



# ТШО ЖАҢАЛЫҚТАРЫ

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TCO NEWS

## In this issue:



**For the Benefit of each Employee**

Page 4



**KTL-2, Train 2**

Page 5



**A Life Dedicated to Tengiz**

Page 6



**Flamingo on its way to History**

Page 7



**When the Heart is Inspired to do Good**

Page 8



**Tim Miller,**  
Tengizchevroil  
general director



**Anuarbek Zhakiyev,**  
Tengizchevroil deputy  
general director

emerging as a strong player in the world community.

Today, courtesy of the wise international strategy and strong vision of the Head of State, President Nursultan Nazarbayev, Kazakhstan has won recognition of the world community and is accepted as a leader of Central Asia.

Thanks to Independence, over the 18 years Tengizchevroil has evolved into the largest investment project in Kazakhstan's petroleum industry. Strong capital investment programs and effective management of the tremendous natural resources that are the Tengiz super-giant old field, have quickly promoted TCO to a world-class operation and the largest business in Kazakhstan by production and investment scale. Underlying this outstanding performance is the hard work and dedication of the strong team of several thousand TCO oilmen.

We offer our warm greetings and strong support to the Republic of Kazakhstan's initiatives aimed at development of the nation, strengthening of relations among ethnic groups and nations and encouraging mutually beneficial cross-cultural sharing of traditions. This will provide a solid basis for continued sustainable progress and stability in Kazakhstan.

Please accept our heartfelt greetings! Wishing you success in all endeavors, the best of health and happiness in your families!

Dear friends and colleagues,

Please accept our sincere greetings for the 20th anniversary of Kazakhstan's Independence.

In just two decades, Kazakhstan has successfully overcome the transition period and established a leading nation. Kazakhstan has achieved political and economic development, scored impressive successes in social and cultural development, thus



## Tengizchevroil – Laureate of Paryz Grand Prize

**D**esigned to encourage excellence in corporate social responsibility among businesses, the Paryz award recognition process and annual contest was organized thanks to the initiative of President Nursultan Nazarbayev. The competition's objective is to stimulate enterprises to resolve social issues for the benefit of employees and the community at large. Organizers of the contest are the Republic of Kazakhstan Ministry of Labor and Social Protection and Soyuz Atameken National Chamber of Economy and Federation of labor unions of Kazakhstan.

Starting from the inception of the contest, Tengizchevroil has been actively competing for awards. In 2008 and 2009 Tengizchevroil became the laureate of Paryz awards. In 2008, TCO received the silver Paryz for Best Social Project, and in 2009, TCO was recog-

nized with the Gold Paryz for the Best Collective Agreement.

In 2011, TCO was awarded the Paryz Grand Prize in the area of corporate social responsibility. At the ceremony in Astana held on December 9, 2011, President Nursultan Nazarbayev personally awarded the prize and certificate to Tim Miller, general director of Tengizchevroil.

The President noted that the, "Paryz initiative has made a significant contribution to strengthening the state-private partnership in Kazakhstan effective in resolving social problems. Since the inception of the program the number of its participants has grown more than two times. The contestants have accomplished about 370 social projects worth 119 billion KZT. It is a special honor to receive the prize and the title of Paryz laureate in the year

marking the 20th anniversary of Kazakhstan's Independence. All Kazakhstan enterprises must seek to qualify as able competitors." The President also offered his greetings to the contestants and winners for the Independence Day of the Republic of Kazakhstan.

Underlying the current impressive success of Tengizchevroil highly praised by the President were the year-to-year continued growth of community investments, the enhanced social benefit package for employees, the solid guarantees of the collective agreement and the investments in the strategic workforce development.

The award ceremony attended by more than 4,500 guests was held on the premises of the Saryarka Cycle Track Sports Center in

(Continued on page 2)



In commemoration of the 20th anniversary of Kazakhstan's independence and in recognition of the personal contribution to the state and nation President Nursultan Nazarbayev awarded prominent state medals to a number of Kazakhstan and foreign citizens.

## Congratulations on the prominent state awards!

On the list of the laureates there are representatives of Tengizchevroil.



Maria Karazhigitova

Maria Karazhigitova, Atyrau Oblast Government Affairs director received the Order of Kurmet. The order is awarded to Kazakhstani citizens who have exhibited merit in the fields of economics, science, culture, social issues, and education.

The anniversary medal in commemoration of Kazakhstan's 20th anniversary of independence was awarded to Samat Azhenov, general manager of TCO Negotiations & Legal.



Samat Azhenov



Gabdulla Nurgaliyev

In honor of the 20th anniversary of Kazakhstan's independence KAZENERGY Association of Kazakhstan petroleum sector awarded a memorial medal to Gabdulla Nurgaliyev, TCO Operations General Maintenance superintendent and Malik Tlegenov, coordinator of Operational Excellence group.

KAZENERGY recognition diplomas were also given to a number of employees of Tengizchevroil as recognition of their performance.



Malik Tlegenov

## Tengizchevroil – Laureate of Paryz Grand Prize

(Continued from page 1)

Astana. More than 610 enterprises competed for the Paryz Award from all across Kazakhstan. As part of the award recognition ceremony the sponsors organized a teleconference bridge covering dedication of several industrial projects in Kazakhstan.

TCO's new Paryz grand prize has become the result of excellent individual performance of each employee in operational safety, environmental awareness, strong dedication to safety culture and the support of local communities.

Please join us in extending warmest greetings to all TCO employees for yet another outstanding record.

By Yerlan  
Yeshmukhanbetov



## Our Precious Heritage



Erbol Tuleushev,  
mechanic of General  
Maintenance group, volunteer  
writer for TCO News

cataclysms of the 19th and 20th centuries.

Over the years of national sovereignty Kazakhstan has been recognized as reliable and good partner, open to mutually beneficial cooperation. World majors arrived in Kazakhstan to start their business here. At the same time, our state has evolved into a solid regional investor in Eurasia, a fact unthinkable in the past. We, the Kazakhstanis feel duly proud of this major change.

During the hard times of the 90s, TCO was playing the role of a locomotive and savior for the national economy of Kazakhstan. I think the national employees of TCO should not forget this challenge our Company met with honor.

We are all responsible for the happy future of our nation. This means that, while remembering the past, we must aspire to make our land an even better place to live in the future, live in peace and agreement side by side with other nationalities, respect their traditions and culture. Today we are happy to observe the good signs of genuine friendship in local community. The Atyrau Region is the home for 80 plus national groups. The traditions of Nauryz, Russian Christmas, the sabantui festival of the Tatars, the Feast of Lights observed by the Jews, the New Moon of the Koreans have become normal events and common festivals over the recent years. While keeping our national traditions, we all share the spirit of Goodness and hospitality common to every ethnic culture. This is our chief heritage we must treasure as the apple of our eye.

In the end of my message, being a native resident of the blessed land of Atyrau I offer my heartfelt greetings to all of my compatriots and dear guests for the Day of Kazakhstan Independence.

Kazakhstan is a multinational state with representatives of many religious confessions, such as Muslims, Buddhists, Orthodox and Catholic believers living in peace.

I am particularly proud to know that my compatriots are recognized for their special hospitality and peacefulness. The sense of being a good neighbor, the mutual understanding, peace and stability make the hallmark of Kazakhstan honored by the world community.

Back in the years of ordeal during the WWII Kazakhstan became the home for hundreds of thousands of citizens evacuated and deported from native lands in the former USSR. My Father, a native Korean same as thousands of his brothers and sisters were offered shelter and food in Kazakhstan. Local residents shared their scanty food and clothes with them with open hearts.

Over many centuries the Kazakhs had to fight for independence and the right to be themselves, to enjoy the proud title of the free children of their blessed land. It is solely due to their best talents, the ability to unite and face the danger as one family, also due to the strong desire to be good neighbors our nation survived the



Ibrahim Akdrashev,  
president of  
NefteStroiService Ltd.

## A thriving business

The year 2009 marked a major milestone, the 110th anniversary of Kazakhstan's petroleum industry. Its proud history marks off a whole epoch on the chronicles of the world civilization. Now is 112 years since the first wildcat produced a gush of oil in the expanse of the Kazakh steppe. This happened not too long after the start of commercial oil production in the world which commenced 150 years ago. Edwin Laurentine Drake, an American oil driller associated the initial day of the first drilling program in the US with the onset of the petroleum industry, thus this date means a major milestone in the history of mankind.

Nowadays, the crude produced from Tengiz, Kashagan, Kumkol, Karachaganak, Uzen and Karazhanbas, Zhanazhol and Kenkiyak fields has a very strong impact on the development of the national economy of Kazakhstan.

As the story goes, the first oil of Kazakhstan was produced from Karashungul oilfield, some 40 miles from Kulsary. Yet back in 1894, entrepreneurs coming from Russia sought an oil concession to start exploration drilling in the area of present-day Kazakhstan. The first exploratory wells were drilled in the areas close to Dossor, Karaton, Karashungul and Eskene. After receiving the license from Emba-Caspi Partnership to commence exploration work in Karashungul field, S. Lehman's company accomplished drilling of the total of 21 wells at intervals varying from 38 to 275 meters. Finally, in November of 1899 well #7 drilled into plaster stone of a karst formation struck light crude at 40 meters. Even at such insignificant hole depths the average daily production totaled 20 metric tons. That particular day was entered on the annals as the Day of Kazakhstan's First Oil.

In April of 1993, a Formation Agreement was signed by Kazakhstan and Chevron which resulted

in inception of LLP Tengizchevroil (TCO). Over the term of 18 years the company has been making a strong input in the development of the national economy. Today, Tengizchevroil responsible for the development of Tengiz and Korolev oilfields in the Atyrau region claims leadership among the world largest oil producers.

Since day one of operations Tengizchevroil has been actively sharing its vast expertise through cooperating with local contractors, including our company – LLP NefteStroiService Ltd. (NSS). Our partnership was born in the hard times of the transition period and initially had a very limited staff. We all remember only too well the severe problems we faced at the time, such as unemployment and arrears in payments when it was really hard to make some money to buy food for the family. The businesses able to create new jobs and pay on time appeared in high demand in the community and were

appreciated as true patriots. As a result, NSS soon evolved into a strong business proud of its qualified workforce.

Currently, NefteStroiService is well into the second decade of the company's history. Over these years NSS has been invariably recognized as the leader among TCO local contractors due to the continuous drive for self-perfection, the wise strategy and strong leadership. Through bringing on contemporary technologies and work processes our company succeeded in developing our business in many areas. Today we work in close contact with foreign companies and are given credit as trusted partner of choice in Kazakhstan business community. Over the term of operations NSS has received more than 145 licenses for all types of construction and installation work.

At all stages of its establishment as a sustainable business NSS has been primarily focused on building its core staff of quali-

fied national employees through pursuing our personnel development strategy, training of young specialists, mentorship, etc. As a result, we succeeded in training quite a few skilled specialists demonstrating excellence in a variety of areas, like project engineering, civil engineering surveys, land management, surveying, reinforced concrete foundations, industrial engineering, infrastructure development and utilities engineering, assembling and installation of electrical equipment, automatic controls and processing facilities. Our qualified workforce contributes to the success of company business through investing their vast expertise and knowledge.

We are proud to report NSS has delivered quality and demonstrated excellent performance executing quite a number of work-orders for Tengizchevroil in the course of turnarounds. Being the leader of production industry in Central Asia by the reserves of oil and gas, Tengizchevroil has been playing a critical role in supporting our base business. It is through adopting TCO's best management practices and sharing experience, following the tenets of operational excellence, strictly adhering to safety procedures, monitoring of quality and committing to business and labor ethics we have established a sustainable and thriving business. Courtesy of such outstanding personalities and world-class managers at TCO as Richard Filgate, Rocky Brennan, Tom Hanson, Robert Sissel, Mike Ganuchio, Anuar Zhakiyev and Marat Dauletyarov along with many other

specialists, who have invested their profound expertise in our workforce, NSS has evolved into a trusted partner. Many thanks to the abovementioned TCO representatives for their precious and timely advice and guidance in mastering best practices.

It is through continuous technology transfer and stimulating our personnel development effort Tengizchevroil developed our opportunities and enhanced capabilities, thus established NSS as a trusted contractor. For example, our company is strongly involved in annual turnarounds at the plant, road construction and maintenance. Among further areas of our responsibility were the Tengiz airport, the renovation of the motor road between Tengiz and Kulsary. NSS is proud of its important role in such projects as expansion of sulfur granulation plants, including installation of pipelines and steel works, manufacturing of mechanical parts, etc. Whatever the project and specific role, our primary vision is to live to the customer's expectations and ensure the desired quality by all means.

It is a great honor to us to work together with Tengizchevroil and act as one strong team with its specialists. As the old Kazakh saying goes, "as the rain helps the soil grow the green grass, as the hard work helps the young fellow become a mature man." Our ancestors, fathers and grandfathers, along with their mentors have made a priceless contribution in the wellbeing of our nation. The difference made by Tengizchevroil to the development of the national petroleum industry is great.

Allow me to offer warmest greetings to the oilmen of Tengiz for the 20th anniversary of Kazakhstan's independence. Wishing you all the best of health and success.

## Incident investigation Process in TCO

It so happened, that, since recently, notions like "incident investigation", "potentially hazardous incident" or "unsafe condition" have become the subjects we frequently address and discuss in the course of normal business activity. The above terms have become a part of the normal professional lingo used by next to every employee at TCO, who also know well the sense of these words. We deem this change as a positive one and reflecting an important evolution of mentality. Each of us, finally, started to care of personal safety, because he wants to return home to his family after work safe and sound, and is aware of the multiple risk factors we have to deal with in our daily routine at TCO. In order to ensure safety of employees and avoid dangerous incidents, the Company has implemented a special procedure of records and reporting along with investigation of incidents. The purpose of this procedure is to identify the root causes of incidents, learn the lesson and make sure no such incident can happen in the future.

As you know, this process started from the early days of Tengizchevroil, however, over the two decades it has been subject to many positive changes. The Company contributed a lot to improve this process over the years. It has also improved dramatically, court-

esy of a strong personal contribution made by such brilliant professionals on board TCO HES as Roger Harris, an expert specialist in PPE proud of his long and exciting work history. Currently, his job is OE/HES Advisor. He was in the lead of a significant project aimed at improving the procedure of reporting and investigating of incidents. On his initiative, a special work group consisting of four positions was made to effectively address the issue.

TCO can be duly proud the Incident Investigation Team has been a pioneering initiative, unprecedented across the Chevron organization.

As a matter of fact, the ultimate success of the process hinged not only on the newly formed team. The dedication, strong support and leadership of department managers at both KTL and SGP in applying the incident reporting procedure was critical to its success. As a result, currently TCO employees have rich experience in the use of such methods like "Five causes" and "The Tree of Causes" used for investigation of minor and serious incidents, respectively. The chief objective of the above methods is to investigate the root causes of an incident, the deficiencies in procedures, the flaws in written instructions and oversights in general management practices which could lead to a human error,

a failure of equipment and result in a job-related injury, DAFW, explosion or fire, a spill of crude oil or chemicals, emissions of noxious, toxic or flammable gases.

The ultimate result pursued by every investigation is to develop recommendations designed to systematically remedy and eliminate the root causes of the incident and effective in preventing similar incidents in the future.

We approached some TCO managers with a request to give us a few vivid examples of the effective use of the Incident Reporting Procedure to demonstrate how a comprehensive analysis of the incident helped to implement new programs and tools effective in ensuring operational safety at TCO.

Below is the feedback we received.

"...we can report that our effort in bringing every incident investigation to its logical end, identifying the root causes and taking thoroughly weighed action to remedy the key problems has been making a strong positive impact on TCO's safety performance, the protection of the environment and reliability of operation on a regular basis."

"...through addressing systematically understanding and resolving the key safety issues related to project engineering and reliability of SGP we finally succeeded not



only in increasing the capacity of the plant, but also, in my opinion, managed to significantly enhance its safety..." (Robert Dobrik, Production Operations Manager.)

"...I can remember a few such cases, from which we have learned important lessons. For example, we had an incident in July of 2010 when an operator lost his senses at his workplace as a result of H2S intoxication caused by a gas leak on flanges. That incident served the key momentum for us to introduce the mandatory gas analyzer as a must for working in hazardous zones. Plus we worked out an effective procedure to inspect the quality of flange coupling during turnaround..."

"...the analysis of the root causes which led to the mechanical fault of the crane jib due to overload in April of 2010 at SGP site eventually helped to improve the procedure of preparing to lifting operations. In particular, we worked out a template of the checklist and the procedure of lifting operations which resulted in a higher safety record with cranes. Nowadays, we classify every cargo lifting operation as critical..." (Thomas Hanson, Maintenance Superintendent.)

### Superintendent.)

The above examples demonstrate a minor fraction of the tremendous work accomplished to establish the Incident Reporting and Investigation Procedures at TCO.

According to the statistics available for the period from 2007 and through 2010 year-end, the record of incidents registered at TCO has been showing a strong downward trend. This serves the evidence of the fact that effective investigation of the root causes and the measures taken to eliminate them prove effective in preventing similar incidents and minimizing their negative impact.

It is also noteworthy that, over the past 5 years, we have observed the ever growing number of memos sent out to report potentially hazardous incidents and unsafe working conditions discovered. This means each of us started to treat more seriously the safety at his workplace. Through reducing the number of incidents and remedying unsafe working conditions we contribute to prevention of real accidents. This is what we call the true dedication to safety and caring of our colleagues and friends.

# For the Benefit of each Employee

In December Tengizchevroil announced several changes to the social package the company offers to its employees. Please find below the comments made by Sholpan Altybayeva, general manager of TCO Human Resources.

– As we all know, TCO is proud of its unique set of perks and bonuses known as a social or benefits package used to stimulate the employees' performance which was also recognized by the gold Paryz award not too long ago. In his recent message to employees, Tim Miller, TCO general director mentioned a "significant change" made by the management team to improve the benefits package. Could you please explain to our readers what those changes mean in practical terms?

– First, I would like to offer my warm greetings to all TCO employees for the New Year, wishing them peace and well-being along with continued success of our company's business. Our strong team of employees celebrated the 20th anniversary of Tengiz First Oil and shared with all the nation the proud spirit of another milestone – the 20th anniversary of Kazakhstan Independence. The fact those two major events fell on the same time period is important to me. The team of TCO employees together with the entire nation has made significant progress over the two decades and achieved impressive results. Among our primary assets and achievements to admire is the unique team of qualified professionals driven by a very clear system of values and who are proud of the strong corporate culture.

No doubt all TCO employees felt particularly proud to know Tengizchevroil was awarded the Gold Paryz as recognition of the superior corporate responsibility strategy pursued by the company. Clearly, such a high appraisal is certainly due to the combined effort and strong commitment of the entire team. To me, it is even more important that we don't get lax at the sight of our records, but



continue to push forward. For example, in 2009 TCO received the Gold Paryz for the best collective agreement, and already in early 2010 we signed a new collective agreement which incorporated further allowances, such as paid wedding leave, child allowances, etc. We now base all allowances on the National Minimum Wage (NMW) which enables us to adjust their value annually. We have also streamlined the processing of the health benefit, so each employee can easily verify the sum total.

Since 2010 we have continued our effort to further enhance the social package. Recently, TCO general director announced a number of significant amendments approved by the management team. Allow me to specify those in detail.

First of all, we adopted significant changes in the area of health insurance. As you know, an employee can now choose among the insurance programs. The packages offered differ in the list of medical services and respective cost of the policy. Also, depending on the type of insurance the employee prefers, the compensation paid by the company will vary accordingly. So far, the sole insurance package compensated by Tengizchevroil in full was the essential set of first-aid. As was announced by the general director, starting this

year, Tengizchevroil has committed to fully cover the cost of 2nd grade insurance for company employees and their family members which includes more services compared to the essential package. Meanwhile, insurance programs of the 3rd and 4th grades will continue to be available to all. The purpose of this change was to offer an enhanced package of medical services paid by the company and also make it available to the family members. As you can imagine, the impact of this change is significant, besides it targets not only the employees, but also their families. We have also been strongly focused on improving the standard of medical services offered at outpatient clinics available to our employees – residents of Kulsary. Tengizchevroil sponsored and advertised medical consulting offered by visiting health professionals from Almaty. All the above positive changes reflect the strong intent of the company management to improve the standard of medical services in the immediate locations where our employees live.

You must be aware also that our employees can choose not only among the insurance programs, but also choose between the dedicated insurance providers – Interteach or NSC. In the meantime, we are trying to add more options, so we are

currently in the process of negotiations with other companies in order to make the more clinics available to our staff. Companies have recently opened new clinics in Atyrau with contemporary medical equipment. We do hope our employees will soon get access to more facilities.

TCO HR has initiated a number of presentations to explain the insurance programs to our employees.

– What you have mentioned above was, however, not all the change reported by the general director. The younger generation of TCO employees has been actively discussing the most recent plans to offer enhanced opportunities to the champions of sports and healthy lifestyle.

– You are absolutely right. The advertisement of the healthy way of life has been for long among the key focus areas of Tengizchevroil. It is common knowledge that Tengiz offers brilliant opportunities to those who have accepted the healthy way of life. Available to all employees are two excellent swimming pools, the gyms, tennis grounds and other facilities. We all admired the superior performance of our amateur athletes at soccer and volleyball competitions in 2010. TCO HR came up with an idea of a Sports Committee, its members delegated by the chief departments of Tengizchevroil. This body together with labor associations are currently in charge of organizing all sports events in Tengiz and Atyrau.

To further encourage employees to adopt the healthy way of life, starting from 2012, TCO will reimburse employees the cost of fitness center membership equivalent to \$1,500. As you know, so far the company could afford to cover the cost of a limited number of memberships sought after by many. Meanwhile, the number of young employees at TCO has been growing each year, and this particular group is known for their active support of physical culture and sports. TCO management has been very eager to support and encourage active involvement of the young people in the healthy lifestyle, also through enhancing sports and recreation opportunities. Now, every employee can choose a sports center and fitness program to his liking, and

the company will pay for it. Those who play football and volleyball will continue to enjoy the facilities rented by TCO in Atyrau on a regular basis.

– Now, there seemed to be one more addition, specifically targeting the long-timers of TCO and intended as a sort of incentive. Guess it is totally new to the collective agreement.

– You are right again, this is a novelty we introduced most recently. Whereas the abovementioned changes are focusing the health and fitness of our employees, the last change that you mention is designed to encourage loyalty and continuity. Tengizchevroil is proud of its high record of long-term employees and the strong loyalty of employees to the company. TCO management values those who demonstrate hard work and dedication over the years. This new program is designed to recognize the personal input made by individuals over a long period of time. TCO management team has endorsed this initiative, thus the program will start in the second quarter of 2012. It will provide quite a few incentives. But this is not just about special medals of honor and letters of appreciation. Our primary intent is to encourage the young people's strong will to stay with the company for long and to stimulate the sense of pride with long-term employees, who are established at TCO as strong professionals. We would like to make our people believe this is no one-time formal initiative, but rather a permanent drive to support a merit deemed yet another important asset on Tengizchevroil's scale of values.

Last but not least, we need to add that at the heart of all the above mentioned novelties is the hard work and dedication of HR specialists who also enjoyed support of other departments and TCO management. A particularly gratifying thought is that the latest changes to the social package will create a superior value to enhance the wellbeing of each employee and inspire the entire team to further achievements dedicated to the 20th anniversary of our state. Once again I extend my warmest greetings to all colleagues.

– Sholpan, thank you very much for your interview.

## A Life Dedicated to Tengiz

Anniversaries are very a appropriate time for looking back at major milestones of one's life and career. Being currently past my personal 60th jubilee, I can see my entire life and career have been dedicated to Tengiz, and this is a gratifying thought.

Back in 1967, when a young fellow, I started my career as a mechanic in charge of drill bit maintenance and later a motorist. At that time none of us, who started their career as drilling crew members and well operators could expect our all-wheel-driven ZIL and Ural trucks with rigs mounted on them were traversing the expanse of the future Tengiz super-giant oilfield. But even the small the fields we discovered - which were later dwarfed by Tengiz - we managed to enjoy tremendously our everyday routine and the modest records we achieved. It so happened that we were forced to continuously fight with problems and brave endless hardships. We had no paved



roads at the time, thus each spring I together with my friends – Adil Bekmenbetov and Adil Mekebaev embarked on our next to impossible mission and very much like a risky military operation. Some fifty to a hundred miles across the steppe took forever and came at the cost of

literally painstaking effort. When we got stuck in the mud or sand in the middle of nowhere, we never lost heart, but instead picked our spades and wood strips we always had at hand. When we finally did that, and our vehicle was saved from the trap, we felt tired, yet happy. We made our way to the well site feeling like heroes, because nothing at all could stop us on our noble mission. Once arrived and settled in our camp, we set on the repair work and had to rely mostly on our resourcefulness and handyman's skills, because we could not even dream of the timely and perfectly organized purchasing and supply of spare parts. As far as brainstorming, we had enough of that exercise every next day to resolve endless problems on the spot. Anyway, we felt happy and proud when we finally resolved our problems and overcame the hardships.

I am recalling those glorious days today, at the 20th anniversary of Kazakhstan independence in order to tell our young colleagues

about the early days of Tengiz and how its history started, because it is essential for them to know the names of the pioneers who dedicated their selfless effort to this new and exciting frontier presently recognized as a world-class upstream project.

Later I was transferred to NGDU TengizNefit to the position of manager in charge of special heavy vehicles – cementing trucks, truck-mounted compressors, IKARU buses, URAL truck-mounted rigs, etc.

I joined TCO in Tengiz from the day of the company's inception and worked as Transportation supervisor through 1998 when the function was outsourced to ESS.

We must admit that the management practices in Tengiz have changed dramatically, so presently TCO performs like a fine-tuned precision mechanism. What is even more important, TCO shares those best practices with other companies in Kazakhstan and encourages them to benchmark on the best international standards. Honestly, we feel proud to know the old bad habits of nonchalance, carelessness and reliance on a happy chance have become history, while behav-

ioral safety and the conscious observance of safety procedures have become the norm. We, the long-livers in Tengiz feel the difference and appreciate the positive change which can hardly be evaluated in tenge or dollars. They are priceless.

Currently, I am working as a driver on my daily commute across the license area of TCO. I recall the boundless steppe as it looked some thirty years ago, and I feel proud of the change we have made to this picture.

We sought neither the medals of honor, nor other awards or memorabilia, yet, to be honest, I am struggling for words to express how proud I was when I was given the anniversary medal at TCO. The silhouette of a pioneer oilman on it serves to as a symbol of my life and service.

Dear oilmen of Tengiz, my friends and colleagues, please accept my heartfelt greetings for this important milestone. Please treasure and support the glory and leadership of Tengiz as our priceless hallmark forever.

**Zagipaz Kulmetenov,  
in long-term service to Tengiz**



Rasymkhan Matenov,  
unit 300/800 operator

## KTL-2, Train 2

essential skill we have learned from this man to later take over as mentors.

Then the time came, and we set on the job to unplug the 6" and larger pipelines. In order to understand what was happening, you need to essentially know that behind the plugs was the high temperature medium supposedly isolated by a closed valve. To do the unplugging in the safest possible manner, Sultan Tkenbayev, unit supervisor invited Abdibai Karzhauv from the Field Ops known as an expert oil-

Myrzagali Nurmanov and Vladimir Kurenov, they completed the testing and the trial run of all controls and metering equipment. This took quite some time and effort. When I heard Anatoliy reminiscing on that time, he confessed he lost about 20 kilos of body weight because of stress. He said he never regretted that loss and has been successful in keeping his weight of 90 kilos and perfect shape ever since through visiting the swimming pool and sauna in TCOV on a regular basis. During those days Myrzagali Nur-

manov stayed for hours inside the pump station buildings, checking on the completeness of the pump units and eliminating occasional leaks.

That startup also served as valuable practice for compressor operators Bolat Karabalin and Raphael Abdulov. The procedure of unplugging the compressors under working load along with adjusting all parameters, including pressure, vibration, temperature and air-tightness, generally serves as an excellent practice opportunity for every mechanic and process technician. The so-called yellow lines also took plenty of time and created a tremendous stress. Sometimes we were sure we had seen some gauge in place the other day, yet it was missing all of a sudden. Then the Automation and Controls fellas would say they took it away for testing, but it was a shock anyway and could not be tolerated anymore, thus we had to introduce a procedure on the spot prohibiting the removal of metering equipment without prior approval and ahead of schedule.



Members of KTL-2 startup crew. Left to right: **Anatoliy Zryachkin** - lead operator, **Zhargas Uteshev** - lead operator, **Myrzagali Nurmanov** - section supervisor, **Bolat Karabalin** - foreman.

In July 1996, Anatoliy Litvinenko, KTL-2 shift engineer embarked on staffing the start-up crew in charge of bringing on-stream Train 2, the extension which was expected to significantly raise the capacity of Tengiz Gas Processing Plant. Ever since Train 1 of KTL-2 was brought on-line, on the staff of start-up team were pump unit operators Myrzagali Nurmanov and Rasymkhan Matenov, operators Vladimir Kurenov and Baurzhan Kapaliyev, and, finally, compressor operator Ilmar Kutlugazyev. KTL-2 control room was the area of responsibility of Viktor Mashtal and Vyacheslav Saharov, both expert engineers.

As a result of interviews conducted by Vladimir Kazantsev, Unit 200/300 supervisor the team was reinforced by four young operators – Anatoliy Zryachkin, Erbolat Abdrakhmanov, Zhargas Uteshev and Raphael Abdulov, plus Bolat Karabalin was transferred from the Field Facilities.

The chief mission of the startup initial phase was to complete safe degreasing of all units and process pipelines on Train 2 to further hook up to the existing train of KTL-2. Such type of operations have always been considered risky. As a valuable support to ensure safety the Plant Ops management assigned Nugman Murzametov and Kaldarbek Koshtaev, the two acclaimed startup gurus, who were priceless to our team, because they knew well all the plugs installed during the earlier startup of Train 1.

One more person, who gave us invaluable support during preparation work and the startup operations, was Bill Cronkite, Chevron consultant. Together with Viktor Perchenkov he was in charge of the team's safety performance. Both gentlemen were extremely rigid in their requirements. For example, they disallowed categorically all works at heights until correct scaffold was properly installed. Just to have the safety belt in place was not enough anymore, thus at that time many thought the safety precautions were a little bit too strict. Other than that, we all remember Bill as an extremely competent specialist. He made a tremendous contribution teaching our operators to use rust preventers effective in pipe and unit immunization and general protection from a corrosive environment. He exhibited a vast and profound expertise in many areas and was able to give advice on any complex issue related to chemical engineering and mechanics. We were truly amazed at his unique talent to be in the right place at the right time when he exactly located the place of a potential fault or breach of safety procedure. Presently, we call this "correct identification of risk factors", the

man. That was a breathtaking experience for us, the young operators at the time, to watch the exact and masterful performance of his crew removing the plugs from the pipes and setting the spectacle blinds in the working position.

I will take a minute to share my thoughts about specific plant personnel which were new to us in Tengiz since the joint venture was formed. I am talking about interpreters/translators. Sergei Klikunov and Alexei Sokolov supported plant operations as linguists, providing simultaneous translation at safety hour and site meetings. Their accurate knowledge of the upstream process and design of most units and mechanisms was a great help in effectively addressing all issues at KTL-2. Many instruction manuals translated by those folks were immediately made available to the working crews. Courtesy of their support, we felt no language barrier between the operators and Chevron expatriates.

I am also pleased to remember Igor Pigassov, who was in charge of Microzet Program at KTL-2 deemed as the heart of the plant. Among other names I remember with pleasure and gratitude are Alexander Bairamov, Vladimir Efremento, Nariman Temirgaliev and Kabilullah Gilmanov, the Automation and Electrical technicians. Zhanar Yessimova did a great job supplying labels for all controls and switches. If you occasionally walk along Train 1, you will necessarily notice that all the labels and plaques on the units and heat-exchangers are a different color. This was her personal invention intended to clearly depict which part belongs to related processing train and alerting on specific features of the equipment.

When we were preparing to start up Train 2 on KTL-2, Kaldarbek Kashtaev took the lead to do the final inspection and testing of all Automation & Electrical Equipment. Working as one team with his colleagues



manov stayed for hours inside the pump station buildings, checking on the completeness of the pump units and eliminating occasional leaks.

That startup also served as valuable practice for compressor operators Bolat Karabalin and Raphael Abdulov. The procedure of unplugging the compressors under working load along with adjusting all parameters, including pressure, vibration, temperature and air-tightness, generally serves as an excellent practice opportunity for every mechanic and process technician. The so-called yellow lines also took plenty of time and created a tremendous stress. Sometimes we were sure we had seen some gauge in place the other day, yet it was missing all of a sudden. Then the Automation and Controls fellas would say they took it away for testing, but it was a shock anyway and could not be tolerated anymore, thus we had to introduce a procedure on the spot prohibiting the removal of metering equipment without prior approval and ahead of schedule.

I am reconstructing in my memory one specific case when the startup procedure was suddenly disrupted because of a trifle. We happened to run out of valve packing. I remembered my mechanical maintenance class in the first year at the university, took immediate action and manufactured a few by

knowledge and skills to properly address this or that problem.

Erbolat Abdrakhmanov and Zhargas Uteshev, the two young KTL-2 operators, were in charge of a very hard work of pressure vessels and piping pressure testing. They had to wear re-breathers all the time during the routine, proceeding from one section to another. In company with V. Kurenov they used to climb the columns and racks many a time to open valves, let the sweet fuel gas in for pressure testing, repeating the routine once and again, and also later, before Train 2 startup. Often they were temporarily replaced by colleagues from Train 1 - Anatoliy Zryachkin and Baurzhan Kapaliyev, who volunteered as a backup crew when help was needed. Every minor loss of pressure immediately sent us to look for a leak, as we depressurized the system. The problem fixed, we started all over again. Every time we saw Kaldarbek Koshataev within our area of responsibility, we felt the second wind, stopped running around chaotically, as he brought sense and order to every motion and set the work process on the right track.

Rais Shagiev and Nugman Murzametov insisted that we all keep records in the log, so crew-change was better organized. I was truly thrilled to find and read my own reports many years later,

looking at unsure handwriting and understanding that was essentially the chronicles of Tengiz. What else could possibly give you a stronger sense of pride than this?

At KTL-2 we often spotted Timothy Bazhenov, KTL-1 Production Operations manager. His instructions and guidance along with regular inspection of KTL-2 units served an excellent school for young operators.

Ron Kelly, KTL-2 Superintendent was the owner of an important new initiative – a weekly safety meeting held each Sunday morning where we used to learn many valuable facts about global upstream, our neighbors and benefited from the best practices of colleagues at KTL-1. Incidentally, we also learned about their faults and violation of safety rules. This knowledge was precious to us in view of the challenges we faced at Train 2. We also remember Ron's back-to-back Walter Warren as he told us about America and the rank-and-file folks working at similar facilities in the States, which added to our enthusiasm and inspiration. Perhaps, Wait together with Vladimir Antonov, chief mechanical engineer at the Plant were the most strict managers, however, their no-nonsense attitude stimulated our alertness and general morale, which was critical at a project producing crude rich in hydrogen sulfide, from wells with abnormally high formation pressure.

One more personality at the Plant credited for his very emotional manner of mentorship was Maxut Utepbergenov, who had a unique talent of calming down hell-raisers and patent loafers.

Naturally, we felt very nervous about the upcoming startup of Train 2, yet, when the time came, and we brought the new facility online in July of 1996, my hitch was a very normal one, and the time flew fast. Probably, this is how it should be, because we had invested too much blood, sweat and tears trying to make everything go the right way. We even enjoyed a gala concert given to us by local artists and musicians as a bonus. We also were invited to the town hall meeting with the general director, who praised our performance highly. The strong employees were invited to a luncheon hosted by the general director and enjoyed their memorial cup of tea.

I do not know how this happened, but somehow our team was involved in twice as many turn-arounds as others. As a result, every team member has learned to appreciate every opportunity to hone his professionalism and adopt best practices. The team led by Nikolai Litvinenko had the largest number of 6-grade specialists at the plant. I am particularly proud to know my career started in Tengiz and I am very grateful to my first mentor, who demonstrated a strong confidence in us, the young operators.

Perhaps I missed somebody in my short story about mid-90s in Tengiz. Hundreds of people worked at the plant, so I could incidentally forget somebody. Time lies and takes no mercy on us. We once arrived in Tengiz as young university graduates with hardly any experience. Today we are long-livers and veterans of TCO. Therefore, I am trying to follow the advice of Ernar Erniyazov, who once wished he could tell the new generation of TCO employees the history of the change that happened after Chevron came as trusted partner to build a company which is now a world-class operation and recognized as the best in Kazakhstan, and has become the second family and home to all of us.



# Dedication to the oilmen of Tengiz

The author - Zhenis Aitbayev, a renowned athlete extremely popular among Atyrau fans, including TCO employees, silver medalist in the 2011 World Summer Games.

From the bottom of my heart I would like offer my warm greetings to the strong team of TCO employees for the two major milestones – the shared 20th anniversary of Tengiz first oil and Kazakhstan's independence. I am particularly happy extending my sincere wishes of continued success and prosperity to the largest oil producer in Kazakhstan, and this is for the following two reasons.

Firstly, the formation and maturing of TCO joint venture occurred in the early years of Kazakhstan's independence and was inseparable part of the establishment of national sovereignty. In my opinion, the first, yet sure steps of Tengizchevroil making a critical change in the profile and business philosophy of a company responsible for one of the world largest energy resources. TCO treaded its way to success

and thrived through the hard times of the transition period, served as an example to follow and a solid argument in favor of the new strategic vision supporting capital investments in the development of national and regional resources. The miracle of Atyrau emerging from a homely, out-of-the-way town to a beautiful city and the heart of oil industry was a very natural outcome of TCO strategy and reflected the company's strong positive impact on the development of local infrastructure.

Secondly, TCO is known as a strong supporter of the healthy way of life which is deemed by me, an athlete, who dedicated my entire life to physical culture and sports as a very noble and respectable effort. Seriously, I could hardly think of another company in Kazakhstan that would match TCO in the way it cares of its employees, providing superior op-



portunities for sports and physical culture as effective tools to maintain physical fitness and sound health. In the heart of the Kazakh steppe you will find two wonderful swimming pools in Tengiz available to the TCO team. This is, indeed, an asset to admire. In addition to them, local folks enjoy wonderful gyms, tennis and volley-

ball grounds, a busy timetable of various sports events and competitions organized throughout the year. TCO employees – residents of Atyrau enjoy their annual memberships to fitness studios and gyms for free. The company picks up the tab. More so, TCO has been taking the lead, acting as sponsor of many popular sports competitions attracting hundreds and thousands of residents on Kulsary and Atyrau. What is the most important about this activity, it reflects the true internal philosophy of the company and serves as part of its effective employee development strategy pursued with a strong confidence and commitment. Tengizchevroil is no doubt a model company which serves as a valuable example to follow.

ball grounds, a busy timetable of various sports events and competitions organized throughout the year. TCO employees – residents of Atyrau enjoy their annual memberships to fitness studios and gyms for free. The company picks up the tab. More so, TCO has been taking the lead, acting as sponsor of many popular sports competitions attracting hundreds and thousands of residents on Kulsary and Atyrau. What is

This year, I was among the six athletes representing the Atyrau Oblast at the 2011 World Summer Games. I was truly happy to take part in the table tennis competition held on the premises of the famous Olympic arena in Athens. I took silver and was pretty close to gold. The young German player was the lucky winner. After all silver is not too bad for me, an athlete sixty years of age. Besides, playing as a pair with Svetlana Verushkina, another athlete from Atyrau, we added bronze to our team's total booty.

I dedicate my Olympic medal to the 20th anniversary of Kazakhstan Independence and to the 20th anniversary of Tengiz first oil, to our renowned pioneers and celebrity oilmen of Tengiz, also to the young employees as a sign of my true and profound respect to all the members of the strong team of TCO.

**By Zhenis Aitbayev, veteran of sports, international grade Master in long distance race and boxing, international grade referee in boxing**

## Effective tool of Operational Excellence

Many of us note that in our day-to-day work at TCO some processes seem slow, contrary to our own or our clients' expectations. Certain phases of project and department work require considerable resources and time. The question is how to efficiently use available resources to achieve quicker results and ensure better quality?

One of the components of the TCO Operational Excellence strategy is to ensure reliability and efficiency of resources. Business processes such as Well Reliability Optimization (WRO), Surface Equipment Reliability Integrity Process (SERIP), Surface Facilities Optimization (SFO) and Integrated Production System Optimization (IPSO) have proved to be extremely instrumental to Base Business in implementing the strategy. Starting from 2010, the Base Business has been successfully deploying Lean Sigma business processes for the optimization of resources which has resulted in considerable optimization of resources in many departments and completion of a number of projects.

Lean Sigma is a method designed to enhance cost effectiveness of performance through systematic improvement of existing processes. The initial idea of Lean Sigma is to gain maximum advantage from company's spending. As a result, processes in any project or department are becoming safer, less time-consuming, more effective and require less human and financial resources.

Prior to full-scale deployment, the Lean Sigma group identifies the areas with the highest expenses and use of company resources. Then, opportunities for process optimization are identified by Lean Sigma group at joint workshops with management and

subject matter expert groups. Any TCO group or project has an opportunity to use the process if it needs to accelerate a certain routine as well as to use resources with maximum expedience.

One of the examples of the successful use of the process at TCO was the Gas Utilization Project. Through making changes to the Project Management process the company successfully reduced the flaring volumes, thus both increased income and notably reduced environmental impact.

Lean Sigma has proven a reliable and effective business process with many Chevron business units, and it is also widely used by other major international oil and gas companies. For Chevron, the process enabled the company to generate more than \$3 billion of income over the last decade as a result of Lean Sigma projects.

At the moment, the Lean Sigma group has plans for further increasing the role of the process within TCO. They organize workshops for various work groups and look at other projects as potential targets.

Taking into account TCO's commitment to achieve a world-class leadership in all areas of operation, the vast use of Lean Sigma can be a valuable support in achieving our vision to be the safest, most efficient and profitable oil and gas enterprise in the world.

Said Yerkin Alden, Marketing & Transportation Rail Fleet Super-



visor - trained Green Belt on Lean Sigma methodology, "Our department had a great opportunity to use the Lean Sigma process and methodology to improve the Annual Routine Scheduled Maintenance process for TCO rail cars. During the four months of active work by our project team, we have improved our understanding of the process, optimized and reduced the time of railcar maintenance. The project increased the availability of these railcars for operational use."

Lean Sigma provides a more systematic and structured approach to process optimization using the DMAIC phases (Define / Measure / Analyze / Improve / Control) where each phase has certain deliverables. Different tools are used in each phase and results are achieved that allow movement to the next phase. One of the most important Lean Sigma approaches is confirmation of results based on data measurement and statistical data comparisons.

We are not going to stop at what has been accomplished and we will continue to use Lean Sigma to optimize operational processes during the next Lean

Sigma project that is currently being started in our group. The Base Business Lean Sigma Group's streamlined approach is used to help coordinate and govern the work on TCO's Lean Sigma projects. Trained employees are involved in projects in their functional groups and have an ability to work in projects conducted in other functional areas. This is just the beginning and in the near future more of our colleagues will learn and use Lean Sigma tools to make our work faster, safer, better and with lower costs.

Kamazhai Nuraeva, Central Plant Lab Supervisor said, "From May to October 2011 Plant Lab personnel and Lean Sigma practitioners worked together on a project to Improve Plant Hydrocarbon Lab productivity. The project team achieved very significant improvements in streamlining Plant Lab work processes. Improving LPG sampling and analysis was the main scope of this project."

"The project consisted of five phases. Work started with gathering baseline data for the process. Then the next step was to analyze all the gathered data. After we looked at the types of samples, the

frequency and purpose of sampling /testing, we finally arrived at solutions to improve process and developed respective recommendations."

As a result, the number of LPG potentiometric titration tests for propane and butane was reduced by re-distribution of sales product between internal and external markets. This type of tests is now done only for those markets where the testing is required as per the law. Thus, the number of potentiometric titration tests was reduced by 70 percent, which resulted in significant saving on chemicals, less time for cleaning sample containers and generally less time spent by Lab personnel on testing. The number of propane samples taken from SGP and number of tail gas tests were also reduced. The frequency of Lab equipment calibration has been decreased which freed up instrument and technician time for analytical work.

The analytical control schedule (ACS) was revised to add additional columns to provide statistics for online analyzers availability at the sampling point and the purpose of each test. This has improved the ACS review procedure that should help avoid testing unnecessary for monitor production process.

I would like to express our sincere gratitude to Lean Sigma team personnel for completing this successful project under the direct guidance of Black Belt mentors Sergey Baum and Svetlana Kozlova. Thanks to their support and strict control, the team worked enthusiastically to complete the project work on schedule.

**Nazgul BISEMBAEVA, Lean Sigma Lead Advisor Yerlan KASSYM**

# Flamingo on its way to History

*Another push of the power shovel, and the thick masonry of shell rock gave way, showed cracks across the facade and, finally, collapsed, raising clouds of dust... One more wall of the famous Pink Palace turned into a heap of debris.*

*Sorry to say, the old building of Tengiz Field Central Control Room, recently referred to as*

*the Pink Palace, was listed among structures under demolition program in Tengiz and has now been demolished.*

*Readers may ask why so many unusual and flowery epithets, like Pink Palace, famous Flamingo and all? Not all buildings get such proper names, let alone similarly romantic, yet this is a very special story.*



The initial period of Tengiz oilfield development following its discovery and the first mind-blowing estimate of oil in place produced general excitement, enthusiasm, yet also raised unnecessary fuss and premature expectations. There was a lot of hearsay about unbelievable mega projects, multiple plants to be built by virtue of magic in the middle of the steppe, an underground railroad and a nuclear plant.

Occasional remnants of those times and fantastic expectations can be seen in Kulsary and the Rotational Village with carcasses of unfinished apartment houses once intended to accommodate at least one hundred thousand new residents. That was the time when the pink shell rock produced in Manghistau became a very popular material used for facing of concrete buildings. Many old houses built in this unmistakable Caspian style can be still found in Atyrau.

In one of his interviews Yuri Makhoshvili, ex-director of Tengiz Gas Processing Plant remembered that, "Many ancillary facilities were built in those years in parallel with the essential capital projects, off-plot and field facilities." Falling under the "ancillary" definition was also the Field Control Room which later accommodated the staff of operators in charge of the oil gathering system and main manifold operation.

Originally, the design of the Field Control Room was a rather plain looking building made of lime brick. Yet, by that time the tin columns and the maze of KTL-1 piping clad in steel framework the shade of green were already in place, shining in the sun and giving a fantastic look to the entire plant. Naturally, it was everyone's wish that all the buildings in the immediate vicinity of the plant should also look stylish. Therefore, the plant management turned down the original design of Field Control Room building and was supported by the Ministry of Oil Industry of the former Soviet Union. As a result, another design offered a two-storied polygonal building with the facade made of shell rock panels. The material was available from a local deposit and its cost was very low.

Soon after TengizNefteStroi civil engineering company commissioned the project, and the installation of the automatic control system kicked off the new building was branded Pink Palace because the unmistakable shade of pink that made it an absolutely beautiful piece of architecture perfectly in harmony with the sun and the background of the blue sky. The pointed elements of the roof aroused associations with the typical style of royal palaces, hence the respective metaphor in the new name. It was a truly festive looking structure, and the visitors normally took it for a hotel. They believed its real function

cal event. We had the feeling as if the entire country was looking at us at the moment, with ministers and deputy ministers, directors of production associations standing around, staring at the logic board. During the entire shift we kept our eyes on the readings and blinkers showing the status of wells, metering stations and flow lines. We watched the gas analyzers closely, too. In case something went wrong, we would shut in the wells immediately, but luckily all went well. At 6:00 p.m. I turned the key to open well T 8, and Abdul Artygaliev together with Boris Vassilyev pressed the startup button. I was keeping my hand on the con-

Technological development is pushing forward. The Tengiz upstream facility looks very different today from what it was twenty years ago. Its production capacity has grown more than 20 times, the gathering systems and field

in place for all those old buildings," said Erzhan Kaparov, engineer of TCO capital projects in charge of Pink Palace dismantling. Ironically enough, TengizneftStroi, the company in charge of this project



Erzhan Kaparov - on the roof of the palace "Flamingo"



controls have been upgraded and replaced by all new equipment. A new building accommodated the Field control Room. Although not a palace, for sure, it is a compact and very comfortable place to work with thoroughly thought-out heating system, smart air-conditioning and insulation. Perhaps, the old building could be used much longer for alternate purposes, had it not been situated in the middle of the oilfield. The new safety strategy of Tengizchevroil demands that the maximum number of personnel uninvolved in essential plant and field operations should be moved outside the area of production operations. More than one hundred buildings found outdated, non-essential and uneconomical in terms of maintenance costs are to be pulled down, just like Pink Palace. In fact, the building had been standing idle and empty for some years before it was demolished.

"We have a take-down plan

disclosed to them was a joke. The personnel working in the Field Control Room was very proud of their workplace and particularly of the state-of-the-art computerized displays indicating all the wells and gathering lines across Tengiz and Korolev fields.

"It's a pity our Pink Palace lived a rather short life," said Maksut Tulegenov, coordinator of Negotiations & Legal, who started in Tengiz in the early 90s as process engineer with NGDU TengizNefte Production Company. "Actually, our startup team was based exactly in this building when we started the Plant on April 6, 1991. On that day I was on my hitch as Field Control Room shift engineer, so I was both the witness and the participant of that histori-

cal event. We had the feeling as if the entire country was looking at us at the moment, with ministers and deputy ministers, directors of production associations standing around, staring at the logic board. During the entire shift we kept our eyes on the readings and blinkers showing the status of wells, metering stations and flow lines. We watched the gas analyzers closely, too. In case something went wrong, we would shut in the wells immediately, but luckily all went well. At 6:00 p.m. I turned the key to open well T 8, and Abdul Artygaliev together with Boris Vassilyev pressed the startup button. I was keeping my hand on the con-

Many of former Field Control Room operators continue working at TCO. Below are a few names that come to my mind: N. Moldiev, A. Artygaliev, M. Moldashev, N. Kaliev, O. Kateshov, L. Toropkin, G. Zhumagulov, M. Kerikov, A. Jackiev, M. Saparov, A. Abilgazyev, A. Assanov, G. Dzhymagulov and M. Amaniayazov. They all were young men at the moment. Of course, we do understand that the old Field Control Room has completed its service, its computers and equipment became outdated... Yet, we have a sad feeling saying goodbye to Pink Palace."

once completed its construction. At first, they dismantled the interior areas and, finally, pulled down the building in November 2011. The process is well planned and perfectly managed. All scrap has been sorted out for potential materials recovery. A group led by Mike Mitchel, a Chevron expatriate on his special overseas assignment, has worked out a demolition program for non-functional outdated buildings, placing a special focus on safety, and we rigorously follow this program."

Some time ago, the Pink Palace was renamed and has been recently referred to as Flamingo Palace, very much in Tengiz general style influenced by the poetic images of local environment and the proximity of the white-whiskered Caspian. Alas, our Pink Flamingo has flown away for good. However, it will stay forever in the exciting chronicles of Tengiz.

By Georgy Trukhin

# When the Heart is Inspired to do Good



On a unusually warm day in fall the area inside the campus of the Atyrau Regional Boarding School #1 hosted a dedication of the newly built all-weather football pitch. The school instructors and day-care assistants looked excited, while the faces of VIPs representing sponsors, construction companies and department of education officials radiated pride and satisfaction. The happiness of the schoolchildren was really hard to describe. Head over feet with joy, they just could

not believe they have been presented this football pitch with an evergreen synthetic lawn and applauded fiercely when the spokespersons making remarks on behalf of collectives, as if spurring them up to finally complete the ceremony, because they could not wait to break in this wonderful artificial turf and play soccer to the best of their mastership, and feel just a little bit like Ronaldinho.

Also attending the ceremony were the three ladies – Zhanar, Karlygash and Gulsara. They stood some-

what humbly among the invited VIPs, kept smiling and gave a hearty applause to the speakers. Meanwhile, hardly any one standing next to them was aware this beautiful presentation became possible due to the personal effort of these modest personalities.

I think it would be fair if I give our readers some background info on how this all happened.

**Gulsara Akzhigitova**, TCO Projects lead project engineer reminisced:

– This happened in spring of 2010 when on one of the weekends I received a call from my friends who invited me to join them to a 'subbotnik' (a day of volunteer social work) organized in the park area of Zhilgorodok micro-region. I joined eagerly, so we spent the entire day planting trees and cleaning up the territory, and having fun. On that day I met with many enthusiastic members of the Zhana Bastau – Zhana Tolkyng NGO united and strongly inspired by the idea to make their native town a better place to live through contributing personal effort. The park area was selected as one of their targets, because everyone was eager to help rehabilitate this place once extremely popular among local residents.

Gulsara later shared her warm impressions of the cleanup with her best friends – Zhanara Gilimova and Karlygash Assylbekova. Somehow in a matter of fact way a very natural question came to their mind whether they could also create some value for the community.

**Karlygash Assylbekova**, RMG Group analyst:

– I believe we turned on the heat all at one time. We got together and talked, made plans and shared ideas. As a result of our emotional discussions we arrived at the thought which was deemed logical to all of us: we must help the pupils of boarding schools. Then we decided to organize a steering committee and immediately became active members, and came up with the name of our organization – Zhalyndy Zhurek, which stands for The Heart Aflame with Goodness. However, this is one thing to make plans, and to make those plans happen normally takes time, effort and commitment.

Our first action took place in the summer of 2010 when we eventually organized a festival for



Karlygash, Gulsara and Zhanar

disabled children in the Leskhov micro-region. We invited entertainers, bought plenty of fruits and candies for children and made our way to that boarding school. You should see the eyes of those kids and hear their laughter when the comedians started to play with them. We talked with the children and they shared their secret dreams with us, so we finally realized they lacked the plain human contact with the people who care. It was really hard to watch those little ones, who occasionally could not walk and stand upright, so what they did was just look at us with their eyes wide open, and smile...

Then the young ladies decided they must visit all the similar facilities in town and find out what were the primary needs of the pupils and how they could help. They met and spoke with the children and principals of Boarding Schools #1, Ak Bota and Shanyrak. As a result, they now knew for sure the facilities have been given proper care by the responsible state agencies. However, at some point they discovered that the schools had no contemporary playing grounds. This brought them to the idea of building football

pitches for mini-football.

Gulsara, Karlygash and Zhanar took this idea close to heart and addressed the issue as true professionals. No wonder, because they are all engineers by training, have professional skills, therefore they completed all the project work all by themselves and made a cost estimate. Now the chief issue to resolve was to find the necessary funds. At the very conservative estimate, the cost of one all-weather football pitch was over \$40,000.

This circumstance, however, did not discourage the ladies, so driven by the noble idea and their kind hearts they visited many enterprises, advertising their project and trying hard to rally support. Only naturally, the first to offer a helping hand appeared the company for which they worked. TCO Policy, Government and Public Affairs and Human Resources came with an idea and logistical support of a fundraising event – a mini-football tournament. HR manager Ruslan Adilgaliev contributed his effort approaching the Sports Center director, so finally the facility was made available to the sportsmen and fans free of charge. Total funds raised were estimated

around 500,000 KZT which was not all that bad. In the meantime, the three ladies shared their project with their friends working with other companies, so soon more collectives joined the fundraising initiative.

**Zhanar Gilimova**, analyst of TCO Strategic Planning & Analysis:

It was a truly happy moment to us when Linsi Crain, deputy general manager of TCO PGPA advised that we should approach the Burns Society known for a lasting tradition of charity in Atyrau. Its activists invited us to make a presentation of our project, so I was elated present. I showed the slides and the drawings and told about our meetings with children, and reported on the results of fundraising initiatives. The Scotsmen asked to give them some time...

It did not take long, though, and soon we got a pleasant surprise. Graham Cadler, director of Atyrau Burns Society came back to us saying they were eager to act as sponsors to our project. We nearly hit the ceiling with happiness. Now we knew we made it, even though at times our mission had appeared impossible.

**Said Graham Calder**, director of Atyrau Burns Society:

– The Burns Society has been contributing greatly to the accomplishment of many social projects aimed at the development of the local community. The recently opened all-weather football pitch at Boarding School № 1 was an idea presented to the Burns Society by Zhalyndy Zhurek, another charity group working in Atyrau, for orphaned and deprived children and is just one of the projects undertaken by the charity and the first they have completed in Atyrau. The Burns Society are pleased to be working with Zhalyndy Zhurek who have similar ideas and goals to ourselves.

An opening event held on October 15 was attended by company colleagues volunteering in society's charity initiatives. Earlier this year

the Burns Society also provided a similar facility to the boarding school in the Makhambet district, which has been supported by the charity for many years.

Now it seemed the project is in the final stretch. Our ladies had luck once again. Probably, it was only fair for them to be lucky eventually, because the kind heart pursuing the noble mission cannot possibly stay alone unsupported by other kind hearts.

Beregen Suleimenov, president of Akas Alpha construction company happened to be yet another person who cared. He promised to build the football pitch very quickly and committed his company to deliver highest quality of work. He later submitted a cost estimate and volunteered to cut down his company's margin to zero which minimized the ultimate cost of the project. The builders kicked off construction work on September 1, and the project was completed by October 10.

On October 15 the opening ceremony commenced, and the children played their first game on the new field.

So now you know the entire story. Unusual? I would hardly call it this way. I would not call it amazing either. As a matter of fact it could remain largely unknown to the general public just as well, because the brave young ladies intended to stay low profile.

The Committee of Children's Rights Protection of the Republic of Kazakhstan Ministry of Education and Sciences thought differently and recently presented a letter of gratitude to both charities and the construction company for their contribution to children's support initiatives.

I believe our readers will want to join us in saying words of appreciation to our esteemed colleagues Gulsara, Karlygash and Zhanar, the brave ladies with their hearts aflame with Goodness.

By Georgy Trukhin

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