

Name of the IMS document:

KazTransOil JSC Quality Policy**Policy**

Developed by:

**Risk Management, Energy
Management and IMS Department**

Approved by

resolution of the Management Board of
KazTransOil JSC

([Minutes](#) of the meeting dated June 30, 2017
No.22

KazTransOil Joint Stock Company (hereinafter referred to as the Company), being the national operator of the main oil pipeline and the largest pipeline company of the Republic of Kazakhstan, strives to fully meet the requirements and expectations of consumers.

In order to implement this Policy, the Company's Management assumes the following obligations:

- 1) ensure continuous compliance of the services provided with the requirements of the legislation of the Republic of Kazakhstan, consumers, international and national standards, as well as internal documents of the Company;
- 2) ensure continuous improvement of the quality of services provided;
- 3) increase customer satisfaction with the quality of services provided based on a systematic analysis of current and future requirements, expectations of consumers and their satisfaction with the Company's services;
- 4) increase the effectiveness and efficiency of the Company's quality management system;
- 5) apply a process approach based on the assessment of risks and opportunities;
- 6) ensure the development and continuous improvement of the professional level of the Company's employees;
- 7) develop and encourage employee initiatives aimed at improving the Company's quality management system;
- 8) maintain the image of the Company as a reliable partner at the national and international level; ensure information transparency to the public and target audiences.

The Company's obligations expressed in this Policy are the basis for setting the Company's goals, apply to all business units and are included in the Company's business relations with partners.

The management of the Company is responsible for the implementation of this Policy and the provision of all necessary resources.