now viewing them- selves as safety leaders. This was not the case at the time of the first Pulse Survey completed yet back in 2009 to find the answer to the ques- tion: Who are the safety leaders on SEP?

Charlie Powers followed with remarks about the legacy of the SEP safety culture, challenging all in the room to carry their commit- ment forward to the next project. He also noted that workers who fin- ish a project without anyone getting hurt carry away a precious gift: The knowledge that Incident and Injury Free is possible! Charlie also stated that “It has been an incredible amount of work, but it is based on our Three IIF Commitments:

- We will treat everyone with dignity and respect
- We will work safely, not because we have to, but because we want to
- We will look out for each other”

Walid Masri addressed the group stressing the importance of finishing safely, despite the inevi- table pressure to finish quickly. He also urged them to use Stop Work Authority (SWA) whenever there is a safety concern.

The celebration concluded with the representatives of each contractor coming forward to receive a commemorative plaque from Al Diaz. And, of course, a group photo followed.

Al Diaz closed the meeting by thanking all for their safe work and emphasized that an Incident and Injury Free Culture certainly does matter! He said: "Creating and maintaining a positive safety culture involves actively promoting desired values, attitudes and behaviors. Though SEP has been building upon this culture for over 5+ years, it could only take a moment for some- one to get hurt”. He reminded ev- eryone how it came out the project we must remain ac- tive, vigilant and keep applying our Injury Free Culture certainly does matter! He said: "Creating and maintaining a positive safety culture involves actively promoting desired values, attitudes and behaviors. Though SEP has been building upon this culture for over 5+ years, it could only take a moment for some- one to get hurt”. He reminded ev- eryone how it came out the project we must remain ac- tive, vigilant and keep applying our safety culture.

The contractors receiving plaques were (in no particular or- der): Sapsan, Senrirdi Kurylys (SK), Kentech, Atyrau Tengiz Con- struction Service (ATCS), Tengiz NeftStroi (TNS), Derhim Zhoddas (DZ), Eni Engineering and Construction Company (ECC), Dalaro, Neftrostro Service (NSS), Tengiz Stroi Service (TSS), and Inzhstroi Service (ITS).
Workshop on Exchange of Experience in the area of Health, Safety and Environmental

In October TCO Headquar- ters in Atyrau hosted a 2-day workshop on TCO Operational Excellence, Health, Environmental and Safety Management System attended by lead spe- cialists from related departments of LUKOIL and "Intergas Central Asia" (KazMunaiGas affiliate). TCO has hosted colleagues from other coop- erating companies for the third time, and these workshops on sharing experience have already become traditional.

The mission of the workshop was to share best HES practices ef- fectively applied within the produc- tion facilities of Tengizchevroil. The workshop participants discussed existing processes of Operational Excellence Management System (OEMS) and shared their experi- ence in implementing those. TCO OE/HES leadership team offered a friendly atmosphere and stimulated active involvement of the audience. I would like to particularly recog- nize the efforts of my colleagues: Natalia Nurshekoanova, Guimir Erkinbaeva, Bereket Ibraev, Ałsan Gumarov, Abulkhair Dzhangaziev, Mija Dauletayirova, Olga Dudina, Elena Borzenko and representative of the Consulting and Project Sup- port Team – Güzhan Ergaileva.

In addition to the 2-day work- shop in Atyrau, LUKOIL representa- tives had a chance to go on a tour of Tengiz for a day. They took a trip to the plant facilities and vis- ited the sites of most recent major capital projects, such as Industrial Base maintenance Operating Area (BBMA), Sulfur Expansion Project (SEP) and Water Treatment Facil- ity (WTF). I would like to extend my gratitude to all who hosted our guests and shared their experience on safe work practices: Andrew Hol- man, Guzhan Gimranov, Igati Zhakauov, Nick Thomas, and Jo Inbody.

As a result of the workshop and Tengiz trip, LUKOIL representa- tives have noted that TCO manage- ment and all personnel are commit- ted to HES principles and priorities, and they have also emphasized that TCO employees and Contractors are strongly dedicated to complet- ing every task safely as well as us- ing BBS for their own benefit.

Tengizchevroil is open to the possibility of comprehensive co- operation. The workshop involving professionals and SMEs has be- come an excellent platform for shar- ing ideas and experience with our partners, such as LUKOIL and In- tergas Central Asia (KazMunaiGas affiliate). Together with our partners we pursue a common goal which is to be the leader in safety and corpo- rate culture. Through combining our efforts in this area we can multiply the ultimate impact. I am confident that similar conferences can help us in the future to improve our safety system standards and ensure better working conditions at all upstream operations throughout Kazakhstan. By Nurta Sanyago, TCO OE/HES Deputy General Manager

![Image](https://via.placeholder.com/150)

**In combat readiness**

TCO ERT pursues to improve emergency response

During the most recent turnaround at the Sec- ond-Generation Plant the personnel in charge completed flushing of automatic fire-fighting system pipelines housed in com- pressor rooms of Units 200 and 700. Upon completion the spray- ing system was properly tested. The above routine is critical for keeping the fire-fighting system in perfect combat readiness which is essential to effectively contain and extinguish a fire in the initial stages. The test proved the spraying sys- tem is in perfect working condition and ready for operation in case of fire. The reliability of automatic fire- fighting system largely depends on the qualifi-cation of the maintenance personnel in charge. This specific equipment at TCO is the respon- sibility of General Maintenance Metrology Group and specialists of Sapsan Co. Only profession- als with solid background training and profound expertise can deliver quality maintenance of fire-fighting systems installed at upstream facili- ties. This particular time doing the job on behalf of TCO Emergency Response Service was inspector E. Kenzhekhanov who demonstrated excellent performance and ensured high reliability of the system.

![Image](https://via.placeholder.com/150)

During the recent turnarounds at TCO units maintenance and production personnel normally uses pro- tective equipment and special lifting skid. In case of emergency TCO ERT is always ready to respond and come to rescue, and has special equipment available for evacua- tion of an injured per- son from inside the unit, a wellhole or tun- nel. The continuous training and practicing with special aids help the ERT team develop necessary skills and maintain combat readiness. In case of emergency an ERT crew can come to rescue of an injured person from inside the unit, a wellhole or tun- nel. The continuous training and practicing with special aids help the ERT team develop necessary skills and maintain combat readiness.
Thank you for loyalty

TCO set on the Longevity Bonus Program

Tengizchevroil is duly proud of its strong team of employees marked for superior professionalism, excellent training, the capacity to meet serious challenges and the special Tengiz spirit based on friendship, optimism, mutual understanding and dedication to the common cause to be part of a world-class company and create a superior value for partners and Kazakhstani community.

Our people are the highest value of Tengizchevroil and the priceless asset, so the Company management work hard to prove this is the highest priority.

To further demonstrate its appreciation of each employee’s personal contribution TCO initiated the Longevity Bonus Program designed to recognize the long-livers. The owners of this new initiative are TCO HR and its general manager Sholpan Altybayeva. The program is very similar to Chevron Longevity Bonus, yet has its peculiar features. While Chevron has the tradition of presenting memorial badges of a special design or watches with Company logo to the employees who stay 5, 10 and more years with the Company, the initiators of the respective program at TCO elaborated further on the procedure.

Memorial ornaments pins of original design, with tiny diamonds worked into them have been made to a special order. The number of diamonds varies from one to three, depending on the number of years of service. Besides the precious pins, each nominee is awarded a special gift presented by the General Director. Another sign of recognition is a luncheon hosted by the General Director. Another sign of recognition is a luncheon hosted by the General Director.

The total number of TCO Longevity Bonus nominees in October and November of 2012 was 2000 employees plus. Eight luncheons were held in Atyrau and five in Tengiz, plus a couple of similar events in Astana, UK and US. We must admit, those were by no means boring token activities, but served a milestone event to recognize and remember the difference each long-liver made to the Company.

The members of the HR steering committee, including Rustan Adilgaliev, Sana Kenzhogaliyeva, Zaura Mendekinova, Asylkhany Zhumaigaliyeva, Nurgul Uteeva and Bezid Ishaev, who were responsible for the logistics and organization of the events, managed to avoid the hackneyed style of similar actions, so eventually both the jubileers and sponsors were happy.

To give our readers the sense of how such activities are organized at TCO, below is the account of one special event held in Atyrau. The invitees arrived at Jumiyan Restaurant with their spouses or best friend and were welcomed by TCO HR representatives. Then they proceeded to the lobby walking on the red carpet in the Oscar Academy Award fashion, encouraged by the huge banner reading “We are together. Thank you for loyalty!”

The ceremony started with the Song of Tengiz written by composer Bolat Kalkhanamov and poet Tolegen Bainshtai, employee of TCO Government and Public Affairs, and translated to Russian by Georgy Trukhin. Then the attendees were invited to watch a video telling the story of Tengizchevroil which created a special atmosphere of unity and common involvement in the Company’s success. The slogan on the banner reinforced the sense of the common cause. Brad Middleton, acting general director in company with labor leaders Amanzhol Alybayev and Murat Abdiyev shook the hand of each nominee and congratulated them with the milestone event. Their remarks were very sincere and passionate as they praised the efforts of the long-livers and their input to TCO’s success. Then the floor was given to the presenters and musicians.

Needless to say, the attendees appreciated strongly the special event and the concert, and the memorable gifts, and, of course, the brilliance of the emotions. Nikita Gushin managed to engage both the young and the old in various games, competitions and dances. The spirit of the disco night that followed tested the physical condition of each attendee as Eurasia rock group performed popular tunes. No doubt the event will be remembered by all as one of the best such activities sponsored by Tengizchevroil.

"This was a great festivity, indeed!" commented Nadezhda Bondaruk, comptroller of TCO Finance who tried herself as an amateur singer, performing a famous hit by Russian singer Irina Allegrova. – Honestly, I felt as if I was much younger. I will treasure the Longevity pin as a priceless gift and reminder of this wonderful event."

"Excellent!" exclaimed in chorus Brad Middleton and Lisa, his wife. – Wonderful. Even though we might miss some fun, because belonging to a different culture. But we definitely were pleased to see the happy faces, the smiles and the laughter of people who understood and appreciated the jokes. This is a unique experience." said Dana Kenzhagaliyeva.

"we did our best, because we were eager to make this a truly memorable event to all long-livers of TCO. They deserved it and serve the model to all of us," I saw excitement in the eyes of Dana as she continued. – We will be more than happy to know our dear guests of honor appreciated our effort.

I am sure they did, without a doubt.

HR’s new social program is a very timely initiative and valuable project.

By Georgy Trukhin

Photo by Aibar Khamiev
Meeting with retirees

The team of TCO Human Resources held annual meetings with ex-TCO employees in Atyrau and Kulsary. The first meeting happened on the October 29 on the premises of the Samuryk Restaurant. The team gathered over thirty former Tengizchevroil employees whose names and mentionable work have been fixed in the history of the company. The story of the first joint venture in the Republic of Kazakhstan, the Ak Orda Restaurant, the beautiful interior of the restaurant made in typical Kazakh style and the great menu that featured exquisite national meals added to the exciting atmosphere of the event, as the old men shared their memories of the early years of Tengiz with fitted with romanticism and hard work. The invited musicians of the Atyrau Philharmonic and local folk groups contributed to the warm and sincere spirit of the event.

The venue in Kulsary was the Shanyrak Restaurant. The event went equally well and was appreciated and attended. They particularly praised the excellent performance of the musicians, members of the folk group led by B. Shegerbayev.

At both events speaking on behalf of TCO Management Team was Azamat Khasanov, HR manager who updated the veterans on the latest achievements of the Company and extended greetings for Kurban-At Mosque festival. He also presented flowers and valuable gifts to jubilees. Each TCO pensioner received Tenge 15,000 gift certificates issued by Planet of Electronics supermarket.

The long-livers returned courtesy by praising the support and caring attitude of TCO management and HR. They also expressed their wishes and shared ideas.

By Beibit Iksan, TCO HR lead specialist

Chapar embroidered with the gold lace of good memories

The team of the KTL Crew got together, celebrating their colleague's 50th as felt exactly on the time-off when the hitch was over. Sary Sagizbai's family made a great effort to celebrate the event in company of his best friends and teammates. The Ak Orda Restaurant in Atyrau was full of joy, according to the lasting tradition, the jubilant and his friends indulged in reminiscing.

In early 2000, TCO management made a decision to hire and train new operators as future replacements for Tengiz long-livers. The stories and experiences of those TCO pioneers are well-known to everybody at Tengizchevroil. They are Nasipulya Gubaidullina, Vassily Bystrov, Alexander Bockh, Anatoly Gawin, Ivan Kalganov, Alexey Stukalov, Anatoly Litvinenko and Kabdulla Dautelov. Each of them made a notable personal contribution not only to the plant – a huge organism created and controlled by human intellect, but also to the development and establishment of the brilliant team of Tengiz professionals.

For example, Anatoly Litvinenko, shift supervisor before leaving Tengiz for good presented a large number of manuals for Units 200 and 300/800 which contemporary mentors use for training of young plant operators. Yet back in the 90s, Litvinenko was particularly recognized for his painstaking and successful effort of staffing the teams in charge of Unit 200 and Unit 300 by local residents who were trained to top qualification, grade 6 specialists.

Anatoly Gawin was widely recognized as specialist of the highest competence not only in Tengiz, but also during earlier service at the Survey Chemical Plant. Among other Tengiz long-livers of matching expertise and authority were Almas Daskalyev, Adilbek Suleimenov, Aidar Mominzhan, Orynbasar Yulmukhamedov, and Alexander Tokarev, Nurchan Maziatov and today's jubilant, Sary Sagizbai, who came to take over from the pioneers of Tengiz Gas-Processing Plant. That was the strongest reinforcement ever welcomed at KTL. Sagizbai and his young teammates were inspired by the challenge of the process modernization. Almas, Aidar and Alexander brought on quite a number of innovations when working in the Turnaround group, while Nurchan and Sagizbai broke in their own modifications for Unit 700. Adilbek and Orynbasar were involved in the teaching of Unit 700.

Some feedback from the participants to share:

“Thank you very much! It was a very demanding and enjoyable experience. Quite apart from the obvious challenge of tackling new tasks, there is also the need to become accustomed to a new environment, new working environment, new colleagues, and possibly a new living environment.

“Welcome to Tengizchevroil!”

Zhazzolan Muldashev
Employee Development Coordinator

Capabilities (CSOC), Chevron Project Development and Execu- tion Project Development (CPEP) Excellence, Security, HR Business Partnering, Benefits and Career Development, Capital Stewardship and Organizational

In other words, the new dynasty of Tengiz colossus is taking its shape.

After offering heartfelt greetings and best wishes to the jubilier, his colleagues attending the special event presented to their respected friend a beautiful Kazakh chapans (robe) embroidered with gold, made, to order at one of the best tailor studios of Shiment. Looking at the fancy pattern glittering with gold and silver, the jubilier will be remembering the long years of excellent performance and teamwork at KTL Plant.

On behalf of TCO Plant Operations a senior manager presented Sary Sagizbai with a Swiss-made watch of original design.

By and large, the anniversaries are not all about valuable gifts. What matters most is the best traditions, especially for one, which has been connected with the younger generations of TCO specialists, who, in turn, hone and develop them for their future, thus creating a superior value to the Company.

The team of employees and managers of Tengizchevroil are wishing the best of health and continued success in career to Sary Sagizbai along with happiness and wellbeing to his family.

By Rasymkhan Matenov, Unit 300/800 operator, volunteer for TCO Newsletter for TCO Newsletter
People’s health is the primary value
TCO Clinic equipment upgraded

Hanging on the wall of the office of TCO Medical Department Manager is a painting of a large horse-shaped building with many interior sections.

“This is the project of the new TCO Clinic, - explained Yuri Zakharov, TCO Medical Director. – In connection with another major expansion, including future Third-Generation Plant, we expect more openings for new jobs, particularly in construction phase, therefore the expansion of our medical facility is absolutely critical. The drawing is our tentative plan, the initial draft which we expect to work on to meet all our needs. Meanwhile, the project of the New Clinic has entered its front-end engineering phase and shows progress which make me and my colleagues happy.”

Tengizchevroil takes pride in its Clinic in TCO Village. The project commenced practically from the moment the joint venture was formed. In mid 90s it was the subject of admiration and envy of all medical professionals in Kazakhstan, not just the Atyrau doctors. By far not all, even the lead local medical centers could not afford the standard and quantity of state-of-the-art medical equipment that became available to TCO medical staff in Tengiz at the time. Besides, the majority of doctors working at TCO in early 90s were expatriates, whom to-date remained just the two chief medical officers – Stephan As dius and his back-to-back Arthur Big ley. The rest of the medical staff are national specialists. Step by step the Atyrau Oblast public healthcare approaches the European standard to which TCO has been strongly contributing over the 20 years. Nevertheless, the pride in its Clinic in TCO Village remains the best model of a medical establishment amounting to the clinic corporates of Kazakhstan in terms of contemporary medical equipment.

Being the leader does not mean, though, all possible challenges have been met already. Over the two decades TCO Clinic was expanded several times, reorganized and updated to unfold its potential and capacity. The Conference actively discussed and proposed effective methods to implement the process of continuous quality improvement with regard of the quality of medical services offered by local clinics. Continuous Quality Improvement, aka COI, means a management process effective in organization of work flow and business. Similar methods proved applicable to the public health organization. This is a common knowledge that any idea or effort to enhance quality by a measure taken once and forever is doomed to failure, because quality improvement can only be effective through a continuous and painstaking effort.

TCO Clinic has once again updated its valuable upgrade of related section. The X-ray examination unit up graded its capacity through receiving a new digital dental X-ray machine which now allows for sending the image momentary to the dentist’s PC, thus the doctor can better assess the problem and arrive at the right decision on the healing strategy. Meanwhile, let us proceed with our tour of TCO Clinic to see more upgrades. The Clinic lab received a miniVIDAS Compact Automated Immunoanalyzer representing the new generation of easy-to-use, cost-eff ective automated biochemical devices. Together with Biosysystems A-25 analyzer made in Spain effective in early diagnosing of some borderline cases this is deemed a strong reinforcement.

The gynecologist received a new colposcope used for early detection and treatment of related problems.

Additional to TEA’s Central Laboratory, the lead local medical centers could not afford the standard and quantity of state-of-the-art medical equipment that became available to TCO medical staff in Tengiz at the time. Besides, the majority of doctors working at TCO in early 90s were expatriates, whom to-date remained just the two chief medical officers – Stephan As dius and his back-to-back Arthur Big ley. The rest of the medical staff are national specialists. Step by step the Atyrau Oblast public healthcare approaches the European standard to which TCO has been strongly contributing over the 20 years. Nevertheless, the pride in its Clinic in TCO Village remains the best model of a medical establishment amounting to the clinic corporates of Kazakhstan in terms of contemporary medical equipment.

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Two out of four doctors supported by TCO management, and we have always been understood and supported by TCO management, and this is exactly what is happening now. Being a doctor, I feel very proud and satisfied to know TCO has never been trying to conserve on medical expenses, but invests them to use as soon as possible. TCO has never been trying to conserve on medical expenses, but invests them to use as soon as possible.

“I consider these expenses the most noble and effective investments, commented Arthur Bigley. - Our specialists are now able to attend to our employees health problems in a more effective way. And our employees is the highest value of TCO.”

After showing us around the upgraded units of TCO Clinic, Yuri Zakharov shared his impressions from recent attendance of the annual Chev roman Medical Conference held in Balic paper, Indonesia to discuss long-term corporate medical procurement plans through 2020. In the course of the confer ence the doctors made a tour of the medical facility in Unocal rotational village to meet with the medical staff and evaluate the standard of medi cal care. “As you can imagine, I only naturally did my comparison, so presently I am even more proud of our people,” he concluded.

President of Kazakhstan Association of Family Physicians, Sarah Kozhaysbayeva and Lyudmila Astakhina, KAFP Projects specialists and directors of KAFP branches in East Kazakhstan Oblasts, Karaganda, Akmola and Semipalatinsk Oblasts.

Special presentations were made by invited foreign specialists – Dr. Kular, family physician from the state of Wisconsin, USA, and Kuo Alston, physician represent ing the UK.

All attendees appreciated the well-organized and entertaining format of the forum and particularly praised its unique and effective features, including through comprehensive reports and extremely useful updates on innovations and best practices.

Conference Chairperson.

For the next edition of this unique medical event TCO Family Physicians Association is looking forward to the participation of specialists from other regions, foreign and international experts, as well as institutions and organizations in Kazakhstan, the region and beyond.
My adventure with Chevron Humankind in Houston

The Humankind charity program is extremely popular across Chevron Corporation

Last October I was visiting Houston, the largest city of Texas, USA, where I went to learn more about Humankind initiative.

My specific area of responsibility at TCO Government and Public Affairs includes community programs and charity, therefore I imagined the trip too useful, and indeed it lived to my expectations and appeared of tremendous interest. Humankind is a social program promoting voluntarism to care of people in need – the homeless and hungry, the residents hit by disaster, the seniors who need assistance to get around.

I received a warm welcome in Chevron Headquarters in Houston and appreciated hospitality of the great team of Chevron PGPA, including Joni Baird, Joanne Elliott, Suzie Hebert, Carla Dickerson and Lara Sweeney. I was given a comfortable office, and then the ladies made their turn to meet me and share on their specific responsibilities in detail, including on partnership with Neighborhood Centers as part of Humankind Initiative.

I was told about the opportunities for volunteers to contribute to local communities through organizing events and partnering with a dozen plus non-profit organizations. The events are normally planned and held in Houston neighborhoods in the timeframe from September through late October. Chevron employees take part in the events on a volunteer basis. To do so, just register to sign up all of time at Chevron PGPA and get full information about openings available at the moment. Believe it or not, when I tried to register offhand it happened there were no openings immediately available, so I grabbed on the courtesy to let me in as ‘one off.’

My initial experience of a Humankind volunteer was with the Food Bank, a non-profit organization that distributes food products to the needy residents and works in partnership with Chevron acting as sponsor. Pretty many American residents suffered from the recent disastrous and lost homes, so they moved in Houston in hundreds, seeking shelter and basic food. Chevron has been committing funds to buy products and distribute food to the hungry people. In the meantime, very many corporate employees volunteered to contribute their help and were eager to work with the Food Bank, sorting the food.

This is how it works. A few conveyors are placed inside a large room. Some handle the loose products, canned goods, health aids and more items of first priority. Others are engaged in packing cartons. Each conveyor is responsibility of a team of volunteers, so they are busy sorting, packing, sealing cartons with scotch paper and counting the ready food packets.

My job was to timely pour sanitizer in the buckets standing at each conveyor and make sure the sanitizer was available all the time. At first I thought the job was an easy one, yet soon realized that was a mistake. The sanitizer had to be replaced rather often, thus pretty soon I started to feel tired and miserable. But I made it! Then I was replaced by another volunteer and reassigned to another job which was to replenish the stock of gloves and tissues. Anyhow, I liked the process and the general friendly spirit of our team. We started at 8 a.m. and were through with sorting by 2 p.m.

My next experience with volunteers in Houston was manufacturing postcards. This is an open secret that plenty of seniors who found themselves in the old people’s homes lack communication and enjoy little attention, besides many have no family and children. They treasure every instance of care. Chevron corporate volunteers willing to help the old people make postcards for holidays or just like this – to make the seniors happy and share their goodness with other people in need.

The special neuro-orthopedic suit of Russian design proved effective means which literally works miracles and helps the invalid children forget their wheelchairs and recover ability to stay upright and walk. Normally, this progress can take years of rehabilitation treatment. Atlantis allows to achieve significant progress in half the average time. The best results have been recorded with the use of the Atlantis moon suit for physical therapy of young patients diagnosed with hypotension (cerebral palsy). The original method of treatment applied by Atlantis proved the best and most effective, so presently the ingenious design is successfully used in Israel and Austria.

Zhurek Zhyuli NGO earlier purchased one such moon suit with TCO’s financial assistance, and through 2011 we recorded improved physical condition and recovery of mobility functions with 50 percent of our patients. Seven children have made it to leave the wheelchair and can walk by themselves. We reported earlier that we needed a larger size suit to attend more children in need of therapy. Courtesy of Tom Zalana, we now have this suit, finally, so we can enhance the outreach of our effort and allow more children benefit from effective rehabilitation.

Once again we thank Tom on behalf of all children on the way to recovery and their parents, wishing him the best of health and wellbeing.

By Ann Yurenkova, accountant of NGO Zhurek Zhyuli

Thank you for charity from the bottom of our hearts

Given the winter time in Houston is fairly warm, particular winterizing was necessary.

At first, the individual safety equipment was displayed – the hard hats, the safety glasses and gloves. Unexpectedly, I was given a tool I have never used in my life – an electric saw. Would you believe, I practiced a little and, eventually, I mastered the tool. However, from own experience I can tell now to build a house of timber is by far not all that easy. I guess the job of the carpenters who were in charge of the roof was the hardest one, because to calculate Birds-mouth Plum and seat cuts, cut rafters, hips and rafters to make precision lines requires a very special skill and mastery. The aprons were a piece of painstaking work also. After a couple of hours of practicing with the electric saw I was reassigned to join the team building the walls. The men were setting sheets of foam at right position inside the wall framework, while the ladies were busy driving the nails – a job I would normally associate with men. I believe I now know all the show in means in practical terms. We were working hard and perspired heavily. It was simply boiling hot, so presently the ingenious design is successfully used in Israel and Austria.

My adventure with Chevron Humankind in Houston was divided into 3 groups, each assigned to one building. It is noteworthy that the houses were built of environmentally-friendly materials; the core material used was wood.

Later I attended more events, however would like to particularly mention one project. That was about Chevron supporting the homeless. The Corporation sponsors the project to build new neighborhoods. The contribution comes not necessarily in the form of funds. Many employees – engineers, mechanics, office assistants and managers volunteer to physically take part in the construction job. By the time I arrived at the site one building was complete and expected its new residents. Two more unfinished buildings stood on a concrete foundation made by a contractor. Our task was to make the roof and line the walls with foam. The challenge was to complete as much work as we could over one weekday. We commenced our job at 6 a.m. and were to finish at 2 p.m. Our entire team was divided into 3 groups, each assigned to one building. It is noteworthy that the houses were built of environmentally-friendly materials; the core material used was wood.
The TCO Transportation work schedule is 24/7 which means around-the-clock service seven days a week.

Although the phone of TCO Transportation Group is multichannel, it seems the dispatchers, young ladies looking extremely busy, have no single minute of breathing time. Calls keep coming in one after another, and each needs ultimate attention and immediate action, not to mention patience and diligence. Whether a cargo or passengers, every trip must be a safe one and the service offered in a quick and faultless manner.

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Gennadiyev and Zhailau Nuraina story. As a result, Nargiz Utesheva, presenting their personal success IQ leaders proceeded to meet once of 40 questions covering diverse ers, the organizers composed a list Hosting the event was the Atyrau school delegated a team of three national schools aged 15 to 18 qual- ing effort, and tested their patience where one needs to move further to develop. I believe the project is priceless to all who consider himself intelligent.” The organizers encouraged all participants by giving them Certificate of Attendance, while the five smartest guys took memorial prizes. Judging by the feedback of contenders, the contest will surely further stimulate self-education, the spirit of competition, reading and the talent of inquisitiveness. Said Nargiz Utesheva, the holder of the second place, “I am very happy to win my silver. In fact, I performed better than expected. This means I do know something about everything.” Zhumabek Gennadiyev ar- ticulated the common impression, saying “the contest helped all con- tenders to know more, but par- ticularly instructed us to be more patient, quick and confident, and forget the fear in front of an audi- ence. I am sure these qualities are critical to be successful in our final Uniform State Exam at school. I took part in a number of IQ contests of region and oblast scale and can tell the difference. This IQ contest was special and a captivating expe- rience, also encouraging to a better diligence and interest in school.” By Lyazzat Kamazayeva, leader of NGO Kulsary Zhastary

**SPORT**

**“TCO Cup” volleyball tournament among oil companies**

Human Resources announc- es the results of the annual vol- leyball tournament for “TCO Cup” among oil companies. Main pur- pose of the tournament was to pro- mote healthy lifestyle. The competition was hot and exciting. “Embavedoil”, “NCPOC B.V.” and “Zhalzamanagas” picked teams demonstrated good games. Age range of players were from 21 to 67. Until the last game it was not clear who will win. All the games were conducted in compliance with safety rules and without any inci- dents or injuries. Results of “TCO Cup” volley- ball tournament among oil compa- nies: 1st place – “Atyrau Refinery” LLP 2nd place – “Tengizchevroil” LLP 3rd place – “KazTransGaz” JSC According to the competition results the best players were de- fined in the following nominations: “Fiv to wi” diploma was awarded to Kishkentayev Bau-

**TCO Spikers on Attack**

TCO volleyball squad made successful journey for the medals of NCPOC open event

competing in the tournament were the teams of Atyrau Re- finery, NCPOC, TCO, Agip KCO, Atyrauzharyk NGO, volley veterans and young volleyball players. The recently built team of Tengizchevroil finished the season with 4-2 record which placed our women in the third position in the final standing. The achieved success was a hard get. The most serious chal- lenge faced by our amateur athletes was to build a team able to compete on a decent level, because almost none of us has ever played systemat- ically, let alone attended volleyball schools. Our common interest in volleyball served the uniting momen- tum which did the trick. Some girls never played volley before, so spent quite some time and painstaking effort, and tested their patience to master the basic techniques. We went to the Atyrau Sports Center gym three times a week to prac- tice. Then we were training with the man team of TCO. Our men gave a valuable support to us and made a strong contribution to our first suc- cess. We are particularly grateful to Rustam Cherdabayev, our coach who spent his precious time on us, and was very patient and under- standing. Our coach’s hard work was appreciated by other teams who admired our performance. One of the chief factors un- derlying our success was Julia Lav- rova, master of sports and ex-player for the Russian national team, the spouse of a TCO manager who cur- rently lives in Atyrau. Julia compet- ed with us and contributed a lot to build our team spirit. Therefore we treasure the effort of Rustam and Julia, who shaped the basis of our success through cultivating such critical features as ambition, honor, dedication and hard working. Hon- estly speaking, we had not planned to get among the medalists, just wanted to try our condition. Yet, after we picked up four wins, we realized our team was strong enough to offer resistance to a team able to compete on a decent level. This is with great pleasure I am giving the names of all our players: Julia Lavrova, Ai- gul Kalenova, Sandu Akdauletova, Aliya Kabyeva, Aliya Kuanyshova, Maria Baturt, Guidana Karymska- ilova, Gulzhan Kazakbayeva, Aziza Nazarova, Menuevt Zhanylagypova, Aigerim Akbaeva, Aisyly Alpargazi- yeva, Aliya Kurmanbayeva and Nazgul Suyeumaganbetova. We are very happy to sport such a great success and will surely do our best to build our best in it in the future, and win some silver and gold. We are looking forward to our chief vic- tories.

By Nazgul Suyeumaganbetova, TCO Projects Analyst
The KTL plant operators having their offices inside the LURGI building strongly believe in the magic and medicinal effect of the natural environment and, particularly, of the green trees, thus they deem it absolutely important to create an oasis in any industrial environment. If you happen to visit KTL but once, please make your time to stop by the LURGI office, so you will discover and admire, for sure, every of its magic and medicinal effect of the natural environment.

Tolegen BERISHBAI, Acting Chief Editor
Tim MILLER

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