

The American Chamber of Commerce in Kazakhstan

SUMMER 2020

COVID-19

RESPONSE, SUPPORT, RECOVERY



AmCham Member Support for Kazakhstan
30 Articles from Industry Leaders

- ▶ Oil and Gas Industry
- ▶ Engineering / Mining
- ▶ Banking / Finance

- ▶ Healthcare Industry
- ▶ Consumer Products
- ▶ International Organizations

WE'RE IN THIS TOGETHER

Together with the Red Crescent of Kazakhstan, we are providing \$300,000 in humanitarian aid to the Kazakhstan Republic. Following the consultations with the Ministry of Health of KR, these funds are being used to purchase personal protective equipment for medical workers, COVID-19 tests for the population, and food packages for about 4,000 households in need.

The Coca-Cola System in Kazakhstan has also donated close to 10,000 liters of our beverages to people on duty in hospitals and at road checkpoints, and about 1,000 food baskets to socially vulnerable households, in cooperation with local Akimats and several non-government organizations.



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MESSAGE FROM AMCHAM EXECUTIVE DIRECTOR DORIS BRADBURY



AmCham Executive Director Doris Bradbury

The COVID-19 pandemic developed quickly as it travelled from the Asia-Pacific region to Europe, then on to North America, and it continues today to move across continents. It did not bypass Kazakhstan, which early on adopted a highly disciplined response to limit the spread of this new, unknown virus. The business community was swept into Kazakhstan's response as quarantines were imposed in Almaty and Nur-Sultan, companies sent their staff home to work remotely, non-essential services were shuttered, and a general lockdown prevented, or at least delayed, the coronavirus from spreading throughout the country.

The global economy was inevitably affected, and businesses both large and small adopted crisis plans to manage an entirely unexpected set of circumstances that will mark the year 2020 in history for a pandemic considered the worst since the 'Great Flu' pandemic of 1918. The pandemic and its impact have sorely tested global healthcare, economy, and social fabric as the world came to terms with the new circumstances and took measures to confront what came to be known as COVID-19.

The most heartening response came from the international business community which, although confronting multiple challenges of its own, nonetheless reached out to provide support to the countries in which they operate. In Kazakhstan, the response was immediate as contributions to support the country's medical institutions and healthcare system were planned, funded, and quickly delivered. Contributions to support Kazakhstan's social fabric, with particular attention to the country's all-too-often neglected regions, were also forthcoming, and the Government expanded and strengthened its social safety net to ensure a sustainable standard of living during a time of severe economic stress. Essential supplies of food and pharmaceuticals were maintained without shortages.

This *Special AmCham Issue, COVID-19 – Response, Support, Recovery* is a record of the foreign community's commitment to Kazakhstan and their joint efforts with the Government to ensure that the crisis was mitigated with a minimum of suffering, paving the way for the country's recovery to follow. The companies and international organizations represented here are diverse and without distinction as to national affiliation – the oil and gas industry, mining and engineering, pharmaceutical companies, banking and financial firms, consumer products, and UN organizations. COVID-19 knows no borders, nor does the AmCham membership and their support for those suffering in the pandemic.

As the recovery stage begins, AmCham honors its members' successful efforts and heartfelt commitment to Kazakhstan, each company choosing its own best path to support Kazakhstan and its population.

Doris Bradbury
AmCham Executive Director

MESSAGE FROM U.S. AMBASSADOR TO KAZAKHSTAN WILLIAM H. MOSER



U.S. Ambassador William H. Moser

We have all watched in astonishment as the COVID-19 pandemic has spread across the whole world. It has affected all of us in ways we never could have imagined, forcing us to find new ways to work together and interact with each other. But as sobering as this disease has been, I have been encouraged by witnessing the efforts of the entire world to respond to this unprecedented crisis.

Months into fighting this pandemic, the United States continues to lead the global response to COVID-19 and remains the largest single country donor to response efforts around the world. As the U.S. Ambassador to Kazakhstan, I am especially proud of the assistance we have provided in this country – assistance that has been made possible through the American people’s generosity and the U.S. government’s action. The United States has allocated more than \$5.7 million to the fight against COVID-19 in Kazakhstan by helping prepare laboratory systems, activating case-finding and event-based surveillance, supporting technical experts for response and preparedness, bolstering risk communication, and more. This is in addition to the donation of thousands of masks and other personal protective equipment. We have also allocated \$2 million in regional funding to support migrant communities affected by COVID-19 throughout Central Asia. All of this assistance builds on more than \$2 billion in total assistance to Kazakhstan over the last 20 years, including \$86 million for health.

In addition to being proud of the U.S. government’s leadership in responding to COVID-19, I have been overwhelmed by the response of the U.S. private sector. Through the generosity of American businesses, individuals, non-profit groups, charitable foundations, and faith-based organizations, Americans have now provided more than \$4.3 billion in donations and assistance globally, more than any other nation. In addition to these donations, American companies have been on the forefront of manufacturing the medical equipment and medicines needed to treat the disease and inhibit its spread. The role played by the U.S. private sector and other international stakeholders here in Kazakhstan is well documented in this Special Issue of *Investors’ Voice*, and I applaud the efforts of all those who have contributed to the fight against COVID-19 in this country.

As Kazakhstan emerges from the public health crisis and begins to look ahead to economic recovery, I believe that this country’s partnership with the United States – both our government and our vast private sector – is more important than ever. I look forward to the opportunity to work with the American Chamber of Commerce and the broader U.S. business community to strengthen this partnership in the months ahead.

William H. Moser
U.S. Ambassador to Kazakhstan

TABLE OF CONTENTS

12	Oil and Gas Industry
13	Chevron
15	Tengizchevroil (TCO)
19	Shell
20	ExxonMobil
21	North Caspian Operating Company (NCOC)
23	Total
26	Karachaganak Petroleum Operating (KPO)
27	Engineering / Mining
28	GE
30	Rio Tinto
31	nVent RAYCHEM
32	Banking / Finance
33	Citibank
34	Al Hilal Bank
37	Mastercard
39	KPMG

TABLE OF CONTENTS

40	Healthcare Industry
41	Sanofi
43	GlaxoSmithKline (GSK)
45	Pfizer
48	Takeda
50	Medtronic
51	Santo
54	International SOS
55	Consumer Products
56	Philips
58	Philip Morris
61	Beiersdorf
62	Coca Cola
63	Avon
64	International Organizations
65	World Bank
66	UN High Commission for Refugees (UNHCR)
68	International Organization for Migration (IOM)
71	Red Crescent

CONTRIBUTORS

Oil and Gas Industry

Tengizchevroil

Benjamin Priddy, Communication Lead, Tengizchevroil (TCO)



Benjamin Priddy is Communications Lead at Tengizchevroil (TCO) in Atyrau. Since joining Chevron's Corporate Affairs division in 2014, he has worked in a variety of public and government affairs roles. He served as International Government Affairs Advisor in Chevron's Washington, D.C. office, where he was responsible for supporting advocacy initiatives with the executive branch of the U.S. Government and foreign embassies. He was also Public Affairs Advisor at Chevron's Richmond Refinery in California. Previously, he worked as a journalist in Moscow, as government affairs advisor for the German Parliament in Berlin, for a U.S. State Department program in Russia and Turkmenistan, and as a consultant for IHS PFC Energy.

Benjamin Priddy holds a Master's Degree in Russian and Eurasian Studies from Georgetown University's School of Foreign Service, and a Bachelor's Degrees in International Studies and German Language from Louisiana State University. He is fluent in Russian and German.

Shell

Olivier Lazare, Country Chair, Shell Kazakhstan



Olivier Lazare was appointed Country Chair of Shell in Kazakhstan in September 2017. He joined Shell in 1985 in the Netherlands as a Junior Petroleum Engineer, working both onshore and offshore in the United Kingdom, Gabon, Brunei, and Oman. From 2003–2006 he led several New Business Development projects for Shell in the Far East, particularly in Australia, where he helped to establish a new heartland for Shell's LNG business. Between 2006–2012 Olivier Lazare served as Vice President of New Ventures/ New Business for the Upstream Americas region of Shell's Exploration and Production based in Houston, and between 2013-2017 he was Shell Country Chair in Russia.

Olivier Lazare holds a PhD in Nuclear Physics and speaks Russian.

NCOC

Kuanyshebek Mukhanov, Director, Health, Safety, Security, Environment, NCOC



Kuanyshebek Mukhanov is Director of Health, Safety, Security, and Environment for the North Caspian Operating Company (NCOC). He began his career in 1992 at Tengizchevroil (TCO) and has been working since 2005 for the Kashagan project at NCOC. He is experienced in oilfield operation and maintenance, project development, and HSSE. Since early 2020 he has been at the front line to mitigate the COVID-19 impact on people and business.

Kuanyshebek Mukhanov graduated as a Geophysicist/ Engineer from Ivano-Frankivsk Technical Oil & Gas University.

Total

Ahlem Friga-Noy, Country Chair/ Managing Director, Total E&P Kazakhstan



Ahlem Friga-Noy is a seasoned public affairs / geopolitical adviser, and negotiation expert with 20 years' experience in the public and private sectors. Before joining Total, she served as Advisor on Sub-Saharan Africa to the French Minister of Foreign and European Affairs and French Minister for Cooperation. Before this, she held a number of positions in multilateral diplomacy.

From 2012 to July 2016 Ahlem Friga-Noy was Corporate Affairs Manager at Total E&P Uganda, and in 2016 she was appointed Vice President Public Affairs – Africa Division for Total Group. In August 2019 she became Country Chair and Managing Director for Total E&P in Kazakhstan.

Ahlem Friga-Noy speaks English, Italian, Arabic, and Swahili and holds a Master's degree in Public Law and a Bachelor's degree in International Law.

Engineering / Mining

General Electric

Béla Ferenczi, Chief Executive Officer, GE Central Asia & Azerbaijan



Béla Ferenczi is Chief Executive Officer, GE Central Asia & Azerbaijan, leading all of the company's business operations and the execution of its growth strategy in the region. He has 25 years of finance and general management experience. He joined GE in 2006, holding a series of leadership roles in the company's Power and Water businesses and Global Growth. In 2016, he was appointed GE's senior leader in Central Asia.

Béla Ferenczi holds a B.A. in Economics from the Plekhanov Russian University of Economics and an MBA in Finance Strategy from The Open University in the U.K.

CONTRIBUTORS

nVent Thermal



Ilya Krotikov, Director, nVent Thermal Management Kazakhstan

Ilya Krotikov has been responsible for nVent Thermal business development in Kazakhstan's Caspian Region for over 10 years, providing customers with high quality service and engineering expertise in electrical heat tracing technology. He currently serves as Director of the nVent Thermal Management office in Kazakhstan.

Ilya Krotikov graduated from Chelyabinsk State University with a degree in Mathematics.

Banking / Finance

Al Hilal Bank



Gordon Haskins, CEO and Chairman of the Board, Al Hilal Bank Kazakhstan

Gordon Haskins is CEO and Chairman of the Board of Al Hilal Bank Kazakhstan, having joined the Bank in November 2016. He has over 28 years of experience in banking and law. Prior to joining Al Hilal, he served as Royal Bank of Scotland (RBS) Country Executive for 3 years before its sale by RBS Group in 2016. Before this, he was RBS Chief Operating Officer for the capital markets and derivatives business for the EMEA region. He worked with RBS Group for over 13 years, serving as Managing Director for Regulatory Developments and Head of Transactions Execution in the Secured Corporate Debt business.

Gordon Haskins started his career as a lawyer, working for 12 years in both London (with Clifford Chance) and Vancouver (with Davis & Co, now DLA Piper). He holds a Bachelor's degree in history and politics from the University of British Columbia and a Law degree from the University of Toronto.

Mastercard



Rafal Trepka, Central Asia Regional Country Manager, Mastercard

Rafal Trepka currently serves as Mastercard Country Manager for all five countries of Central Asia, with Kazakhstan as a hub. He previously headed Acceptance and Merchants Development for Mastercard, coordinating teams across the Central and Eastern European Region. Prior to his role in Central and Eastern Europe, Rafal Trepka spent five years in London leading operations at the European level for Mastercard.

Rafal Trepka holds an Economics degree from Warsaw School of Economics and an MBA Degree from Carlson School of Economics at the University of Minnesota. He has also studied at universities in Belgium and the Netherlands.

Healthcare Industry

Sanofi



Vitaly Bystryukov, Country Chair, Sanofi Kazakhstan, and General Manager RX, Sanofi Central Asia

Vitaly Bystryukov was appointed Country Chair, Sanofi Kazakhstan and General Manager RX, Sanofi Central Asia in August 2019. He has more than 18 years of executive experience in the pharmaceutical industry, holding various positions in global pharmaceutical companies. Prior to joining Sanofi Central Asia, he served as Sanofi Diabetes Business Unit Head in Russia. Beginning in 2013, Vitaly Bystryukov implemented several successful transformational projects at Sanofi, modifying the Business Unit's model and structure. As a Head of the Diabetes franchise, Vitaly launched a key innovative product for which Sanofi won an International Award.

Vitaly Bystryukov graduated from Chelyabinsk State Medical Academy as an Anesthesiologist and holds an MBA Degree from Moscow International Higher Business School.

Santo



Jiri Urbanec, General Director, Chimpharm/ SANTO (Polpharma Group)

Jiri Urbanec was appointed General Director of Chimpharm/ SANTO (Polpharma Group) in 2015, a position he continues to hold today. Previously he served as General Manager of Teva Pharmaceuticals (2006-2013) and Ivax Pharmaceuticals (2003-2006), where he also served as Director for Eastern Markets in the former Soviet states, the Balkan countries, Central Asia and the Caucasus. Between 2014-2015 he was General Manager of Skoda Group and between 1980-1994 he served in increasingly responsible positions at BRANO.

Jiri Urbanec holds an Economics degree from Ostrava Technical University (Czech Republic), an MBA from Liverpool John Moores University (UK), and a joint Master's degree in International Management from Brno Technical University (Czech Republic) and Nicolaus Copernicus University (Poland).

CONTRIBUTORS

International SOS



Tariq Sappideen, Head of EMI, International SOS Kazakhstan

Tariq Sappideen is the Head of EMI with International SOS Kazakhstan. Originally from Sydney, Australia, Tariq is in his eighth year with International SOS after being based in Asia, the Middle East and, for the past four years, Kazakhstan. Having commenced his career focusing on mental health, Tariq brings this experience to International SOS to support SOS partners within Kazakhstan and across the Central Asia region.

Tariq Sappideen holds a BA in Sociology/ Social Policy and a Master's degree in International Studies, both from the University of Sydney (Australia).

Consumer Products

Philips



Gulnara Sebestyen, Country Leader, Kazakhstan, Central Asia and Caucasus, Philips

Gulnara Sebestyen has over 15 years of experience with responsibility for various CIS markets in multinational companies both in Russia and in Kazakhstan. She worked for 10 years for Philips in marketing and business development in the company's Moscow office. In October 2015 she returned to Kazakhstan as Philips Country Leader for Kazakhstan and Central Asia, responsible for 2 sectors: Philips Health Systems and Personal Health.

Gulnara Sebestyen holds an MA degree in International Studies from Warwick University (UK).

International Organizations

World Bank



Jean-François Marteau, Country Manager for Kazakhstan, World Bank

Jean-François Marteau began his tenure as the World Bank Kazakhstan Country Manager in July 2019. Before this assignment, he was the World Bank Global Lead for Transport Infrastructure Management and Financing. Prior to that position, Mr. Marteau coordinated all World Bank activities related to sustainable development in the European Union's member states. He also managed large investment programs in Africa, Europe and Central Asia and managed the Sub-Saharan Transport Policy Program.

Prior to joining the World Bank in 2002, Mr. Marteau held several positions in the French Administration, including as Advisor to the Minister of Transport in Côte d'Ivoire, and Coordinator of Programs for the French Development Agency and Ministry of Foreign Affairs. He holds degrees from the École Polytechnique and the École Nationale des Ponts et Chaussées in Engineering and Economics.

UN High Commission for Refugees (UNHCR)



Yasuko Oda, Representative for Central Asia, UN High Commission for Refugees (UNHCR)

Yasuko Oda was appointed UNHCR Representative/ Coordinator for Central Asia in 2016. She began her career with the UN Refugee Agency in 1992 in Zambia, followed by subsequent assignments in Mozambique, Ethiopia, Montenegro, Pakistan and UNHCR HQ in Geneva. Ms. Oda's other professional experience includes the Japan International Cooperation Agency in Tokyo and Brazil, the World Food Program in Iraq, Japan Overseas Cooperation Volunteers with the Government of Malawi, and private sector experience at Kanebo Ltd. in Osaka (Japan).

Yasuko Oda holds a Bachelor of Arts (Law) from Kwansei Gakuin University in Japan, a Master of Science (Economics) from the University of Wales (UK), and a Master of Arts (International Affairs) from the Fletcher School of Law and Diplomacy at Tufts University (US).

International Organization for Migration (IOM)



Victoria Kasabyan, Head of Almaty Office, IOM Sub-Regional Office for Central Asia

As Head of the IOM Sub-office in Almaty, Victoria Kasabyan supervises the programs on *Capacity Building in Central Asia*, *Labor Migration*, *Counter-Trafficking*, and *Resettlement* among others. She also manages secretariat functions of the *Almaty Process*, a regional inter-state consultative mechanism on international migration and refugee protection for the governments of Central Asia and the broader region. Victoria Kasabyan joined IOM in 2004, working extensively in Nepal, the Middle East, and Latin America managing the Refugee Admissions Program.

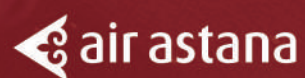
Victoria Kasabyan holds a Master's Degree in Linguistics from Yerevan State University.



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PARTNERSHIP - KEY TO KAZAKHSTAN'S PANDEMIC RESPONSE

"We care for the communities we operate in; we value partnerships and we ensure the governments and communities benefit from our efforts. At Chevron, we believe the power of human energy will lead us to a brighter future. I'm very proud of our considerable contribution to Kazakhstan's COVID-19 response efforts."

John Baltz, Managing Director, Chevron Eurasia Business Unit

At Chevron, we operate in many parts of the world and see the effects COVID-19 is having on communities where our employees live and work. Highlighted as the *"defining global health crisis of our time"* by the United Nations, the pandemic is the greatest challenge faced by humans since World War II. Its impact is profound, affecting all organizations and people and creating devastating social, economic, and political challenges. In response, we see partnership as the key to coming out of this stronger than ever. In Kazakhstan and around the world, Chevron is using its human energy to protect our customers, support our workforce, help those affected, and support healthcare workers on the frontlines.

All around the world, COVID-19 has tested our ability to quickly identify and respond by finding the most effective solutions to these unprecedented challenges. At Chevron, protecting the health and safety of our global workforce and their families has always been a top priority, especially during times of crisis. In response to the pandemic, we immediately created crisis management and emergency response teams that worked (and continue to work) day and night to take preventive measures against the spread of the virus, protect operational sites and facilities, and ensure business continuity.



Chevron was one of the first international companies in Kazakhstan to offer support to the local and national governments to help control the spread of the virus. On March 31, Chevron donated two *Humming Vue* mechanical ventilators (Japan) to the *Almaty Children's Infectious Diseases Hospital*. This state-of-the-art technology increases the efficiency of respiratory therapy, is easy to sterilize and does not require subsequent mandatory calibration. Chevron ensured trainings for doctors and guaranteed technical maintenance of the equipment.

"He gives twice who gives promptly," says the famous proverb. It expresses the great value of Chevron's timely gift for the Children's Infectious Diseases Hospital and for the residents of Kazakhstan's major city closed for strict quarantine. We hope the new ventilators will help save children not only during the pandemic, but also in more quiet times," said Aidan Suleimenova, President of Ayala Charitable Foundation.



Days after this donation, Chevron provided support to Kazakhstan's Ministry of Health in bringing a group of specialists from China to share experience and to help local medical organizations and personnel in fighting COVID-19. The delegation, which arrived in early April, included clinicians, epidemiologists, and public health experts who had been personally involved in anti-epidemic activities and treatments related to COVID-19. The two-week program included visits to medical facilities, seminars and trainings in Nur-Sultan, Karaganda, and Almaty.

The site visits and face-to-face meetings were the first stage of a longer-term project which aims to help the Ministry of Health improve capacity of local medical personnel in diagnostics, treatment and prevention of the infectious diseases. As part of the second stage of the project, Chevron purchased and delivered 70,000 high-quality respiratory masks to medical institutions dealing with COVID-19 infected patients.

The economic impact of the pandemic continues to be significant, impacting living standards and posing serious threats to society's most vulnerable groups. There is also the psychological cost of quarantine, with physical and social immobility and restrictions, increased vulnerability, and stigma associated with those infected.



The *People to People Emergency Assistance Project* was initiated by Chevron in Kazakhstan in mid-April to help mitigate the impact of the pandemic through grass-roots pandemic response initiatives. Chevron provided funding to existing Non-Governmental Organizations (NGOs) and supported 11 humanitarian assistance activities in Almaty and Nur-Sultan that includes helping medical workers, vulnerable groups and migrants, job creation initiatives, and advisory support to micro and nano-businesses.

Partnerships have also been critical to the pandemic response efforts of Chevron's affiliates. Our joint venture, Tengizchevroil (TCO), has collaborated with local authorities and communities to mitigate risks by donating critical medical equipment, personal protective supplies, testing facilities, and emergency transportation vehicles to support COVID-19 response activities in the Atyrau region.

Responding to a request from the regional government in Atyrau, TCO provided approximately two months' supply of medical equipment and supplies to local health authorities. TCO procured \$4.6 million (\$2.3 million Chevron's share) of critical supplies, including intensive care equipment and ambulances, medical and laboratory equipment and supplies, thermo scanners and pyrometers for checkpoints, personal protection and housekeeping equipment.

Furthermore, TCO was the first to respond to the Atyrau governor's call for repatriation of a group of college students left in Karaganda on their way back home from Poland. TCO arranged for two charter flights to transport these students home. Later in April, TCO helped a group of mothers with special-needs children to return to Atyrau from Bishkek after completing treatment in Kyrgyz hospitals.





STRENGTH THROUGH PARTNERSHIP: TCO'S RESPONSE TO COVID-19

Benjamin Priddy
Communication Lead
Tengizchevroil (TCO)

At the beginning of this year, it was impossible to imagine how dramatically our lives would change in such a short period. In a matter of weeks, the COVID-19 pandemic disrupted almost every aspect of how we live and work. The human and economic impacts of the ensuing global public health crisis have profoundly altered the way we perceive our world.

No organization is alone in facing the challenges of COVID-19. Companies have had to rapidly learn on the fly and adapt their business to the relentless momentum of events coming from this crisis. Tengizchevroil (TCO) is no different. In response to the pandemic, TCO priorities focused more narrowly on the health and safety of its workforce while pausing non-essential work and projects.

In every aspect of the TCO response to COVID-19, TCO has been guided by an unwavering commitment to protecting the safety and health of our people. And the success of our efforts is grounded in the strength of our most valuable assets: our people and our partnerships.



Operating in this pandemic is complex, particularly for companies outside of the healthcare sector. Coordinating with the sanitary epidemiological authorities and organizing for the first time the tracking of infection rates, reducing the risk of transmission, and deploying medical teams in the field are challenging tasks. The complexity of these efforts is compounded when the operation is the largest oil and gas project in the country, home to more than 50,000 people from every corner of Kazakhstan who live in over 100 camps across a remote area.

In response, TCO has done what it does best: rely on the ingenuity, integrity and hard work of our people to combat the spread of the virus. TCO adopted global best practices of social distancing, implemented new requirements on personal protective equipment (PPE), including masks, and introduced alternative work arrangements for the workforce. Working with the state *Sanitary Epidemiological Service (SES)*, isolation and quarantine facilities were established in Tengiz that meet or exceed state standards for treating COVID-19 cases.

Still, as the world has discovered, there is no failproof way to prevent the spread of the virus. Out of concern for the large population in Tengiz, TCO initiated a temporary demobilization of non-essential personnel to reduce workforce exposure to the virus, decrease camp density in Tengiz and allow people to have greater access to medical facilities (including critical care) and resources in their home locations.

By June, TCO had safely returned home more than 24,000 people to every Oblast across Kazakhstan. This was the largest logistical operation in TCO history, involving the use of 60 commercial flights, 297 Dash-8 flights on TCO's passenger plane, and 23 trains. Most of this operation took place during the State of Emergency in Kazakhstan, requiring close partnership with Kazakhstan to make this a success.

TCO took further action to support a healthy environment for essential personnel in Tengiz and ensure uninterrupted production operations. "Podding," or compartmentalization, strategies were put in place across accommodation facilities and worksites to prevent close contact between groups of workers, meaning that in the event of any virus transmission into one team of essential personnel, another team was ready to replace them to continue work integral to keep TCO production running.

TCO also implemented a robust strategy to proactively identify people in the workforce who may have been exposed to the virus to ensure they are given proper medical care in a timely manner. Cooperating with local and national health authorities, TCO collected test samples and worked with the *National Center of Expertise* and other labs to process results. By June, TCO had conducted over 14,000 PCR tests among Tengiz personnel, four to five times more tests per capita than any major city in Kazakhstan.



This approach helped us identify a number of positive cases in the field, but more than 90 percent of cases have been asymptomatic. Today, we continue our efforts to test, identify, and isolate personnel with the support of, and in coordination with local sanitary epidemiological authorities. Testing is a key element of the TCO crew change plan to help reduce the risk of spread of the virus as we initiate a plan to relieve our workers in Tengiz, many of whom have been on extended rotations.

With the support of local health authorities, TCO successfully provided for a provisional infectious hospital operated by state medical staff in Tengiz. This hospital is designed to handle all mild and asymptomatic positive cases of COVID-19 and provide treatment in compliance with state protocols. To date, we have provided treatment to hundreds of individuals in this hospital.

Partnership with TCO stakeholders has been critical in ensuring the success of our response efforts. The actions taken would not have been possible without the full support and cooperation with the Government of Kazakhstan, Atyrau Oblast, regional Akimats, local and central sanitary epidemiological authorities and medical staff, law enforcement agencies, and the TCO shareholders.



All of TCO's efforts to combat the spread of COVID-19 have been guided by our core priority of protecting the health and safety of our people. The fight against COVID-19 is an ongoing battle, and TCO continues to take prudent action to respond. At the same time, we can't lose sight of the public health impact of this crisis in our surrounding communities.

During these challenging times, TCO has remained an essential partner to communities across Atyrau Oblast. TCO has contributed more than \$4.6 million for procurement and donation of medical equipment and supplies to local medical facilities, including PCR testing systems to help health authorities expand testing and improve their ability to identify the virus. TCO has also procured and donated ambulances, protective suits, pyrometers, safety goggles, gloves, respirators and other supplies.

Through community support programs, TCO has raised over \$40,000 (16 million KZT) in food donations for over 1,000 families in need throughout Atyrau Oblast, in addition to raising funds to provide meal service to frontline medical workers. We have continued our partnership with local non-governmental organizations (NGOs) through virtual webinars. In collaboration with the *Kazakhstani Association of Family Physicians*, TCO organized a webinar for 12 NGOs working in Atyrau and Mangistau Oblasts on how to protect yourself and your communities from COVID-19.

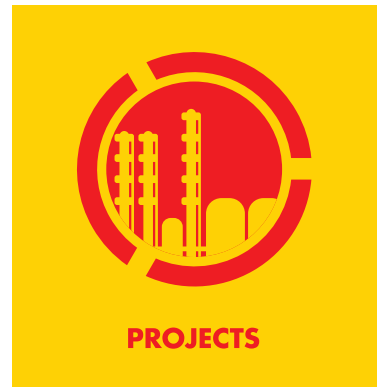
Despite the psychological, emotional and physical health challenges of working during this pandemic, TCO has stayed true to its core values and remains focused on protecting the health and safety of its people and business. Throughout TCO response efforts, the strength and resilience of its people and partnerships have been critical to TCO success.





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FOREIGN INVESTORS HELP FIGHT THE COVID-19 PANDEMIC IN KAZAKHSTAN

Olivier Lazare
Country Chair
Shell Kazakhstan

The global COVID-19 pandemic has hit almost all countries of the world and Kazakhstan has not been an exception. Kazakhstan's President declared a State of Emergency that lasted from March 16 until May 21, 2020. The uncertainty and serious health and safety risks created a high level of concern for both the Government and the general population. In these circumstances, the capability of the country's healthcare system to handle a possible sudden increase in coronavirus infection cases became unprecedentedly critical.

Following a request for specific medical equipment and supplies from the *Nur-Sultan Public Health Department*, foreign investors undertook a collective response to this enquiry. A group of subsidiaries of foreign investors working in Kazakhstan including *Shell Kazakhstan, Eni, INPEX North Caspian Sea, Total, LUKOIL, Cameco, Air Liquide, Takeda, Freeport-McMoRan*, and *Rio Tinto*, as well as *AmCham* and the *Foreign Investors Council*, purchased and donated state-of-the-art intensive-care medical equipment and individual personal protective equipment (PPE) for medical staff to the *Nur-Sultan Multi-Disciplinary Medical Centre (MDMC)*, to support treatment of COVID-19 patients. The overall cost of the equipment was in excess of 200 million KZT.

The intensive-care equipment included patient monitors, infusion pumps, a blood analyzer, and an electro-impedance tomography unit, as well as functional resuscitation furniture. MDMC medical staff were also trained to use the equipment. In addition, more than 10,000 sets of PPE including medical masks, protective gowns, glasses and gloves were provided through the MDMC to medical staff directly exposed to the COVID-19 virus. PPE sets are critical to protect the frontline medical staff and to improve hospitals' healthcare capabilities.



In addition, two joint ventures (the North Caspian Operating Company - NCOC and Karachaganak Petroleum Operating - KPO) in which Shell is one of shareholders, supported the government healthcare system in their respective regions and improved their own corporate medical facilities to provide appropriate care to their staff.

All of the above efforts, collective in nature, demonstrated the commitment of the foreign investment community to support the health and wellbeing of local communities as part of their corporate social responsibility, as well as their unity and cooperation in fighting the pandemic.

On May 19, 2020, the Minister of Health, Yelzhan Birtanov, sent a letter of gratitude expressing his appreciation of the foreign investors' support for Nur-Sultan's healthcare system and critical care hospitals. He also expressed hope that the Government and private sector would jointly overcome the impact of COVID-19 and together successfully lead the nation's economic and social recovery.

This joint initiative demonstrated that when the Government and investors work together in common commitment, successful results can be achieved.



EXXONMOBIL RESPONDS TO KAZAKHSTAN'S MEDICAL NEEDS DURING THE COVID-19 PANDEMIC

In this unprecedented time, ExxonMobil Kazakhstan is also stepping up to help in the country's response to the COVID-19 pandemic. ExxonMobil donated a critically needed high-end lung ventilator and personal protective equipment (PPE) for the medical personnel to the Atyrau Oblast.

"We are grateful for the efforts of first responders and medical professionals across the country who are working so hard to help manage the effects of this pandemic and our company is proud to assist where we can. We are taking all necessary steps to help our employees, their families and the community where we live and work to remain healthy and safe, while working to meet global energy demand",
– **Dinesh Sivasamboo, Managing Director of the ExxonMobil affiliate in Kazakhstan.**



In addition to its direct contribution, ExxonMobil Kazakhstan contributed to the pandemic response through its joint ventures as a shareholder investor in Tengizchevroil and the North Caspian Operating Company by providing medical supplies to Atyrau and Mangistau Oblasts.



For ExxonMobil healthcare has always been a priority and key indicator of a community's wellbeing. ExxonMobil started its collaboration with the Caspian region's healthcare administration and its institutions almost ten years ago by focusing on maternal and child health. Through such long-standing collaboration, ExxonMobil has supplied advanced medical equipment to the Atyrau region's medical facilities.

In addition, the company has equipped hospital intensive care units with express blood analyzers to timely and reliably diagnose the critical state of patients. Finally, ExxonMobil has been working with the Oblast to address the shortage of medical specialists by attracting young professionals to work in regional hospitals and clinics. As part of this initiative, every year the Company sponsors medical students to study much-needed disciplines in Kazakhstan's medical schools.

As we reflect on the work accomplished so far during these challenging times, we hope that the ExxonMobil social investments will continue to positively influence the wellbeing of residents of the Caspian region, where ExxonMobil has operated as part of the oil industry and the local community for many decades.



NCOC STANDS TOGETHER WITH LOCAL COMMUNITIES IN COVID-19 RESPONSE

By Kuanyshbek Mukhanov
Health, Safety, Security & Environment Director
North Caspian Operating Company (NCOC)

The rapidly evolving COVID-19 pandemic disease has affected almost every corner of the planet, and a response to this pandemic has been challenging for many businesses worldwide. As one of Kazakhstan's major oil and gas producers, NCOC has taken a unique proactive approach placing it among the first companies in the country to implement many specific COVID-19 prevention measures.

Immediately after the announcement of the State of Emergency on March 15, NCOC transitioned most of its employees to working from home with an uninterrupted payment for all staff. This was a temporary measure as part of a "social distancing" effort to slow the spread of COVID-19.

NCOC considers protection of people's health, safety and welfare as the highest value for its direct employees and contractors' personnel. Guided by this principle, NCOC developed a "90 days operational area" concept for its production sites. This is a plan for front line staff working at operational facilities with a preventive isolation period for on-site critical personnel before they travel to protected sites. NCOC was the first to introduce the COVID-19 rapid tests in Atyrau. All on-site critical personnel are tested before they are allowed to go to the site after a fourteen-day isolation period. As of the time of this writing, NCOC has had zero cases of COVID-19 at operational sites.



In addition, NCOC developed a specific response plan to define key actions, roles and responsibilities if we should face a suspected or confirmed COVID-19 case. As part of the measures in support of its employees, the company distributed disposable masks amongst the personnel based in Atyrau, Aktau and Nur-Sultan during the coronavirus peak period when pharmacies faced a mask deficit. NCOC ordered a sufficient quantity of masks for staff and their family members, proving once again that the health and wellbeing of its staff and their families is a top priority, demonstrating the NCOC commitment to the local community.

While the worldwide pandemic is causing serious challenges to the healthcare systems, NCOC has been working closely with the regional authorities, national government, and other partners to support local hospital capacity and implement sustainable preventive measures to eliminate the spread of this highly infectious coronavirus.

Starting in March, NCOC has been providing essential medical equipment for the healthcare system in Atyrau and Mangystau regions. In particular, the company delivered critical care equipment to the *Atyrau Regional Infectious Disease Hospital*, where COVID-19 positive patients are treated. This includes invasive medical ventilators for children and adults, defibrillators with ECG-function and external pacing, multifunctional electric ICU beds, a portable ultrasound machine, different analyzers, monitors, and many more types of medical equipment. It is worth noting that the beneficiary, the *Atyrau Infectious Diseases Hospital*, was built in Atyrau under NCOC's *Social Infrastructure Program* in 2016. It is now the main facility for emergency care in the region.



In addition, thousands of consumables and disposables (such as endotracheal tubes, oropharyngeal airways, defibrillator electrode, and others), and infection control items (such as napkin dispensers, cubital dosators, mop buckets etc.) were provided to a number of regional medical organizations. Moreover, a UK-based intensive care physician, who has been specially commissioned by NCOC, conducts regular training courses, seminars, and consultations for local doctors on the intensive care of patients with COVID-19.

In Mangystau Region, NCOC donated three ambulances to the *Medical Ambulance Department* and provided a significant quantity of essential life-saving equipment to the region's medical institutions. This includes, but is not limited to the most up-to-date artificial lung ventilation equipment, multi-purpose hospital beds, epidemic protection kits, and defibrillators, as well as sanitizers and PPE for the medical staff.



Thus, the Atyrau regional healthcare capacities have been significantly increased and strengthened with NCOC support. The total amount of all purchased and donated goods and services as of June 4 amounts to 6 million US dollars.

Apart from the healthcare system, NCOC has also supported local schools by delivering surplus computers to help with children's online education, as agreed with the regional government. The computers were delivered to the *Atyrau Department of Education* for distribution among low-income families. In total, NCOC handed over 1,200 computers equipped with Windows 10 software.



Since the struggle with COVID-19 is not over yet, NCOC continues to support the people of Atyrau and Mangystau regions in their battle against the pandemic. Over the years of its operation, NCOC has become an integral part of its local communities. We consider it critically important for NCOC to provide its utmost support in these challenging times.



TOTAL, STANDING TOGETHER WITH KAZAKHSTAN IN THE COVID-19 CRISIS

The world is facing an unprecedented health crisis, unprecedented by its geographical magnitude and also by its social and economic impact. This crisis does not distinguish between people, societies, or continents. It has affected every one of us no matter where we are, no matter who we are. We are all together in this and it is therefore together that we must stand in fighting the COVID-19 pandemic.

In Kazakhstan, from the inception the Government's timely adoption of quarantine and sanitary measures and the adaptability of Kazakhstan's medical system played a significant role in fighting the virus.



For its part, Total made the necessary decisions to protect the health and safety of its staff and to ensure the continuity of its business activities in Kazakhstan. Similarly, Total, together with its partners in the *North-Caspian PSA Project* developing the Kashagan oilfield, has supported the *North Caspian Operating Company (NCOC)* in the steps taken to protect the health of NCOC staff and to pursue the business without compromising the safety and security of personnel and infrastructure.

However, in these exceptional circumstances, Total, in line with its values, considered its duty to also provide support to Kazakhstan in fighting the coronavirus. Total has made a significant contribution to the country's overall welfare in providing necessary financial and material support to the Kazakhstan healthcare system.

Firstly, as a shareholder of the North-Caspian PSA Project, Total, together with the NCOC operating company and its Consortium partners, is contributing strongly to the *Mangistau and Atyrau* regional communities by providing assistance to their Healthcare and Educational divisions for a total value of 5.4mln USD. The Total aid includes purchase of important medical equipment: artificial lung ventilation devices, defibrillators, functional patient beds, personal protective equipment sets (PPE anti-plague kits), pharmaceuticals, disposables, disinfectants, fog generators, and three ambulance cars, as well as 1200 PC workstations.

Secondly, in Mangistau region, as an operator of the Dunga oilfield, Total is working together with regional authorities on provision of necessary medical equipment to the regional healthcare system. This includes a video endoscopic system, a computed tomography scanner with accessories, a stationary diagnostic ultrasonic system, and artificial lung ventilation apparatus, as well as equipment for treating newborns in a perinatal center. The overall cost of this equipment will exceed 1 mln. USD.

Thirdly, in the capital city of Nur-Sultan, state-of-the art intensive care medical equipment and individual protective sets were purchased and donated to the *Multi-Disciplinary Medical Centre* to support treatment of COVID-19 patients as a joint effort by a group of foreign investors working in Kazakhstan including *Total, Shell Kazakhstan, Eni, INPEX North Caspian Sea LTD., LUKOIL, Cameco, Air Liquide, Takeda*, and the *Kazakhstan Foreign Investors Council*.

This donation included a number of patient monitors, infusion pumps, a blood analyzer, and an electro-impedance tomography unit, functional resuscitation equipment, and more than 10,000 sets of personal protective equipment (PPE) including medical masks, protective gowns, glasses and gloves. The overall cost of the equipment is over 500,000 USD.



Fourthly, in Kyzylorda and Zhambyl regions, the renewable energy subsidiary of Total called *Total Eren* is not only operating two new Solar power plants providing an efficient and clean energy supply to the country's energy system, but is also working with the regional *Akimats* on arranging necessary support to the local medical facilities and medical workers.

The efficient coordination of State, community and businesses has undoubtedly strengthened the pandemic fighting efforts. Not only have we been able to join forces, but we have stood together and worked together towards a common goal.

Total is one of the largest strategic foreign investors in Kazakhstan, present in the country since 1993. As a world-class player, Total is recognized for its technical skills and experience for managing operations in mega-projects, with

top focus on safety as a core value and the cornerstone of our operational excellence. This is why, despite the global oil crisis, Total has reaffirmed its high level of corporate social responsibility, as well as solidarity with people of Kazakhstan at a difficult time when we must join together to fight the pandemic.

Total and its staff in Kazakhstan are proud to contribute to Kazakhstan's efforts to combat the difficult healthcare challenges of the global COVID-19 pandemic. We take pride in the high appraisal of our support for the country's healthcare system by the Government and the gratitude expressed to Total by Kazakhstan's Healthcare Minister, Yelzhan Birtanov.

Last but not least, the most important source of Total's strengths and capabilities is the company's staff, their strict adherence to all sanitary and quarantine norms and regulations, their continuation of efficient and productive work even while working remotely, understanding and respecting the necessity to adjust their lifestyle to a new reality. Effective communication and sharing of information about COVID-19 preventive measures, both across Total Group worldwide and within its Kazakhstan subsidiaries also helped to ensure safe, reliable, and functional performance

of Total's projects in country, the safety and good health of our employees, positive team spirit, and assurance that any difficulties will be overcome.

About Total

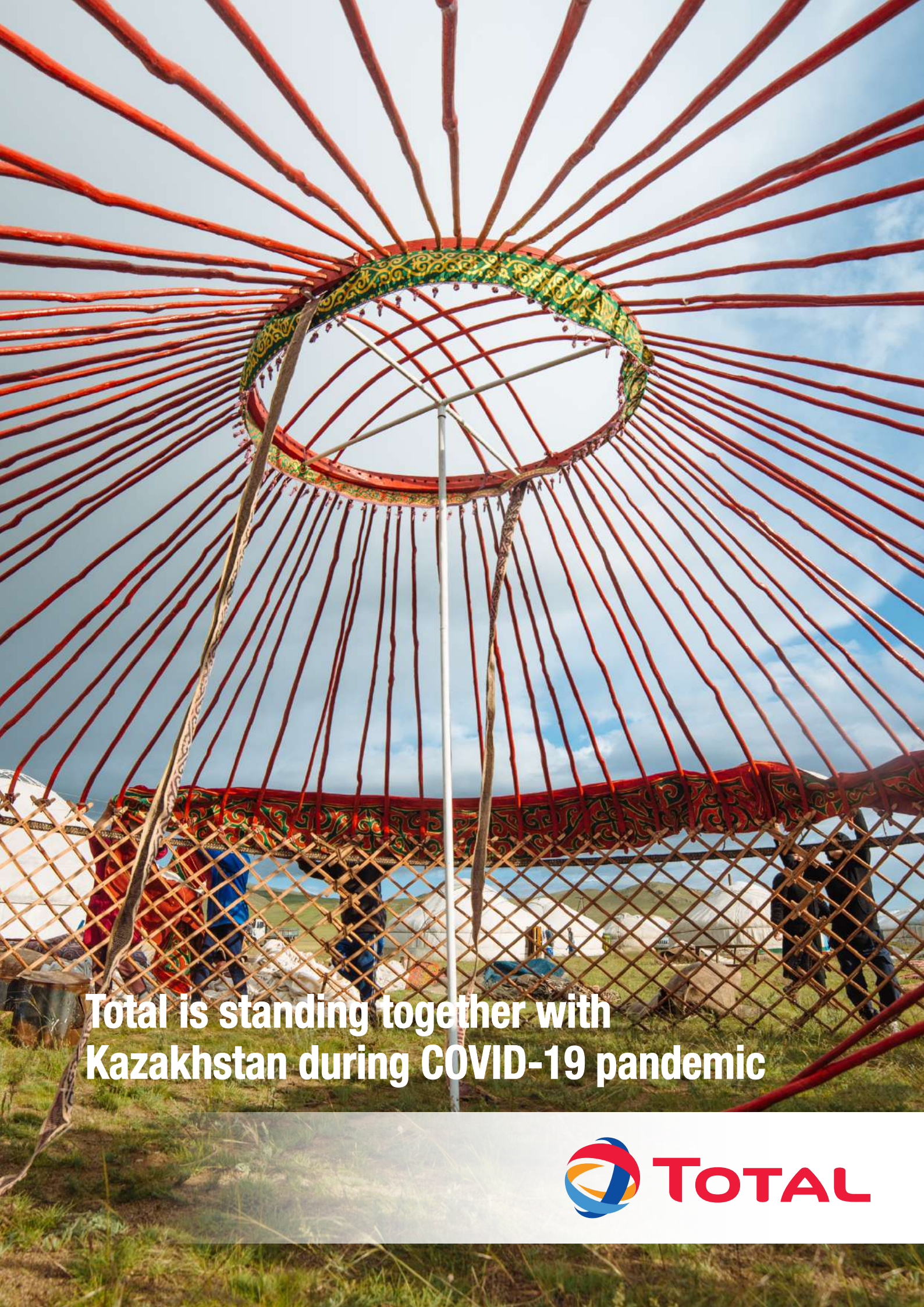
Total is a major energy player that produces and markets fuels, natural gas and low-carbon electricity. Our 100,000 employees are committed to better energy that is safer, more affordable, cleaner and accessible to as many people as possible. Active in more than 130 countries, our ambition is to become the responsible energy major.

Total in Kazakhstan

Active in Kazakhstan since 1993, Total employs about 380 people in the country. The Group is one of the main shareholders in the North Caspian Project consortium in charge of developing the giant Kashagan field (16.81%) and operates the Dunga project (60%).

Total is also expanding a distribution network in Central Asia for Total-branded lubricants, developing renewable energy projects via its subsidiary *Total Eren*, and providing leading industrial power storage solutions via its subsidiary *Saft*.





**Total is standing together with
Kazakhstan during COVID-19 pandemic**



KPO IS COMMITTED AND ENGAGED IN SUPPORTING WEST KAZAKHSTAN'S HEALTH SERVICES DURING THE COVID-19 PANDEMIC

Karachaganak Petroleum Operating (KPO) is fully committed to protecting the well-being of West Kazakhstan's people and to supporting the Oblast's health services during the COVID-19 pandemic. This applies equally to protecting the health and safety of KPO employees at every level.

The main burden in combatting the pandemic has fallen to the medical and healthcare institutions. At this time no one should stand on the sidelines when we should all offer our common support. In a spirit of mutual co-operation and social responsibility, KPO immediately created initiatives to support the community in which KPO operates and in which we all live and work. KPO has therefore provided sponsorship support to regional medical institutions to procure medical equipment and materials to prevent and combat COVID-19. This support has taken the form of state-of-the art intensive care equipment including lung ventilators and personal protective equipment (PPE) required to treat COVID-19 patients and to protect the medical staff treating them in West Kazakhstan's medical institutions.

KPO will also soon provide thermal cameras, PCR equipment and test systems, rapid-result test sets for COVID-19, bedside monitors, electrocardiography units, syringe pumps, lab testers and other infection control equipment, as well as two *Lada Largus* ambulance vehicles to the regional medical system. Medical staff have been trained to use this equipment. PPE sets that include medical masks, protective overalls, glasses and gloves for medical staff who are at a high risk of infection while treating patients were also timely and helpful. All specialist equipment is accompanied by certificates guaranteeing the equipment's conformity to high quality and safety standards.

KPO has also provided assistance to the district in equipping checkpoints and patrols to enhance monitoring and compliance with the quarantine regime in West Kazakhstan Oblast.

In addition, with an eye to supporting the most vulnerable parts of the population as part of the nation-wide *Biz Birgemiz* campaign, KPO has provided financial assistance to charitable organisations to assist the poor and needy of West Kazakhstan region affected by the pandemic's economic consequences.

As for KPO business performance factors, the production forecast is proceeding as planned. KPO expects to fulfil its obligations to produce liquid hydrocarbons and gas under the approved *2020 Annual Work Program and Budget*. While handling the risks of the coronavirus, KPO also needs to prepare itself for various oil price scenarios. Therefore,

although KPO is in a robust position, the company will need to find ways to further enhance profitability in a range of oil price scenarios.

Continuous professional growth and development of Kazakhstani employees remains the highest priority for KPO. In 2017, KPO launched the *Employee Enhanced Development Program* aimed at identifying high-potential personnel and providing further training to achieve their maximum potential. In turn, mentoring helps employees develop their personal and managerial skills through coaching and exchange of experience. In the career development process, the responsibility rests with an employee himself/ herself when provided with an experienced mentor whose active support is offered to develop the required skills.

The *KPO Women's Network* is an example of a successfully working women's club, one in which KPO takes pride. Its task is to promote personnel development programs and to create a platform for the exchange of experience and professional growth, as well as for acquisition of new knowledge by KPO employees through interaction and cooperation.

Among recent events, the opening of the *KUAT Center for Production Management* is noteworthy. KUAT stands for the *Karachaganak United Action Team*, a new integrated team consisting of production operation engineers, petroleum and reservoir engineers, production planners, and process engineers with a focus on identifying and realizing production opportunities and production troubleshooting units.

This is an important milestone for Karachaganak in terms of further digitalization. At the same time, the KPO goal is aimed at better collaboration between several functions/ departments: *Gathering, Well Operations, Reservoir and Petroleum Production, and Production Units*. Collaboration is enabled by using visual, analytical and planning digital tools such as: *PDMS, PI Vision, Honeywell, INM network modelling, and Hysis*. Even more new tools will be developed in the near future, from network optimization to management of predictive maintenance.

Despite the current challenges posed by COVID-19, challenges being confronted globally, the KPO team looks ahead confidently and with a positive mindset to realize its plans in an ongoing partnership with West Kazakhstan Oblast and the Government of Kazakhstan. Healthcare, support for the nation's economy, and business goals are an indivisible unity that KPO will uphold as we look into the future and meet all challenges



Karachaganak

on a journey to sustainable development

The history of Karachaganak is recorded forever in the chronicles of the Kazakhstan's oil and gas industry. Discovered in 1979, today's Karachaganak is associated with multibillion investments, record-setting production volumes, innovative technologies and thousands of jobs. Since 1998, Karachaganak has been operated by KPO, an international consortium comprising **Royal Dutch Shell, Eni, Chevron, LUKOIL and JSC NC KazMunaiGas**.

The best international practices introduced by top-class specialists in partnership with the Republic of Kazakhstan ensure KPO's strong production performance. The Venture is a world-class operation recognized as one of the flagships of the national oil and gas industry and a key driver of the economy of the West Kazakhstan region.

In its pursuit of excellence, KPO is guided by the principles of sustainable development and social responsibility. Apart from record production levels, the company's key priorities include health, safety and environment, development of human capital and support of Kazakhstani business. Karachaganak's success story is being written before our eyes with a lasting legacy for the future generations.

Karachaganak Petroleum Operating B.V. Kazakhstan Branch

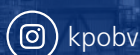
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GE COMBATS COVID-19 WITH SUPPORT FOR KAZAKHSTAN AND GLOBAL HEALTHCARE SYSTEMS

Stretched to the breaking point

The COVID-19 pandemic has tested the mettle of national healthcare systems across the globe. The crisis dealt a triple blow to the socially vital healthcare sector. Clinics found themselves buried by an avalanche of coronavirus cases, while coming up short in available medical equipment and personal protective gear. Healthcare workers lacked both the expertise needed to fight the infection and a consensus approach to patient treatment.

Medical equipment manufacturers found themselves in uncharted territory too. Restrictions imposed by governments to stem the tide had a serious impact on producers of vital hi-tech medical equipment. Tightening of health and safety controls and the *de facto* shutdown of air transport caused major disruptions, complicated the supply of spare parts, and impeded travel of service engineers to medical facilities. Manufacturers jolted into action, transforming production and business processes, adjusting to the new freight transportation and travel realities, and reinventing service delivery and training for healthcare specialists.

As one of the world's largest producers of advanced technologies, GE's healthcare division was able to rise to the challenge quickly thanks to decades of experience in innovation, an extensive global network of localized production facilities, integrated digital solutions, and advanced remote support and training systems

Boosting production

In the first weeks of the pandemic, GE sharply ramped up production of life-saving medical equipment, including intensive care ventilators, CT, X-ray and ultrasound scanners, and other technology vital for patient diagnostics and life support. To increase CT imaging availability as patient numbers sky-rocketed, GE engineers swiftly devised a unique, fast-to-deploy modular unit designed for installation in close proximity to hospital buildings. 'CT-in-a-box' is a targeted solution that rapidly expands imaging capacity, while portable design and remote control enable distancing between healthcare professionals and other patients inside hospital buildings. The solution proved itself on the ground in the United Arab Emirates and at field hospitals in China's Wuhan province, enabling medics to detect complications at an early stage. Today, these fast-to-deploy CT units are helping save lives in many other countries as well.

In response to soaring demand for life support equipment needed by COVID-19 patients, GE has joined forces with leading international corporations such as Ford to manufacture intensive care ventilators widely used to care for patients in critical condition.

GE's localized production facilities spanning the four corners of the earth and the widespread use of additive technology have made it possible to redistribute production between sites, streamline logistics processes and shorten delivery times for life-saving medical equipment.

To control and protect

Another key focus for GE is helping to protect healthcare professionals on the front-line in the battle with COVID-19. From the very outset of the pandemic, GE has gone to great lengths to develop, enhance, and promote remote diagnostic solutions. Telemedicine, a combination of ICT technologies, makes it possible to minimize the risk of infection for medical personnel without sacrificing quality of patient care. Thanks to the introduction of an integrated digital framework for medical facilities based on GE solutions, radiologists can work with images remotely around the clock.

In another global initiative, GE delivered supplementary remote CT workstations to COVID-19 treatment facilities free of charge for the duration of the pandemic. The devices, which give healthcare workers full control over CT scanners without the need for contact with infected patients, are being installed around the world by GE engineers.

GE's digital solutions help optimize workloads for healthcare workers while tracking patient flows across multiple medical facilities in real-time and enhancing visibility of critically important resources. Through artificial intelligence and big data analytics, GE command centers have networked 64 hospitals in Oregon, enabling online monitoring of critically ill patients, as well as tracking patients that are on the mend, and the availability of hospital beds.

United we stand

The challenge the world is facing makes it critically important that the international healthcare community stands together in the fight against COVID-19. In the early days of the pandemic, local and national healthcare systems had to rely on their own unique experience and abilities. Within the first month of the crisis, GE organized a series of webinars featuring international healthcare experts, making it possible for doctors from across the globe to quickly share information and best practices for treatment and containment. As a result, healthcare workers worldwide had access to the knowledge their counterparts in China, Italy and Australia had gained by working with COVID-19 patients. Thousands of doctors took advantage of the webinars.

The *GE Healthcare Academy* continues to conduct clinical training programs remotely, developing skills in the use of hi-tech diagnostic equipment and enhancing the professional expertise of healthcare specialists. The GE Healthcare



Academy team has held dozens of online training events since the epidemic began, including programs focused on diagnostics and monitoring of COVID-19 patients.

Help is at hand

Many countries have been impacted by the coronavirus pandemic, and Kazakhstan is no exception. However, the swift adoption of preventive measures by President Kasym-Jomart Tokayev and the Government of Kazakhstan significantly slowed the spread of the virus. As early as the end of January 2020, the country strengthened health and safety controls to contain the spread of infection, monitoring the health of people arriving in the country from international destinations. Kazakhstan was one of the first countries in the region to respond to the World Health Organization's declaration of a coronavirus pandemic, through the introduction of decisive quarantine and self-isolation measures.



GE Healthcare engineer conducts out equipment maintenance at Petropavlovsk Multidisciplinary Regional Hospital.

The sweeping modernization of the country's healthcare system centered on advanced technologies initiated by President Nazarbayev and his leadership in the mid-2000's is another key enabler of Kazakhstan's resilience in the fight against the virus. Since 2007 GE has supplied more than 2,200 pieces of equipment to healthcare facilities in Kazakhstan, including CT and ultrasound scanners, angiography and mammography machines and life support systems. The company fully equipped *Municipal Clinical Hospital № 2* and the *Tuberculosis Dispensary* in Nur-Sultan with diagnostic equipment and supplied more than 100 pieces of equipment to the *Presidential Administration Medical Center's Clinical and Rehabilitation Complex*.

In 2007, GE opened a healthcare equipment service center in Almaty to perform maintenance and repair work. When the pandemic struck, the center's service specialists worked with the Ministry of Health to inspect GE healthcare equipment throughout Kazakhstan, regardless of whether a service contract was in place. In Almaty and Nur-Sultan more than 50 pieces of life-saving medical equipment were inspected in a short time-frame.

GE service engineers continue to perform equipment maintenance, while clinical training experts consult healthcare professionals remotely. These activities are just part of the bigger picture in GE's support of Kazakhstan's healthcare system in the fight against the pandemic. GE experts also provided meaningful support in the design of new infectious disease hospitals in Almaty and Nur-Sultan, and the company will soon deliver more than 150 intensive care ventilators to healthcare facilities across the country.

GE's role in the fight against COVID-19 in Kazakhstan is not limited to healthcare. The reliable operation of GE's power-generating and grid equipment at energy facilities in Pavlodar, Karachaganak, Kashagan, Tengiz and other regions of Kazakhstan helps to ensure the stability of the country's power system. This means the uninterrupted supply of power to communities, industrial enterprises, social institutions, and transport and communication facilities. GE is also making huge efforts to honor commitments by keeping up with schedules on key infrastructure projects despite the disruption caused by COVID-19.

After COVID-19

The coronavirus pandemic is an unprecedented event in modern history, an event that has served as a stress test for healthcare systems across the globe, leading to changes that permeate many aspects of everyday life. At the same time, the crisis has acted as a catalyst for industry to accelerate the pace of global transformation built upon digitalization, Big Data and artificial intelligence. Implementation of digital platforms and solutions is pivotal to the viability of healthcare facilities and will shape their ability to respond to challenges to come.

We hope what we have learned and experienced during the coronavirus crisis will be applied to enhance the quality, availability and efficiency of healthcare systems worldwide. Sooner or later, COVID-19 will pass, while the technological and intellectual advancements we have made are here to stay. These advancements will have a lasting impact on the welfare of mankind.



Rio Tinto's first priority continues to be the safety and health of our employees and communities. Globally, the company has continued to deliver products to customers while taking extensive measures to protect people and communities in line with advice and directives from governments and international health organisations.



This additional investment to support COVID-19 community resilience will focus on supporting the good work already established through third-party initiatives, as well as directly providing resources, such as medical equipment and support for education or health programs, to enable Rio Tinto to make a real difference for people in the neighbouring communities where our company operates around the world.

- Supplying masks and protective equipment to support emergency and health professionals (PPE)
- Donating to local communities, hospitals and international agencies
- Providing ventilation units and temporary medical units in communities
- Investing in education and financial literacy programmes, addressing remote learning for children
- Manufacturing hand sanitizer for community distribution.

Rio Tinto has contributed to COVID-19 relief initiatives that are designed to feed back into the communities where we operate. The Karaganda Oblast *Komek Public Fund* is one such initiative through which Rio Tinto ensures that the communities of Karaganda and Balkhash, and Ortaderesin and Saryshagan villages are supported through provision of medical equipment and personal protective equipment to the local health infrastructure. Furthermore the company is evaluating other initiatives designed to alleviate the adverse effects of COVID-19 in Kazakhstan.



Rio Tinto continues to look for opportunities to share our knowledge of response activities and to partner with others in the industry to find solutions to aid in the recovery from this global pandemic.



NVENT THERMAL SERVICES STRATEGY FOR COVID-19

Over the past few months, Kazakhstani companies have been forced to respond to the rapid spread of the COVID-19, adjust their business strategy in ever-changing conditions, take care of their team, and maintain the high level of customer service despite the restrictions imposed on movement within the country and abroad, as well as the reduction in personal contacts.

nVent Thermal KZ is among the many other companies that have faced new challenges. The company started making arrangements for possible COVID-19 restrictive measures even before Kazakhstan introduced its state of emergency. Tracking the global trend allowed nVent to prepare IT equipment to allow for working remotely and to ensure our employees are available at their permanent residence in Kazakhstan.

All of us are adjusting to different ways of living and operating as the COVID-19 impact continues to unfold. During these challenging times, nVent Thermal has been guided by the following priorities:

1. *nVent focused first on the safety and well-being of its employees*
2. *nVent continued business operations to serve its customers and support critical infrastructure*
3. *nVent was willing to preserve as many jobs as possible in the long term*
4. *nVent aimed to improve its digital product information and website*

Priority 1: Focus first on the safety and well-being of nVent employees.

Across the company sites, nVent Thermal adopted practices for social distancing, hygiene and working from home where possible. We continue to follow guidelines from the *World Health Organization* and *Centers for Disease Control and Prevention* as they evolve. In addition, all nVent plants have checklists to ensure we follow best practices and learn from one another. The nVent office in Atyrau is equipped with PPE, and all employees receive the *Kazakhstan Chief Medical Officer's COVID-19 Resolutions*, corporate updates, and take the necessary preventive safety measures.



Working Remotely

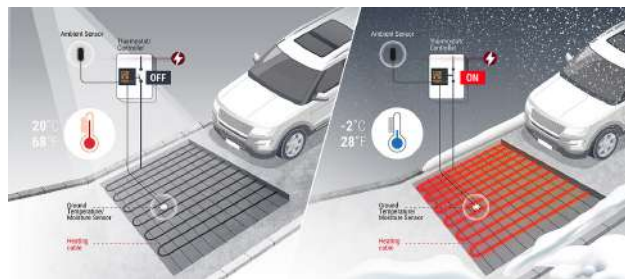
As nVent Thermal continues to monitor and respond to the coronavirus outbreak, we are actively encouraging employees who can work from home to do so. We make sure that our employees have all the information and tools they need to work remotely so that they stay safe as we navigate COVID-19 impact. The nVent IT team provided virtual tools and resources to help their colleagues settle into their home offices.

Priority 2: We continue business operations to serve nVent Thermal customers and support critical infrastructure.

nVent Thermal remains open to supply critical products to our customers so they can continue their essential business activities in the fight against COVID-19. Purchase orders can be placed and tracked remotely by our customer service coordinators.

The importance of our work - reflecting our safety-focused connect and protect mission - has never been clearer, with all three of our segments supporting the fight against COVID-19. Our products, ranging from *nVent HOFFMAN* to *nVent CADDY*, are being used in data centers and hospitals. Our *nVent RAYCHEM* systems that detect potential liquid leaks are helping keep hospitals safe too, such as the *Royal Brompton Hospital* in London.

Electrical & Fastening Solutions, for example, is providing products to hospital projects in Germany, Denmark, Ireland, Norway, Uganda and the United Kingdom. Thermal Management's heat trace cables are helping melt ice on hospital driveways and ramps, ensuring safe entry and exit for emergency vehicles.



Priority 3: We are willing to preserve as many jobs as possible in the long term

The core value of nVent is our people. Our employees obtained deep expertise in providing our customers with excellent service: EHT design and engineering, materials supply, supervision and technical audit. It has taken hours of educational and training programs, as well as years of work experience to achieve this a level of competence. Retaining nVent Thermal personnel within the company is one of our top priorities. In this way we managed to avoid staff reduction due to COVID-19.



Priority 4: We are improving our digital product information and our website

Communication is critical during these times. We participate in frequent calls and online conferences with business leaders, health experts, and government officials, and the nVent leadership team holds daily meetings to share the latest information and respond quickly to challenges. We are conducting town halls across our segments, and have easily adapted to working virtually.

The nVent shift to working virtually allows us to accelerate our digital efforts. We are working with our customers and channel partners to improve our digital product information. Our new site **www.raychem.nvent.com** has been launched recently, and all social media channels are available to our partners to follow nVent and stay in touch. Digital and velocity are key to how we work.

E-learning

The company launched nVent's e-learning platform for Kazakhstan customers. It contains excellent e-learning modules of nVent products and technologies. Access is free and registration is simple. Now that a majority of our partners are working from home, we wanted to share this tool with those who need a product refresher.

Check it out: <https://go.bluevolt.com/nVent/s/>

The pandemic challenge helped nVent Thermal define our main values: health and care for the people with whom we work, cooperation and digitalization. It is clear now that we must adapt to the new future.

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CITIBANK RESPONDS TO COVID-19 CHALLENGES IN KAZAKHSTAN

Citi's mission is to enable global growth and progress. When the COVID-19 pandemic quarantined and locked-down hundreds of thousands of the Kazakhstani schoolchildren in their homes, Citi reacted by allocating \$80,000 to support needy families in the community, funding that would ensure their children could continue their education.

The donation by Citi sponsored a UNICEF developmental program aimed at helping Kazakhstani families reduce stress in adjusting to distance learning and enabling the purchase and distribution of 60 laptops for underprivileged schoolchildren in Almaty and Nur-Sultan. Many schoolchildren given access to distance learning were excited about enjoying their new-found access to a personal computer. Their distance learning challenges were made more difficult by their families' social deprivation.



An example was fourteen-year old Ildan, who had been previously studying on a cellphone for almost two months. 'Studying on my cellphone was hard. My eyes hurt every 15 minutes, as I study two and a half hours a day. I could only wish that I had my own laptop with a large screen. Now I can learn better - thank you for such a wonderful gift!', said the seventh-grader.



Citibank efforts received praise from the municipal governments in Nur-Sultan and Almaty. 'The Nur-Sultan Municipal Education Department would like to thank Citibank and UNICEF for helping our children at this very difficult time,' said Sholpan Kadyrova, the Head of the City's Education Department, noting that our joint support came at just the right moment to help the children with their lessons.



Andrey Kurilin, Citi Chief Executive Officer in Kazakhstan, says:

"The Citibank pandemic response was rapid in supporting those in need around the world. We began with those Citibank colleagues considered most likely to experience hardship, providing 75,000 staff members with a one-time compensation package. In Kazakhstan, this package was given to a quarter of our staff.

Citi also launched a global Double the Good campaign, matching the employees' personal charitable contributions with a donation to the International Rescue Committee for refugees.

In Kazakhstan, we gladly responded to the Government's call to help the community continue schoolchildren's education on virtual platforms when the country introduced a shelter-at-home strategy to control the Covid-19 infectious outbreak."





AL-HILAL BANK SUPPORT FOR KAZAKHSTAN DURING THE COVID-19 PANDEMIC

The COVID-19 pandemic and the economic impacts of the related quarantine measures have constituted one of the greatest global challenges in recent memory. The pandemic has disrupted everyday lives and economic activity around the world. Tragically, it has also resulted, and continues to result, in the loss of lives numbering in the hundreds of thousands in countries across the globe.

The pandemic and the efforts to fight it have undoubtedly left their imprint on many aspects of life, economics, and politics globally. The global, regional, and local landscapes will not be the same, and changes are likely to continue, here in Kazakhstan as well as in the Al Hilal Bank home market in the United Arab Emirates and the other countries in which our group operates.

COVID-19 has had a tremendous impact on people's ways of thinking, their values, their attitudes to many things and life's priorities. That said, at Al Hilal Bank Kazakhstan we have continued to focus on our core values during the current crisis to support our stakeholders. We understand that the greatest asset of our business is comprised of our employees and our customers. Supporting their wellbeing during the crisis has remained our highest priority.

First, the Bank moved quickly to protect the health and safety of its employees. We separated Bank employees into teams in all our locations, with some of the Almaty team moving to the Bank's back-up site in Shymkent prior to the introduction of quarantine measures in Kazakhstan. Most employees worked remotely from home, with only a core team in the Bank's head office to ensure smooth operations for all our customers.



Al Hilal Bank has, of course, followed all national and regional health and sanitary guidelines, in some cases on a stricter basis for additional safety. Like all banks in Nur-Sultan and Almaty, the Bank was required to close its branches in those locations during the height of the quarantine, but we continued to operate our branches on an appointment-only basis to better protect the health and safety of our customers and employees. For those core employees who worked in the office during the strict quarantine period, private shuttle services and other simple measures like delivered meals were arranged.

Perhaps most importantly for the well-being of the Bank's employees, very early on during the crisis we made a commitment to all our employees that Al Hilal Bank would not make any job cuts in 2020 due to the Covid 19 pandemic and Kazakhstan's related state of emergency. We have focused on keeping all Bank employees employed full-time and feeling secure in their jobs during this period. Likewise, the Bank has not reduced salaries or imposed any mandatory unpaid-leave periods. The Bank also ensured that it paid performance bonuses to employees based on results for 2019, approvals for which were being finalized as the crisis broke out in Q1.

Throughout the crisis period, the Bank has been providing its staff with emotional, psychological, and informational support. We have found that the emotional support for employees has been extremely important owing to the stress, confusion, and fear surrounding the pandemic.



Of course, we have understood that this period has not been business-as-usual for the Bank's customers either. They have relied on Al Hilal Bank more than ever to deliver outstanding service. While the Bank and its customers still need to get through the serious impact on Kazakhstan and the wider global economy as a result of the COVID-19 pandemic, we are working with all the Bank's customers to support them as much as possible.

In line with government and regulatory recommendations, the Bank quickly introduced a deferral program for customers, providing them with a payment holiday to help them preserve cashflows for business generation and to navigate the interruptions caused by the crisis.

We knew the pandemic would particularly affect small and medium-sized businesses. Therefore, Al Hilal Bank moved quickly to finalize a transaction with the *Damu Entrepreneurship Development Fund*, the first such Damu transaction on Islamic financing principles. This is a 7.5 billion KZT transaction aimed at supporting and developing small and medium-sized businesses (SMEs) in Kazakhstan. Not only will this transaction provide important financing support for SMEs, but it will also further stimulate the development of Islamic finance in Kazakhstan. Under this program, Al Hilal Bank provides financing to SMEs

operating in key sectors of the economy that comply with Sharia principles and the requirements of the Damu funding program (in agriculture, food industries, transport and logistics, construction, services industries, among others).

We have also worked to assure customers about the safety of their deposits with Al Hilal Bank Kazakhstan. Being part of the *Abu Dhabi Commercial Bank Group*, with strong investment-grade credit ratings, customers can remain confident about the safety of their deposits.

Meanwhile, we also recognize that there are some positive aspects of the current crisis since significant change and growth often require a push from the outside to get out of the comfort zone. For example, the change to our routines has encouraged us to learn new skills that we can further use in both our personal and professional lives. The move to a digital world and our ability to remain socially

connected has been enhanced. And we have found new and alternative ways of working and being productive while still remaining disciplined and risk aware. Without question, we have all become more conscious, more careful about our health, and understand the value of time, spending it wisely and with our family, paying attention to things that matter to us most.

Al Hilal Bank understands that the banking sector plays an important role in ensuring residents and businesses in Kazakhstan are supported in these challenging times, and we recognise the importance of expressing solidarity with our employees and their families and with our customers as they all carry out their roles in this challenging period. As described in this article, we have tried to stand behind and support our employees and customers, and we will continue to do so as we all work together through the ongoing impact of the COVID-19 pandemic.





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MASTERCARD'S RESPONSE TO THE COVID-19 CRISIS IN KAZAKHSTAN

by Rafal Trepka
Mastercard Country Manager
Central Asia Region

Events like COVID-19 reveal an extraordinary time presenting extraordinary challenges. Coronavirus is an unprecedented global event. We appreciate how difficult this period is for everyone: for communities, for people with families, but also for businesses that are impacted around the world.

Mastercard closely monitors events like the COVID-19 pandemic to ensure that the company takes all the necessary steps to support its partners, protect its employees, and maintain service so that consumers and businesses can continue to pay and get paid for what they need. Mastercard is in a unique position to understand the gravity of the economic consequences of the public health crisis, and we are keenly focused on helping consumers and businesses weather these challenging times.

Although overall consumption decreased in recent months during the COVID-19 outbreak with its strict quarantine measures and reduced mobility, recovery of the retail economy is only beginning. In the following article, Mastercard will outline its efforts to help people and businesses navigate the crisis and the path to recovery.

First and foremost, Mastercard operations and technology are firmly set for its services and obligations to clients and partners to continue without disruption. This is, of course, what Mastercard would always expect of itself. Running a stable, reliable and resilient global payments network is what we do. Mastercard successfully maintained the electronic payments ecosystem that provides critical infrastructure, security, products and services to help businesses and consumers continue operating through the COVID-19 pandemic.

The Mastercard network and systems are designed to readily manage changes in the volume and types of transactions we process to ensure consistent and reliable service to merchants and consumers worldwide. Consumers may change their shopping habits, moving from brick and mortar to online stores, or can be prone to even more contactless (often called hygienic) transactions, but our technology is always ready for these changes.

Mastercard invests continuously in securing its network and responding to cybersecurity threats around the world, which makes Mastercard better prepared to meet pandemic challenges. Plus, our global view of transaction data allows us to identify fraud trends in one market and prevent it from spreading to another.

Mastercard is the engine that works to keep the retail economy moving. As billions of people and millions of

businesses attempt to navigate public health and economic challenges, Mastercard fulfills a vital and stabilizing role in enabling commerce that is critical to sustaining our health and wellbeing. The company's global network of 40 million acceptance locations and 2.3 billion accounts across 210 countries supports commerce at the local and global level and a variety of domestic and cross-border payment flows, including real time payments.

The Mastercard technology and network are there to enable the continuous flow of funds in a variety of ways: the ability to send money to friends and family, to help pay for groceries, to access funds or credit for medical care, or shop from the safety of our own homes. Imagine if people had to rely on checks or cash alone from their homes or on their restricted outings to pay for the food, medicine, and supplies they need to remain healthy during a quarantine. Think of the consequences if we couldn't access necessities from home at a time when social distancing and quarantine measures are being imposed and prolonged.

A few examples allow us to demonstrate what Mastercard has done for ordinary people, for business, and for the entire market during the pandemic in Kazakhstan. During this difficult period, we have provided new initiatives and support measures, especially in online support and contactless payments.

For example, Mastercard immediately announced its commitment to facilitate the increase in contactless payment limits. Consumers may pay in a contactless manner for any purchase in a consumer and card-present environment and moreover, for purchases below 20,000 tenge, consumers do not have to enter the PIN code (previously, the limit was 5,000 tenge). Similar measures have been introduced in other markets to reduce cardholder contact with surfaces that might expose them to the Covid-19 infection.



Mastercard is developing and promoting mobile contactless payments together with such tech giants as *Apple Pay* and *Samsung Pay*, as well as *NFC mobile wallets*. Mobile payments also entail another angle of safety as they require customer verification on a personal device. This has become especially relevant during the current pandemic so that a customer does not need to enter a PIN-code on the terminal regardless of the payment.

Mastercard is developing additional e-commerce, online and remote solutions like *Masterpass*. *Masterpass* enhances online payments for various merchants (food deliveries, taxis, online marketplaces, to name a few) to ensure convenience and safety for consumers to perform online transactions, especially at merchants with frequent remote transactions.

Mastercard is launching several projects with major acquirers in Kazakhstan to turn mobile phones into contactless acceptance devices so that merchants can bring their own existing devices to start acceptance and cardholders can tap on these smart devices. For merchants it is easy and hygienic to receive payments and at the same time merchants may use the same devices and be able to pay. We have already started with two acquirers in Kazakhstan and others are underway. Moreover, the rollout of this concept represents a cost-efficient and easy-to-distribute electronic acceptance solution for various segments, but most importantly for micro and small enterprises.

Mastercard also informed its partner banks in Kazakhstan about the possibility to continue servicing expired cards. Mastercard rules allow the processing of payments on expired cards, which can be an acceptable solution when cardholders for various reasons are unable to visit the bank or receive a reissued card. The decision to provide customers with this solution remains at the bank's discretion. We deploy other technical and operational measurements, for instance, postponing technical releases to allow Mastercard partners to operate in pandemic conditions.

Mastercard is working with ministries, public institutions, and banks on payment solutions (physical card or digital options) to disburse social benefits to various groups of people (individuals or businesses). As an example, people who have lost their jobs and are eligible for social support are able to receive it on their Mastercard.

In difficult conditions such as the pandemic, Mastercard services for online money transfers, including person-to-person transfers, loan repayments, and business disbursements became indispensable and proved very convenient. The company's services are available 24/7 in nearly all banks in Kazakhstan and in other countries.

Mastercard is increasing its efforts to combat the pandemic by delivering relief, creating community-based financial literacy programs for consumers and businesses, and leveraging our educational programs to enhance school curricula.

For example, Mastercard extended access to its signature STEM curriculum, *Girls4Tech™*, through a suite of new online, creative educational resources. The program has been designed to help parents and teachers engage and inspire children between the ages of 8-12 and is available for Kazakhstan as well as other countries.

Taking into account the cycles of such events, Mastercard is ready to offer next steps for developing the market in the post-pandemic period. Besides adopting the measures mentioned above, we continue to support the government's social disbursement programs that enable people to receive money electronically and to pay without using cash. Our experience from various markets helps distribute the government's support and monitor its proper use.

Mastercard would be more than happy to offer help with various solutions that simplify access to "pocket money". Our *Purchase with Cash Withdrawal* service enables customers to pay and withdraw cash simultaneously, which is useful in large cities and indispensable in the country's remote regions. This service will also help retailers improve their cash flow management and provide additional services for their customers.

Mastercard is working on a project aimed at implementing instalments that will help our customers buy necessities and better manage their personal finances.

We are developing a digital product proposition to facilitate remote card issuance and contactless usage, as well as to provide special offers in segments that are particularly relevant during the pandemic (food delivery, online purchases, and mobility via dedicated taxis).

Mastercard is ready to share its vision of a payment ecosystem design and development with a view to increasing e-payments while downsizing Kazakhstan's shadow economy. We will continue our dialogue with Kazakhstan to discuss market needs and collaboration to ensure the national economy's stability and growth.

Mastercard runs an electronic payments network that drives, secures, and enhances everyday commerce globally. We enable retail and B2B payments conveniently and securely for consumers to purchase goods and services from merchants, for businesses to conduct business with each other, and for companies to disburse monies to consumers. Increasingly, we bring digital innovation and efficiencies to how governments engage in economic activity with the public and with business, including, for example, through major disbursement programs, smart cities, growth of acceptance, and digital solutions.

Mastercard is also helping companies disburse loans to small businesses, insurance companies to disburse claims pay-outs to consumers, and small businesses to manage their accounts payable and receivable – all this enables economic activity that is an important engine of the economy, and especially so in times of crisis. This system has demonstrated its resiliency and dynamism during events such as the COVID-19 crisis. The value and vitality of systems like ours knit people, businesses and governments together in critical ways to support and facilitate the continuation of commerce.



KPMG IMPACT AND THE COVID-19 PANDEMIC: HOW KPMG IS RESPONDING TO THIS PIVOTAL TURNING POINT

At KPMG we serve and strengthen our communities and markets, advancing education and sustainable development.

"The measure of KPMG has always been how we come together to tackle the world's greatest crises. Rooted in 150 years of history, we share a common purpose to help strengthen our communities. Every year, tens-of-thousands of our people from across our global network dedicate their time and skill to making our world that much better. Together, guided by our core values, we strengthen markets, facilitate sustainable growth and drive progress throughout society. Our passion for doing right by all is what makes this organization KPMG".

Bill Thomas
Global Chairman and CEO
KPMG International

The global COVID-19 pandemic affected KPMG's network of member firms and their clients deeply and in many different ways. In Kazakhstan almost all KPMG employees were able to continue providing services to clients during the crisis, mainly due to effective use of technology, which allowed them to remain fully effective in performing audit and advisory work on a remote basis.

As a result, KPMG was extremely fortunate to have been able to maintain almost all of its 650+ people in full time employment during the pandemic, even though our KPMG offices in Kazakhstan themselves were required to close.

On a global basis, as this crisis impacts every aspect of people's lives, KPMG believes that its support for communities must be focused. Given the nature of the crisis, we are therefore prioritizing health and wellbeing, as well as education, which is our critical long-term corporate citizenship priority. KPMG contributions span *pro bono* work, volunteering, and cash donations, which globally amount to more than US\$4 million to date.

As part of the KPMG global response, KPMG became a founding member of the *United Nations Educational, Scientific and Cultural Organization (UNESCO)* - convened the *Global Education Coalition* for COVID-19 response to safeguard access to education for 1.5 billion students across 191 countries affected by nationwide school closures during this pandemic.

KPMG member firms, in particular in those countries most affected by the pandemic, are also involved in various *pro bono*, volunteering and donation efforts in order to support their communities. Below are just a few examples.

China

KPMG China raised more than US\$500,000 in donations through a staff-matched fundraising appeal. The donation provided funding to several NGOs to help groups buy urgently needed medical supplies and equipment including non-invasive ventilators for over 20 hospitals including the city of Wuhan's *Leishenshan Hospital*, the emergency specialty field hospital built in response to the COVID-19 pandemic. Other supplies needed included hygiene kits for low-income families. The majority of the funds raised were from 2,200 staff members, with a dollar-for-dollar matching donation offered by the *KPMG Foundation in China*.

United States of America

KPMG in the U.S. and the *KPMG US Foundation* have pledged to donate more than US\$2 million to support non-profit organizations impacted by COVID-19. The funds will benefit organizations with which KPMG has an existing relationship, as well as supporting selected organizations focused on lifelong learning and health and wellness activities in support of the COVID-19 relief effort.

Close to US\$1 million in funds are being distributed to 80 non-profit organizations selected by Office Managing Partners in all US KPMG markets, as well as 800 grants to non-profit organizations actively supported by our people as part of the US Foundation's *Community Impact Grant* program. In addition, to date, US\$700,000 of funds have been provided to non-profit organizations around their relief efforts and solutions supporting these four key areas: *the "front line", education, food insecurity, and the cure*.

Italy

KPMG in Italy responded immediately to the COVID-19 crisis to provide aid to hospitals in need. *'Let's breathe Italy'* is the motto at the heart of this dedicated team's commitment to helping the community. Through targeted interventions with more than 10 hospitals in Bergamo, Milan, Naples and Rome, the team worked together with the *Francesca Rava Foundation* to launch a program designed to help hospitals most affected by the pandemic. A series of initiatives followed, including donations of medical equipment such as ventilators, radiography imaging, ultrasound equipment and monitoring devices, all with associated training. These donations equate to US\$760,000.

India

KPMG in India is working with children studying at schools that belong to marginalized groups and lack access to computers and laptops at home. With schools closed

across India, mainstream schools are conducting online classes. The same is not possible for the schools within marginalized communities. KPMG in India is helping teachers at these schools develop content for secondary school students in subjects such as accountancy, physics, chemistry, mathematics and English, in video format and PowerPoint presentations which are then shared with the students via WhatsApp.

Netherlands

KPMG in the Netherlands, together with more than 60 cybersecurity companies and several other professional services firms in the Netherlands, joined forces with *We Help Hospitals* to assist healthcare organizations with cybersecurity incidents during the COVID-19 crisis. KPMG in the Netherlands is donating pro bono advice and technical expertise to hospitals, nursing homes and general medical practices.

UK

As part of KPMG's ongoing commitment to *#ITsHerFuture*, KPMG in the UK is providing a free online course, *Introduction to Python* coding. This course is for secondary school students, parents, and teachers, and gets them coding in just 10 minutes. Highly interactive and mimicking the environment of a computer science lesson, the course has already been completed in the UK, Canada, Jamaica and Pakistan. The program is part of KPMG in the UK's wider COVID-19 community response, which includes adapting existing outreach programs and creating new solutions to support young people from disadvantaged backgrounds.

Taking the next step

The impact of the coronavirus (COVID-19) is being felt by all businesses around the world. Leaders are navigating a broad range of interrelated issues that span from keeping their employees and customer safe, shoring-up cash and liquidity, reorienting operations and navigating complicated government support programs. To help businesses and governments understand COVID-19 implications and, more importantly, the best position to be resilient in the future, KPMG constantly prepares the latest thinking from our professionals worldwide. We provide economic, financial and business continuity insights on a regular basis.

A new department within the KPMG global organization, announced on June 2, KPMG IMPACT will bring together deep expertise and knowledge from around the world to help businesses, governments, and other organizations address the pressing environmental, societal and governance issues that they and the world in general are facing.

KPMG IMPACT will provide organizations with tools and methodologies to measure and implement appropriate actions to mitigate critical issues and to work toward real and lasting positive impact. It will offer client services that bring together the skills and acumen of KPMG practitioners from across the globe, with a focus on five priorities to help achieve the *United Nations Sustainable Development Goals (SDGs)*:

1. Environmental, social, governance (ESG) and sustainability

Helping KPMG member firm clients to understand and adapt to new and emerging changes to the business landscape by developing responsible and sustainable strategies, business models, operations and investments.

2. Economic and social development

Working with companies, governments, multilateral institutions, foundations and development organizations to support vulnerable populations while enabling societies and economies to prosper.

3. Sustainable finance

Furthering the integration of ESG in investment, financing, insurance and corporate finance strategies and processes.

4. Climate change and decarbonization

Driving business models, products and services that address climate change and to help member firm clients reduce carbon emissions.

5. Measurement, assurance and reporting

Enabling member firm clients to devise improved methods, tools and frameworks to better track and measure performance.

Highlighting the importance of KPMG IMPACT, we believe that COVID-19 has changed much of what we took for granted only a few months ago. As the world starts to contemplate a new reality, we are seeing a heightened awareness amongst clients and colleagues of the importance of building a more sustainable and resilient future.

The purpose of inspiring confidence and empowering change has never been more relevant, and KPMG IMPACT is one way we can support clients and respond to the opportunity and responsibility to help promote a future which assures healthy, sustainable societies alongside healthy economic growth.

SANOFI AND GSK JOIN FORCES IN UNPRECEDENTED VACCINE COLLABORATION TO FIGHT COVID-19

As the unprecedented COVID-19 pandemic continues to spread around the world, Sanofi is at the forefront of multiple initiatives to fight the disease. Sanofi achievements to date and in process can be summarized as:

- 2 vaccines in accelerated development
- 2 potential treatments in accelerated clinical trials
- 1 home test in development

Sanofi also continues its daily business of making and delivering medicines for patients while simultaneously:

- Increasing production of key treatments (e.g. paracetamol) and continuing investigation of a key drug (hydroxychloroquine)

Sanofi Pasteur, the vaccines global business unit of Sanofi, will leverage previous development work for a SARS vaccine that may unlock a fast path forward for developing a COVID-19 vaccine.



Sanofi is collaborating with *BARDA*, expanding the company's long-standing partnership with the Authority. Sanofi will use its recombinant DNA platform to produce a 2019 novel coronavirus vaccine candidate. The recombinant technology produces an exact genetic match to proteins found on the surface of the virus. The DNA sequence encoding this antigen will be combined into the DNA of the baculovirus expression platform, the basis of Sanofi's licensed recombinant influenza product, and used to rapidly produce large quantities of the coronavirus antigen, which will be formulated to stimulate the immune system to protect against the virus.

Sanofi is also collaborating with and with *Translate Bio*, a clinical-stage messenger RNA (mRNA) therapeutics company, where Sanofi is combining its deep vaccine expertise and support with Translate Bio's messenger RNA platform to discover, design, and manufacture a number of SARS-CoV-2 vaccine candidates. In addition, Sanofi has started a global clinical trial program with *Regeneron* evaluating *Kevzara*® (*sarilumab*) in patients hospitalized with severe COVID-19.



This global clinical program began in the U.S. at medical centers in New York, one of the epicenters of the U.S. COVID-19 outbreak and is quickly recruiting across the country where COVID-19 is most prevalent.

Additionally, *Sanofi* and *GlaxoSmithKline (GSK)* have signed a letter of intent to develop an adjuvanted vaccine for COVID-19, using innovative technology from both companies to help address the ongoing pandemic. Sanofi will contribute its *S-protein COVID-19* antigen, which is based on recombinant DNA technology. This technology has produced an exact genetic match to proteins found on the surface of the virus, and the DNA sequence encoding this antigen has been combined into the DNA of the baculovirus expression platform, the basis of Sanofi's licensed recombinant influenza product in the United States.

GSK will contribute its proven pandemic adjuvant technology. The use of an adjuvant can be of particular importance in a pandemic situation since it may reduce the amount of vaccine protein required per dose, allowing more vaccine doses to be produced and therefore contributing to protect more people.



Sanofi is also contributing towards those on the front lines. Sanofi China donated 1 million RMB to the *Chinese Red Cross Foundation* to purchase relevant equipment and supplies for the epidemic area, including protective suits, goggles, masks, gloves, and disinfection equipment. *Sanofi Pasteur China* donated virus testing devices (throat swabs) worth 500 thousand RMB to *Hubei Provincial CDC - Center for Diseases Control and Prevention*. Sanofi has also contributed \$450,000 to humanitarian aid organizations working on the frontlines, to free health clinics across the U.S., and to community organizations helping those in need.

Sanofi's quick response on so many fronts is not accidental. It stems from years of investment in our vaccine technology and earlier work on a SARS vaccine program, portions of which were accelerated through an important public-private collaboration.

The pace with which global regulatory authorities have provided cooperation is unprecedented, enabling clinical trials to start in days rather than months. The key to defeating the COVID-19 pandemic and future viral pandemics will be continuing to invest in both breakthrough medical research and the manufacturing technology needed to protect lives at scale.



Sanofi is dedicated to supporting people through their health challenges. We are a global biopharmaceutical company focused on human health. We prevent illness with vaccines, provide innovative treatments to fight pain and ease suffering. We stand by the few who suffer from rare diseases and the millions with long-term chronic conditions.

With more than 100,000 people in 100 countries, Sanofi is transforming scientific innovation into healthcare solutions around the globe.

Sanofi is a long-term healthcare partner in Kazakhstan since 1997.

Sanofi, Empowering Life

www.sanofi.kz



THE FIGHT AGAINST COVID-19: AN INTERNATIONAL PHARMACEUTICAL PERSPECTIVE

by Oleg Kryuchkov
Kazakhstan Country Manager
GSK Kazakhstan

The COVID-19 pandemic is a global crisis that makes unprecedented demands of global organisations. Alongside global political, civic and specialist bodies, global business has its part to play. GSK (GlaxoSmithKline) is proud to have been able to support global efforts to tackle the virus. Since the outbreak, GSK has been actively exploring ways to help with our science and expertise, alongside managing the company's global supply chains to support patients and consumers who depend on our products.

Naturally, research and production of candidate COVID-19 vaccines is on the front pages around the world. GSK is collaborating with companies and research groups across the world working on promising COVID-19 vaccine candidates through the use of our innovative vaccine adjuvant technology. The use of an adjuvant is of particular importance in a pandemic situation since it may reduce the amount of vaccine protein required per dose, allowing more vaccine doses to be produced and therefore contributing to protecting more people.

GSK announced on 14 April that GSK has joined forces with Sanofi, bringing together two of the world's largest vaccines companies in an unprecedented collaboration to fight COVID-19. The two companies will combine innovative technologies to develop an adjuvanted COVID-19 vaccine, which is expected to enter clinical trials in the second half of 2020 and, if successful and subject to regulatory considerations, the companies aim to complete the development required for availability by the second half of 2021. This would be a significantly faster timeline than for normal vaccine development and teams from both companies are starting work on this urgently.

One of the important parts of this collaboration is the companies' combined scale. Both companies bring significant manufacturing capacity and, although we have a lot of work to do, given that this is at an early-stage of development, we believe that, if successful, we will be able to make hundreds of millions of doses annually by the end of next year. Both GSK and Sanofi have a long history of making our vaccines available to people all around the world and we are committed to making any vaccine that is developed through this collaboration affordable and through mechanisms that offer fair access for all people.

In addition to Sanofi, GSK is also collaborating with the *University of Queensland*, *Clover Biopharmaceuticals*, and *Xiamen Innovax Biotech Company*. We believe that more than one vaccine will be needed and it is hoped there will be a number of successful vaccines developed with our pandemic adjuvant technology. Over the next few months we expect to see data from many of these collaborations.

It is important to note that overall, GSK does not expect to profit from its portfolio of collaborations for COVID-19 vaccines during this pandemic. Any short-term profit generated will be invested in support of coronavirus-related research and long-term pandemic preparedness, either through GSK's internal investments or with external partners. Making our adjuvant available to the world's poorest countries will also be a key part of our efforts, including donations of this adjuvant by working with governments and the global institutions that prioritise access.



In addition to vaccines, GSK is also supporting screening and research into potential medicines for COVID-19.

In April GSK announced a collaboration with *Vir Biotechnology* to use Vir's monoclonal antibody platform technology to accelerate existing and identify new anti-viral antibodies that could be used as therapeutic or preventative options for COVID-19. Subject to regulatory review, the companies plan to proceed directly into a phase 2 clinical trial within the next three to five months.

GSK is also evaluating its marketed pharmaceutical products and medicines in development to determine if any could be used beyond their current indications in response to the pandemic. This includes medicines with potential direct anti-viral activity and those with possible utility in prevention or treatment of secondary complications of COVID-19.

Finally in this area, GSK is a member of the collaborative research effort known as the *COVID-19 Therapeutics Accelerator*. The aim of the Accelerator is to bring pharmaceutical companies and expert academic institutions into coordinated research programmes with the aim of bringing the most promising molecules forward that could be used to treat cases of COVID-19. GSK will contribute by making available compounds from its libraries for screening for activity against COVID-19.

Supporting those on the frontline of this crisis is a high priority. GSK is therefore donating \$10 million to *The COVID-19 Solidarity Response Fund*, created by the *U.N. Foundation* and the *World Health Organization (WHO)*.

to support WHO and its partners to prevent, detect, and manage the pandemic, particularly where the needs are the greatest. Amongst its objectives, the Fund will enable distribution of essential supplies such as *personal protective equipment (PPE)* to frontline health workers. GSK is also donating surplus reagents to support diagnostic testing to several countries and is doing the same for surplus *PPE*. We are working closely with the Kazakhstan Government to identify and fulfil key needs in Kazakhstan itself.



The pandemic has necessitated public safety measures such as closure of borders or movement restrictions. In Kazakhstan, GSK has sought to do everything possible in co-operation with the Government to prevent significant delays in the medicines and vaccines supply chain to the public health system. I have to express my thanks here to the many officials who have given their support and efforts, and equally to our GSK Kazakhstan employees. At the risk of their own health, our employees have continued to work in warehouses for shipment and certification of goods.

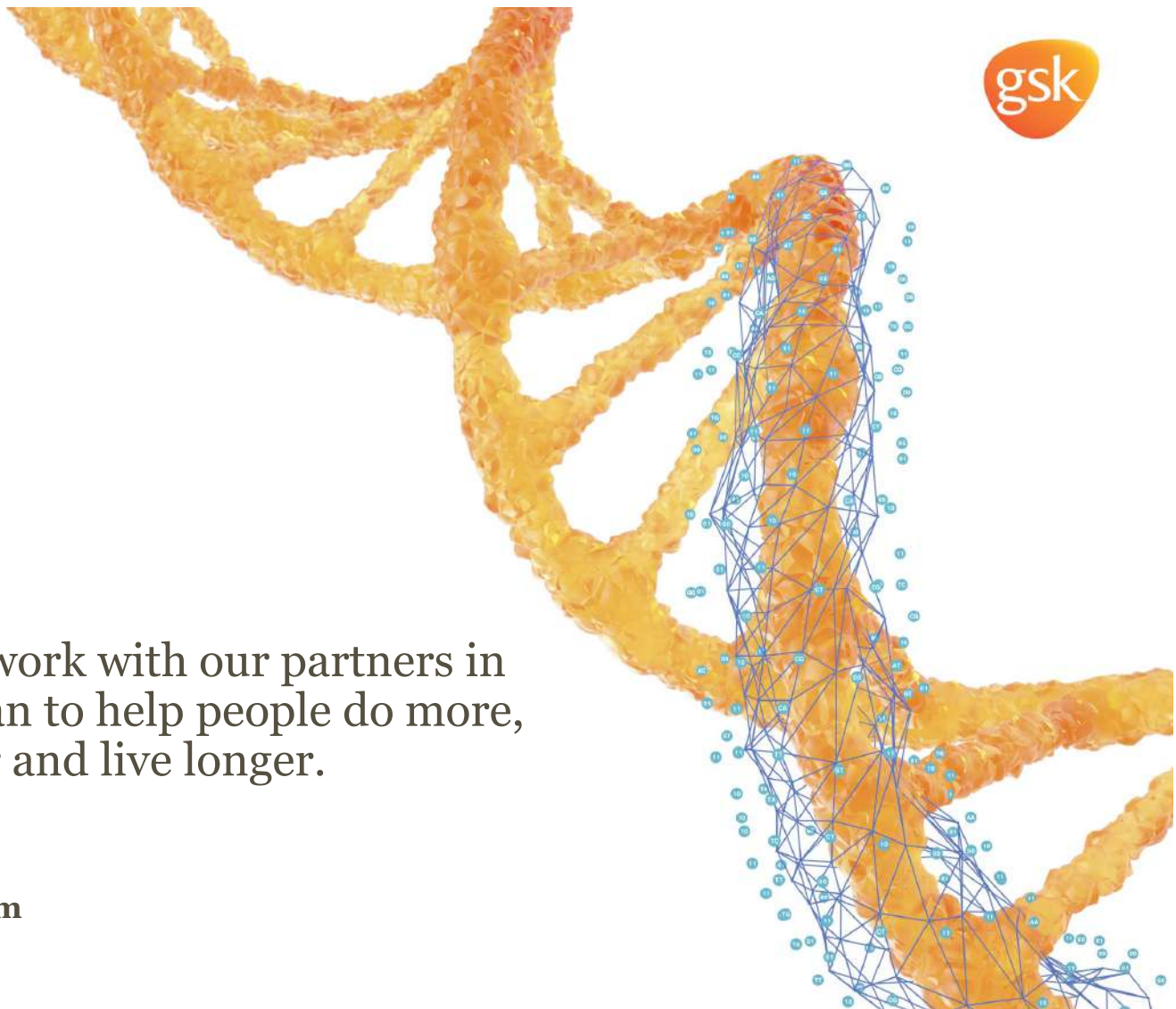
More widely, we have sought to support the Kazakhstan Government by limiting our movements as individuals. Any resumption of commercial activities has been done in strict compliance with national guidance and GSK company policies.

The COVID-19 pandemic has been a harsh test for us all but GSK believes we have seen the 'best of us' on display over the past months. Whether this is the pharmaceutical industry's innovative efforts, the dedication of state officials, or our employees' sense of responsibility, together this can give us all confidence that the future will be brighter.



Proud to work with our partners in Kazakhstan to help people do more, feel better and live longer.

www.gsk.com





COVID-19 BREAKTHROUGHS THAT CHANGE PATIENTS' LIVES

Shortly after the World Health Organization declared the COVID-19 outbreak a pandemic, Kazakhstan shut down public places, cancelled mass gatherings, closed the borders of major cities, and entered a two-month-long State of Emergency. This was and still is a time when many people found themselves reflecting on their lives and often on their life purpose. People were forced to learn to live with limited direct access to the outside world, with separation from family and loved ones, and many had to risk their lives on a daily basis as they stood on the frontlines of the fight against the pandemic.

At Pfizer, facing the crisis meant that the urgency of a COVID-19 medical breakthrough became more urgent than ever. We aim to leave no stone unturned as we harness the full breadth and depth of our resources to address COVID-19. As a global organization that employs almost 90,000 professionals around the world, Pfizer's main concern amidst the novel coronavirus pandemic on a global scale and in Kazakhstan is the safety of its employees. Aware of the rapid global spread of COVID-19, we were gratified to see Kazakhstan's immediate response to this emergency, establishing quarantine measures while the medical community fought the virus on the frontlines. It is evident that these measures and the collaboration across sectors, along with the dedication of the medical community, has helped protect thousands of lives.

Dmitry Kozenkov, Pfizer Regional Manager for Central Asia and the Caucasus, stated:

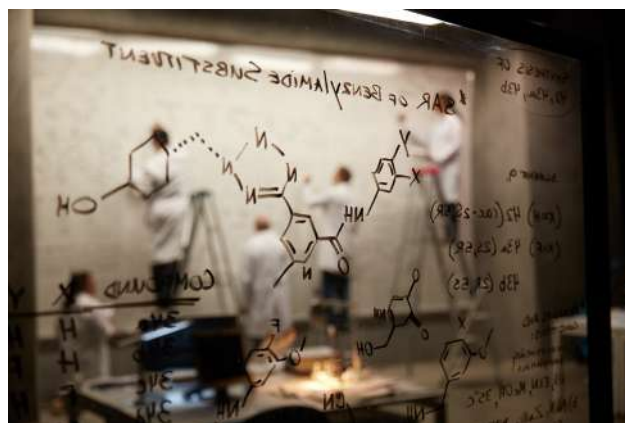
"As Pfizer employees in Kazakhstan, we felt very well taken care of with the statistics and regular updates from the Ministry of Healthcare and its Committee for Quality Control and Goods and Service Safety that made the data on the coronavirus outbreak open and available to all... As the second priority after making our people safe, Pfizer's focus was the uninterrupted supply of life-saving medicines into Kazakhstan to ensure that patients with other pathologies could continue their treatment or start treatment when needed."

This reflected the vulnerability that swept the world in the early stages of the pandemic, stressing the importance of other battles to be fought to save patients' lives. In this regard, we are proud to be supplying pneumococcal vaccine to Kazakhstan during the pandemic as immunization against respiratory illnesses is highly recommended by WHO for health protection.

Not business as usual. Although COVID-19 has only emerged in the last 4 months, the scientific community has made unprecedented progress. Pfizer is no exception, as we are actively collaborating across the healthcare ecosystem to create a vaccine and/or a treatment for COVID-19. Our researchers and scientists have been relentlessly working to develop an investigational antiviral compound to treat

SARS-CoV-2, a vaccine to prevent infection, as well as evaluating other therapies that have scientific potential to help infected patients fight the virus.

Three days after the pandemic was declared, on March 16 Pfizer CEO Albert Bourla told the company's top executives that return on investment would not play a role in the company's COVID-19 work. *"This is not business as usual,"* he said. *"Financial returns should not drive any decisions."* The collaboration with Germany's BioNTech, with which Pfizer is working closely to develop a vaccine, is based on the urgent COVID-19 health need. We are leveraging our decades of scientific expertise in pioneering vaccine discovery and development to respond to this global health crisis.



Pfizer is testing four distinct vaccine candidates — different mRNA platforms that are supposed to induce a safe immune response. As of May, complex trials that aim to determine the safety, immunogenicity, and optimal dose level of four mRNA vaccine candidates started by testing different dosing levels — the progress of which is reflected on Pfizer's website and can be followed there.

Speaking about the collaboration between Pfizer and BioNTech and the overall progress on COVID-19 vaccine development, Kathrin Jansen, Senior Vice President and Head of Vaccine Research and Development at Pfizer, said in an article for Politico,

"Never in my over 25 years of developing vaccines have I seen a clinical trial launched at this speed. Usually, it takes years of dedicated research to get to this point. This record milestone is a testament to the innovation and collaboration among researchers and colleagues from two very different organizations and cultures, unprecedented access to advice and support from regulatory agencies and other government agencies, and the willingness of companies to go above and beyond what is 'normal' for them."

Pfizer is also actively researching potential antiviral treatments for patients with COVID-19 that will help them fight the virus more effectively. The goal is to find a

treatment that inhibits the virus, so it stops being able to multiply and the body is better able to fight against it. Our preliminary data on our anti-viral screening shows that our lead molecule shows antiviral activity against COVID-19.

The urgency of the need to respond to this crisis has pushed us to challenge ourselves to push forward this research in an accelerated time frame, which involves thinking creatively about what could be done in parallel. While our results are still preliminary, Pfizer is taking steps to ensure we can move forward with development as quickly as possible. We hope to be in the clinic no later than the end of 2020.



Science will win. If anything can help science's victory, it is the collaboration across industry, which is why we are committed to harness Pfizer's scientific expertise, technical skills and manufacturing capabilities to combat this evolving crisis. Fighting the pandemic, Pfizer and *The Pfizer Foundation* have committed \$40 million in medical and charitable cash grants to help combat the COVID-19 global effects worldwide. This donation addresses the urgent needs of partners who are working to slow the spread of the virus within communities and strengthen vulnerable healthcare systems against future public health threats.

Indeed, all efforts are being put in place so that we can get back to normal: visiting friends and family, travelling and learning new cultures, watching movies with our loved ones, meeting friends over a dinner at a restaurant. We know that from now on this 'normal' will change and we will have to learn to exist with an awareness of COVID-19. This is why Pfizer has made five promises that will help scientists bring forward therapies and vaccines to protect humankind from this escalating pandemic more rapidly and to prepare the industry to better respond to future global health crises.

1. Sharing tools and insights: With very little known about this virus, many are working to develop cell-based assays, viral screening, serological assays, and translational models to test potential therapies and vaccines. Pfizer is committed to making the vital tools we develop available on an open source platform to the

broader scientific community and to sharing the data and learnings gained with other companies in real time to rapidly advance therapies and vaccines to patients.

2. Marshalling our people: Human capital is our most valuable resource. Pfizer has created a SWAT team of our leading virologists, biologists, chemists, clinicians, epidemiologists, vaccine experts, pharmaceutical scientists and other key experts to focus solely on addressing this pandemic. This team is applying their passion, commitment, and expertise to a single focus of accelerating the discovery and development process that will deliver therapies and vaccines to patients as soon as possible.

3. Applying our drug development expertise: Many smaller biotech companies are screening compounds or existing therapies for activity against the virus causing COVID-19, but some lack the experience in late stage development and navigating the complex regulatory systems. Pfizer is committed to sharing our clinical development and regulatory expertise to support the most promising candidates these companies bring forward.

4. Offering our manufacturing capabilities: Once a therapy or vaccine is approved, it will need to be rapidly scaled and deployed around the world to put an end to this pandemic. As one of the largest manufacturers of vaccines and therapeutics, Pfizer is committed to using any excess manufacturing capacity and to potentially shifting production to support others in rapidly getting these life-saving breakthroughs into the hands of patients as quickly as possible.

5. Improving future rapid response: Finally, to address future global health threats, Pfizer is reaching out to federal agencies including NIH, NIAID and CDC to build a cross-industry rapid response team of scientists, clinicians and technicians able to move into action immediately when future epidemics surface.

Moving forward. We must say that the safety and wellbeing of our colleagues is paramount. The country may have exited the State of Emergency that lasted for two months, but the COVID-19 threat remains. We continue to encourage our colleagues to work from home and we are happy to see similar efforts being taken by other businesses and government organizations in Kazakhstan. We will continue to review our policies as the COVID-19 situation evolves to protect colleague health and safety and staying on track to deliver the medicines to Kazakhstan so patients can get the treatment they need. But most importantly we are committed to stay on track to deliver the breakthroughs we have all been waiting to change people's lives for the better.



Pfizer: Breakthroughs that change patients' lives™

At Pfizer, we apply science and our global resources to bring therapies to people that extend and significantly improve their lives. We strive to set the standard for quality, safety and value in the discovery, development and manufacture of health care products. Our global portfolio includes medicines and vaccines as well as many of the world's best-known consumer health care products. Every day, Pfizer colleagues work across developed and emerging markets to advance wellness, prevention, treatments and cures that challenge the most feared diseases of our time. Consistent with our responsibility as one of the world's premier innovative biopharmaceutical companies, we collaborate with health care providers, governments and local communities to support and expand access to reliable, affordable health care around the world. For 170 years, we have been working to make a difference for all who rely on us.

Pfizer Export B.V. acting through its Branch office in the Republic of Kazakhstan

Pfizer is the world premier biopharmaceutical company, with operations in more than 150 countries. Pfizer has been present in Kazakhstan since 1995 and its representative office was established in Almaty in 2001, from year to year its focus and commitment to the local market has increased. Within 20 years, Pfizer Kazakhstan is one of the strongest pharmaceutical companies on the local market, working with Government of the Republic of Kazakhstan with respect to finding solutions in patient's interests through innovations and high quality in oncology, vaccination, rheumatology, haematology and other areas.

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THE TAKEDA KEY TO FIGHT THE GLOBAL PANDEMIC - COLLABORATION AND EXCELLENCE

The coronavirus global pandemic has become a critical challenge worldwide and one of the most significant challenges for the pharmaceutical industry. Pharmaceutical leaders across the globe are combining efforts to develop vaccines and therapeutic drugs, along with helping local communities cope with the pandemic.

In March 2020, Takeda Pharmaceuticals informed the U.S. Congress that it was launching development of an anti-SARS-CoV-2 polyclonal hyperimmune globulin (H-IG) to treat high-risk individuals with COVID-19. This step was taken while simultaneously studying whether Takeda's current products and those in the pipeline might be effective treatments for infected patients. SARS-CoV-2 is a virus that causes COVID-19.

Global Alliances and Campaigns

Hyperimmune globulins are plasma derived-therapies that have previously been shown to be effective in the treatment of severe acute viral respiratory infections and may be a treatment option for COVID-19. In April 2020, *Biotest, BPL, LFB*, and *Octapharma* joined the *CoVlg-19 Plasma Alliance* formed by *CSL Behring* and *Takeda Pharmaceuticals* to develop a potential plasma-derived therapy for treating COVID-19.

In May 2020, the Alliance welcomed more industry members, including *ADMA Biologics, Biopharma Plasma, GC Pharma*, and *Sanquin*. Together, these organizations committed to contribute specialist advisory expertise, technical guidance, and overall support to the goal of accelerating development and distribution of a potential treatment option for COVID-19.

In parallel, the Alliance confirmed it would work with the *National Institute of Allergy and Infectious Diseases (NIAID)* at the *NIH* to test the safety, tolerability and efficacy of hyperimmune therapy in adult COVID-19 patients. This global study is anticipated to start as early as the summer of 2020 and will form the foundation for potential regulatory approval of the hyperimmune therapy.

The key to developing this potential hyperimmune globulin treatment is the collection of convalescent plasma. To amplify awareness around this, the Alliance gained support from large organizations outside the plasma industry. Examples of those offering resources to the Alliance include *Uber Health* and *Microsoft* with the latter providing technical support in the form of a dedicated website and the *Plasmabot* for donor recruitment.

Another exciting initiative announced recently by Takeda is the coming together of world-leading medical and research institutions, blood centers, life science companies, technology companies, philanthropic organizations, and COVID-19 survivor groups to form *The Fight Is In Us* campaign. The campaign is aimed to mobilize tens of thousands of people in the United States who recovered from COVID-19 to

donate their blood plasma containing vital antibodies that have fought off the disease and could now potentially help others do the same.

The campaign is working against two urgent timelines. First, to recruit COVID-19 survivors within two months of their recovery to ensure that their blood plasma contains a robust enough concentration of antibodies to have a positive effect. Second, to address the substantial seasonal increase in COVID-19 cases anticipated this fall in the Northern Hemisphere by the *Centers for Disease Control and Prevention (CDC)* and other public health experts.

Supporting communities and healthcare institutions

On top of therapy development, Takeda continues to globally show support to local communities and healthcare systems by providing personal protection equipment (PPE), monetary donations to fulfill the needs of local patient organization's and delivering products where it is most needed. Some of the initiatives include:

- **Kazakhstan** - *Takeda Kazakhstan*, official representative of the global biopharmaceutical company in Kazakhstan, rolled out several activities in the form of charity to support healthcare institutions and build the capacity of healthcare systems in the Asia-Caucasus cluster. The main priority is to maintain an uninterrupted supply chain of company products.
- Charity activities also encompassed help to hospitals and healthcare worker unions. As part of a group of foreign investors working in Kazakhstan, Takeda acquired and donated advanced equipment for intensive care as well as PPE to the *Multidisciplinary Medical Center (MDMC)* in Nur-Sultan to facilitate treatment of patients with COVID-19.
- Funds were provided to the *Akmola Regional Branch of the Kazakhstan Trade Union of Healthcare Workers PA* for purchase of PPE intended for thousands of healthcare workers at the Akmola Regional Hospital. They continuously work to reduce the number of COVID-19 patients in the capital region.
- Specific therapy area specialists have received charitable assistance via the *Kazakhstan Society of Hematologists RPA* to acquire and provide haematologists and healthcare specialists with PPE and rapid EIA tests to prevent the spread of COVID-19 amongst doctors and healthcare professionals in 17 regions of Kazakhstan.
- In partnership with the *Help Today Foundation*, a program was rolled out in Kazakhstan for patients suffering from Hunter syndrome, who received significant support in the form of infusion systems with mucopolysaccharidosis type II.

- **Uzbekistan** - Targeted assistance was provided to more than 30 medical institutions in Uzbekistan, including 36,000 medical masks and more than 3,000 sanitizers.
- **Kyrgyzstan** - Takeda in Kyrgyzstan responded to a request from the *Osh Interregional Joint Clinical Hospital* in the Kyrgyz Republic. The healthcare institution received humanitarian aid of about 2,000 PPE, including disposable protective overalls, medical respirators, goggles, and medical face shields.
- **Azerbaijan** - Takeda in Azerbaijan provided support to the *Azerbaijan Haemophilia Association* in preventing infection of COVID-19 for patients suffering from a complex form of haemophilia.

Commitment to excellence and well-being

Takeda globally made it a priority to protect its employees at the start of the coronavirus pandemic. In the Asia-Caucasus region for instance, the company was ahead of the curve from the very beginning. In December 2019, Takeda equipped all its offices with sanitizers, masks, and

in early March 2020 a shift schedule was introduced at the company's offices. In March, a crisis committee was initiated that was responsible for employee safety. This was led by the Head of the Asia-Caucasus Cluster who simultaneously began to prepare all its offices for remote work.

Work from home was organized for more than 250 employees of the Cluster with the latest computer equipment. The company retained 100% salary for staff and all other benefits including payment of meals and four types of insurance. Takeda is actively working with insurance companies to ensure employees infected with the virus receive special compensation. Takeda continues to provide psychological and emotional support and regularly informs its staff about measures to ensure their safety.

Takeda guarantees a commitment to excellence and ethical business conduct in all circumstances. The company's role consisting of patient-centric care and the continuous pursuit of new innovative solutions is unchanged. The Takeda mission has truly gone far and beyond.



Better Health, Brighter Future

There is more that we can do to help improve people's lives.

Driven by passion to realize this goal, Takeda has been providing society with innovative life-changing medicines since our founding in 1781.

As a leading global biopharmaceutical company, Takeda will always be unwavering in our contribution to bring better health and a brighter future to people worldwide.

MEDTRONIC LEADS THE WAY WITH CRITICALLY-NEEDED MEDICAL EQUIPMENT TO FIGHT COVID-19

The global healthcare system is facing an unprecedented challenge with the COVID-19 pandemic, and Medtronic is responding in an unprecedented way. *First and foremost*, Medtronic has taken a number of steps to help ensure the health and well-being of its more than 90,000 employees and their families around the globe. *Second*, the company has mobilized its global resources to support patients and physicians in this time of need, including a rapid expansion in the production and distribution of critical products in the fight against COVID-19. *Third*, Medtronic is partnering with key government agencies and providing direct support to communities around the world.

Medtronic's employees work every day to fulfill the Medtronic Mission — to alleviate pain, restore health and extend life. That Mission has fueled Medtronic's innovation, partnerships, commitment to integrity and ethics, and has resulted in the improvement of millions of lives.

Medtronic is at the service of medical professionals and healthcare systems around the world. Since the start of the pandemic, the company has worked tirelessly to make critical products available to physicians and patients. We are working 24/7, reallocating our people to critical product manufacturing and increasing our overall production for COVID-19-related products. Other lifesaving products - pacemakers, heart valves, brain stents, and insulin pumps - are still needed, and Medtronic continues to produce them.

Medtronic has hosted dozens of virtual physician forums and medical education programs to help physicians of various specialties navigate the challenges of COVID-19. It has deployed existing remote monitoring solutions and quickly developed new remote monitoring solutions to reduce potential exposure to COVID-19 for Medtronic employees, customers, and patients.

Medtronic is one of the leading manufacturers of ventilators, an important technology in the fight against COVID-19. The company has taken a number of steps expected to increase its own ventilator production to more than 1,000 per week by the end of June, a five-fold increase from pre-pandemic levels, as well as to increase the total global market ventilator production and training:

- In an open source initiative, the company released its *Puritan Bennett™ 560 (PB560)* ventilator design specifications publicly, providing manufacturers around the world the ability to rapidly accelerate ventilator production. The company has received more than 100,000 registrations for the design specifications for its *PB560 ventilator*. At this time, progress has been made by three large-scale manufacturers: Canada-based *Baylis Medical Co. Inc.*, Taiwan-based *Foxconn Technology Group* (via their manufacturing facility in Wisconsin), and *VinGroup Joint Stock Co.* of Vietnam.

- The company is collaborating with *SpaceX* to manufacture a critical component for Medtronic's critical care ventilators.
- Medtronic partnered with other ventilator manufacturers, including *Dräger*, *GE Healthcare*, *Geringe*, *Hamilton Medical*, *Nihon Kohden*, *Philips*, *Vyaire Medical*, and others, to form the *Ventilator Training Alliance*, aimed at ensuring appropriate ventilator training for healthcare workers.
- The company has committed to not raising ventilator prices as a result of the COVID-19 pandemic and is partnering with key government authorities to prioritize allocation to high risk/high needs areas.



Puritan Bennett 980 Medical Ventilator at Kazakhstan Clinic

In general, Medtronic continues to make progress with its pipeline and continues to work with regulatory agencies on timelines that do not appear to be currently affected by the pandemic. Clinical trials currently enrolling patients, however, have generally been placed on temporary pause to allow hospital clinical resources to focus on fighting COVID-19.

In Kazakhstan we work to ensure uninterrupted supply of the products in high demand. Our employees continue to do their jobs during this pandemic delivering critical, lifesaving products to treat both COVID-19 and non-COVID-19 conditions and supporting healthcare specialists with consultations.

Medtronic is executing strategies to come out of this pandemic even stronger, increasing and innovating the products and services that we offer physicians, patients, and healthcare systems in the evolving marketplace.

SANTO: NEW WORK RULES DURING THE PANDEMIC

As a result of the outbreak of the coronavirus pandemic, for the first time in many years of relative stability we are faced with the threat of loss of human lives, reduced economic capacity, and anxiety about the fragility of the universe. Living in the pandemic has created new values and brought to the forefront the need for responsible behavior by businesses, organizations, society as a whole, and each individual. At this time it is important for the SANTO management to provide Kazakhstan and its people with the necessary supply of medicines, while ensuring complete safety of its employees. SANTO is coping with this task quite successfully as is outlined in the following article.

According to *World Health Organization (WHO)* experts, humanity will have to adapt to the new realities by changing its behavior so as to minimize threats associated with the world's current unfavorable epidemiologic situation. WHO believes it will take at least five years to fully control the spread of the coronavirus. How to continue working effectively under the current conditions, while ensuring the safety of employees and maintaining a positive business spirit in the team — these are the challenges faced by management of many businesses that resume working after forced downtime due to Kazakhstan's state of emergency and lockdown.

In this regard, SANTO is a motivational and illustrative example of a company that managed to quickly revise its strategy, take the necessary safety measures, continue producing medicines, and even increase production under national lockdowns and self-isolation. It is important that while the demand for medicines is significantly increasing and supplies from outside are predictably reduced due to lockdown restrictions, Kazakhstan's patients are ensured of high-quality, effective, domestically produced medicines; the country is thus not completely dependent on imports and is sufficiently self-dependent to fulfill domestic requirements for medicines.

Patients with coronavirus are treated in Kazakhstan on the basis of the clinical pathway as approved by the *Ministry of Health's Joint Commission for the Quality of Medical Services*. SANTO supplies a significant share of medicines used in the treatment of COVID-19. Antiviral - etiotropic drugs are supplied from abroad, while medicines produced in Kazakhstan are mainly used in pathogenetic therapy, as well as in the treatment of symptoms and associated conditions of coronavirus patients. These therapeutic medicines include, in particular, antibiotics, diuretics, cardiovascular agents, and expectorants manufactured by SANTO.

According to experts, at the time that Kazakhstan declared a state of emergency, SANTO made every possible effort to provide itself with raw materials from abroad, having predicted an increase in the use of domestic medicines. Although there were logistics difficulties, the problem was resolved thanks to prompt support from several ministries, government agencies, Atamaken, and Kazakhstan's embassies abroad, which helped ensure swift passage through the green channel in delivering pharmaceuticals.

The high quality of Santo products supported by the world pharmaceutical industry's gold standard - the GMP certificate - was an important factor in ensuring uninterrupted supply of raw materials. Through efforts by the Santo investor, Polpharma Group, which invested roughly US\$ 108 million in domestic production, as well as due to SANTO's knowledge export, up-to-date equipment, and European approach, SANTO became the leader in Kazakhstan's pharmaceutical market and helped the country ensure the safety of its drugs.

The state of emergency declared in Kazakhstan for the pandemic did not catch the SANTO plant workers unawares. For several years, SANTO had been conducting trainings on managing change and practicing short-term work from home, which made it possible to rapidly reorganize the company's operations. SANTO was probably one of the first companies in Kazakhstan able to switch over to a 100 % remote work regime, which meant IT systems, processes, and the SANTO Academy's online training platform were ready to operate in this new format.

In addition, the updated internal portal created by the PR department and relaunched just before the state of emergency was imposed provided a smooth communication flow. Internal tools for online meetings and chats made it possible to flawlessly convert processes into the online format and ensure each unit's effective work.



The main task during the lockdown period was to provide information to employees. Each employee needed to know and understand what was going on in the company and how to overcome fear and uncertainty in isolation. Tribute should be paid to the SANTO management team, which invested a huge amount of time into online discussion with each division and department: management staff had and continues to have daily online meetings with their teams, communicates the company's strategy to them, and discusses challenges and problems.

Among priority measures, SANTO supplied all of its employees with face masks, respirators and antiseptics (which, incidentally, the company started to produce for its own needs). Following Medical Division recommendations and owing to well-coordinated work by both the Purchasing Division and Distributor Relations Division, SANTO instantly purchased health-strengthening drugs for its staff. The Marketing Department for *Over-the-Counter Medicines* (OTC), provided the necessary amount of vitamin D to strengthen immunity, while OTC and RX product managers provided antiseptics and face masks from their stocks.

"The state of emergency has shifted our understanding of the SANTO role in the country's safety system and our responsibility for this by 180°. Medicines are the most important resource during an epidemic because people's lives depend on availability of medicines... Having taken up the challenge, we focused on workplace discipline and meticulous compliance with sanitary standards," says **Rustam Baigarin, Director of the SANTO plant.**

To this end, we organized transportation of plant workers in specially rented buses that were disinfected regularly, a total face mask requirement was imposed, sanitizers were installed throughout the plant, and ultraviolet lamps were purchased and installed to disinfect the plant premises at least 1-2 times a day.

At the entry checkpoint to the company premises, medical staff checked the health of each employee (health of the production staff was checked twice), including taking temperatures.

The floor of the entry check point was marked to maintain social distancing. Every plant worker is provided with meals around-the-clock at his/ her workplace, staff residing in other cities were given accommodation at a recreation resort close to the plant. These measures facilitated uninterrupted production of medicines, maximum employee safety, and minimal risk of infection.

The SANTO plant continues to operate on a three-shift basis to meet Kazakhstan's increased demand for medicines, as well as any current and future needs that may arise. In addition, the company exports medicines abroad. SANTO's medicines are trusted by neighboring countries, including Russia and the Central Asia region, although SANTO maintains its focus on meeting the demands of Kazakhstan during this very difficult period.

Despite current extreme conditions, in addition to its production operations and employee protective care, SANTO did not forget social activities. SANTO has supported paramedics, doctors, and hospital staff from

the very first days of the coronavirus outbreak. SANTO supported the heroes of the struggle against the pandemic by donating a batch of medicines, personal protective equipment, and decontamination equipment to a number of Kazakhstan's medical institutions and organizations.

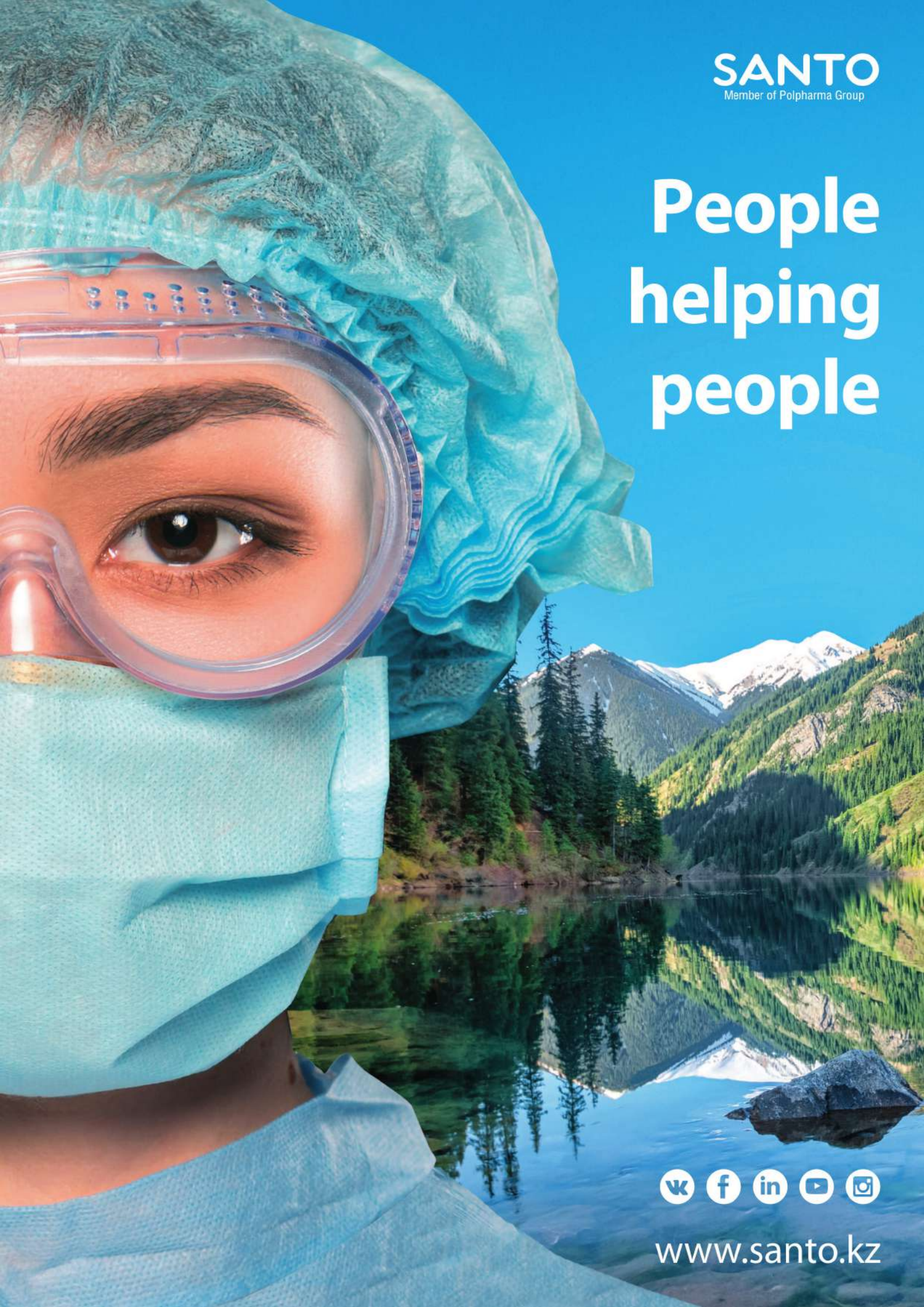
"Through these donations we wish to express our gratitude to doctors and all medical workers who continue saving human lives, and we want to support them in their tireless care aimed at helping patients recover. Mutual assistance and support are very important because we can only defeat the virus through our joint efforts," said **Jiri Urbanec, Chief Executive Officer of SANTO.**

SANTO is currently strengthening in-house development in order to launch those medicines that are in demand as soon as possible on the Kazakhstan market. These include antiviral drugs, antibiotics, and essential medicines for background therapy used in treatment of critical conditions. According to experts, consumer habits and preferences can change. *"People will begin to think more about immunity, personal protection, and hygiene. Therefore, the consumption of personal protective equipment, decontamination equipment, and immuno-stimulating agents will increase,"* SANTO explains, planning to increase these medicines in its portfolio.



During the early stages of the pandemic and Kazakhstan's state of emergency, SANTO promptly took competent organizational measures that prevented suspension of production for even a single day and prevented infection. Employees working from home have expanded horizons and opportunities for remote cooperation.

In addition, new products were added to the SANTO portfolio and modernization of production is progressing. All this was achieved through the responsibility, understanding, and well-coordinated actions of company employees. SANTO's top priority at present is to stay healthy, continue operating, and not stop producing medicines that Kazakhstan's population needs.



SANTO
Member of Polpharma Group

People helping people



www.santo.kz

SUPPORTING BUSINESS RESILIENCE IN KAZAKHSTAN BEFORE, DURING, AND AFTER THE COVID-19

As a company specializing in risk mitigation, International SOS has been actively engaged in response to the COVID-19 pandemic across the globe and in Kazakhstan. Leveraging from our global medical team and infrastructure, including 26 assistance centers and world-class infectious disease specialists, International SOS provides 24/7 support to its clients globally. One example of public information is the web page <https://pandemic.internationalsos.com/2019-ncov> which contains up-to-date information and expert opinion about the pandemic including updates on the Kazakhstan State of Emergency, lockdown restrictions, travel restrictions, flight operations, and screening.

On the ground in Kazakhstan we support our clients' operations on several fronts ranging from business continuity planning, provision of medical personnel, supply of crucial PPE stock, and going as far as implementing virtual treatment options including tele-medical consultations and on-site and remote emotional assistance programs. The latter is the focus of this article.

Across the globe organizations are seeing an emerging trend of increased mental health-related issues as a direct result of COVID-19. Mental health is a crucial and foundational component of an employee's overall well-being with a strong correlation to productivity level and business resilience, so crucial during uncertain times.

The WHO constitution states: *"Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity."* An important implication of this definition is that mental health is more than just the absence of mental disorders or disabilities. Mental health is fundamental to our collective and individual ability as humans to think, emote, interact with each other, earn a living and enjoy life. On this basis, the promotion, protection and restoration of mental health can be regarded as a vital concern of individuals, communities and societies throughout the world.

In recent years, the energy, mining, and infrastructure (EMI) industries have been exposed to widespread organizational change alongside new policies, procedure and increased safety regulations. Employees in the EMI sector have been identified as a high-risk population group exposed to both workplace and lifestyle hazards. Work on remote sites is widely regarded as stressful both in terms of lifestyle and health, where the physical environment, workload, privacy, work and living conditions, isolation from community and family as well as necessary travel, are all stressors and demands encountered daily. Among others, mental health issues include high levels of anxiety, suicidal ideations, self-harming, substance abuse and depression, to name a few.

A positive shift in attitude and treatment of mental health conditions has recently been observed in Kazakhstan, which is embarking on fundamental mental health system reforms to improve the treatment of mental health conditions for its population. In June 2019, Almaty played host to one of a series of national planning, adaptation and capacity-building workshops hosted by *WHO Europe Region*, which forms part of the *WHO Mental Health Gap Action Program (mhGAP)*. Dr Dan Chisholm, Programme Manager for Mental Health at WHO/Europe commented that this was a sign of an 'encouraging change of attitude'.

The COVID-19 pandemic however has created an unprecedented environment which has not only exacerbates mental health issues, but also other psycho-social stresses such as job security and financial concerns, heightened depression due to extended periods on sites, family and marital issues due to extended separation from loved ones.

Over the past 25 years, International SOS has been working with several of the largest EMI sector players in Kazakhstan to identify key areas of risk and recommend and implement effective solutions to address them. One of Kazakhstan's largest mining companies recognized long term and deep-seated mental health issues associated with remote site rotational work and wanted to implement a solution providing their field staff with access to a trained mental health professional.

Today, its multiple mine sites have an International SOS dedicated physical Kazakhstani psychologist available 24/7 for private and confidential consultations. The psychologist position is integrated into the larger medical infrastructure and provides ongoing mental health support to company's workforce, assisting them with a wide range of psychological and mental health factors.

This initiative has reaffirmed the company's positions as one of the employers of choice and an organization that goes the extra mile to look after the long-term physical and mental health of their staff. What's more, it is positively contributing to the company's business resilience, providing for flawless operation during these troubling times.

With the State of Emergency forcing organizations to work from home and resulting in remote site workers working extended rotations on site with uncertainty as to when their rotation may end, International SOS recently introduced *Remote Emotional Assistance* which provides organizations with access to an International SOS Kazakhstani psychologist via virtual engagement. Another leader in the Kazakhstan mining sector was concerned about the impact that border closures, city lockdowns, site lockdowns would have on the overall mental well-being of their employees.



Through engagement with International SOS, a solution was identified and developed. It allowed the organization's workforce to remotely access counselling support. This is yet another example of a Kazakhstan organization going above and beyond to ensure business resilience through employee support during these uncertain times.

The two case studies above highlight a remarkable shift in attitudes toward mental health of remote site workers, especially when the situation remains so volatile. Mental health has historically (across the energy, mining and infrastructure sector) been a neglected topic. The impact of neglected mental health can be considerable, resulting in long-term psychosocial issues and adversely impact on an organization's productivity levels and business resilience as a result.

International SOS has been at the forefront of supporting Kazakhstani organizations throughout this pandemic, ensuring successful and productive operations continuity before, during and after the pandemic.



SINCE

1865

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PHILIPS

How can Philips solutions make a difference

- **Critical care point-solutions to treat respiratory disease**

On March 22, Philips announced that it is ramping up production of critical health technology products to double production of hospital ventilators (*Philips Trilogy EV300 and Philips Respironics V60*) by the end of May and to achieve a four-fold increase to 4,000 hospital ventilators per week by the third quarter. Measures to meet this goal include adding manufacturing lines, hiring additional manufacturing employees, and working closely with manufacturing partners and suppliers.

- CT, diagnostic X-ray and ultrasound are used both for triage purposes for patients showing COVID-19 symptoms and in critical care units. Imaging solutions make it possible to discover signs of lung infection even before test results are obtained. The use of such methods is recommended by international organizations, including the *World Health Organization*.

Philips Ingenuity Core CT has been installed in the new modular hospital for infectious diseases in Nur-Sultan. The hospital was built in just two weeks and was visited by President Kassym-Jomart Tokayev on April 23, 2020. It is the first facility of this type in Kazakhstan, with 200 beds and a total area of 7000 square meters. The timely procurement of Philips equipment was possible thanks to the proactive Philips CIS team and support of the Optonic distributor.



Although **ultrasound solutions** are not frequently associated with lung disease diagnostics, during the pandemic their role expanded dramatically. Philips provides a wide range of ultrasound systems to assess and manage COVID-19-related lung and cardiac complications, and also provides holistic recommendations for caregivers on how ultrasound can help with COVID-19.

Given the challenges the world is facing, the safety of patients and of hospital staff are of the utmost importance. That is why Philips is renewing safety recommendations for the devices it offers and suggesting ways to protect them from contamination. For example, with Philips *Lumify*, both

the smart device and the transducer can be completely sheathed in a disposable plastic covering. A major advantage of these systems is that it is easier to keep them free of pathogens because their components are small enough to be sheathed.

- **Hospital telehealth solutions for the ICU**

When COVID-19 patients are receiving treatment in ICU, every minute counts. Philips acute telehealth platforms enable caregivers to synthesize patient data and translate it into meaningful information to help identify patients most at-risk at any given moment and allocate resources accordingly.

- **Telehealth solutions to connect caregivers and patients at home**

Philips has built a dedicated and scalable telehealth solution for COVID-19, which is already used by many care providers across the globe. It enables the processing of high-volume coronavirus-related healthcare requests via online screening and allows healthcare providers through external call centers to offer the correct care to patients.

The solution facilitates the use of online screening, follow-up questionnaires, and monitoring. It aims to prevent unnecessary visits to general practitioners and hospitals and enables remote monitoring of the vast majority of COVID-19 patients that are in quarantine at home.

Business continuity

Philips maintains a *Business Continuity Management System* and is constantly reviewing precautionary measures based on WHO and national authority guidelines. Despite the COVID-19 pandemic, Philips has been able to continue its business operations around the world.

Support and services

To support its clients in regions affected by COVID-19, Philips has established a central global and regional task forces that are actively monitoring and supporting Philips' operations on a daily basis. The company has implemented stringent measures and protocols to ensure that field service engineers can support customers in a safe way. Philips also regularly provides clients with updated clinical guidance for the use of professional healthcare products and solutions.

The Philips Foundation

The *Philips Foundation* is the central platform for Philips' CSR activities, founded on the belief that, through innovation and collaboration, some of the world's toughest challenges can be solved. In January, the Foundation donated a range of diagnostic imaging, patient monitoring and respiratory therapy equipment and supplies to the *Thunder God Mountain Hospital* in Wuhan, China. The Foundation is currently working closely with Philips' teams in Kenya, South Sudan and Italy to support their national healthcare systems, all of which have been deeply impacted.



Kazakhstan President Kasym-Zhomart Tokaev, Prime Minister Askar Mamin, and Minister of Healthcare Yelzhan Birtanov at the opening ceremony of the new modular hospital in Nur-Sultan



Филипп Моррис Казахстан ЖШС
TOO ФИЛИПП МОРРИС КАЗАХСТАН

PHILIP MORRIS INTERNATIONAL: COMBATING COVID-19 OUTCOMES

As the COVID-19 crisis continues to make an unprecedented impact on society's way of life, Philip Morris International (PMI) has been actively working against the pandemic since its outbreak with ongoing and planned initiatives in more than 60 countries in which its employees live and work. These initiatives involve monetary and in-kind donations, as well as volunteer work by teams to support national and local efforts to combat the virus and help those most affected by it. To date, PMI has pledged in excess of US\$24 million to support actions against the pandemic.

PMI activities include providing protective equipment to business partners, support for care communities, procurement support to purchase items essential to the fight against COVID-19, and financial support to institutions and NGOs working to end this crisis. Moreover, some PMI factories produced hand sanitizers and masks for local communities.

In addition, the Canadian biopharmaceutical company *Medicago*, which is partially funded by PMI, has made significant progress towards producing an experimental plant-based vaccine for COVID-19 and is ready to start pre-clinical testing for safety and efficacy, anticipating the beginning of human trials later this summer.

Apart from supporting global combat against the new virus, PMI established a set of important guiding principles that outline the company's strong commitment to its employees' job security and peace of mind throughout the global pandemic period. These principles encompass three key areas: *employment stability, financial stability and special recognition awards*.

PMI instructed most office-based employees to work from home, this regime will remain in effect until the company determines that the crisis has passed or has sufficiently subsided. The company will not terminate the employment of any PMI employee during this crisis period, unless for cause, and the company has also put on hold any restructuring plans. PMI will continue to provide regular compensation to all PMI employees, regardless of whether or not they can fully perform their professional duties during this period. At the same time, employees who need to be physically present at their usual work locations (in factories and warehouses, in the field, or in offices), as permitted by local regulations, will receive *special recognition awards* during this crisis period.

PMI's commitment to its employees is an integral part of the company's broader support for communities impacted by the COVID-19 crisis worldwide.

Locally, Philip Morris Kazakhstan (PMK) has stepped up to aid in the relief effort in a variety of ways. PMK has made it a matter of greatest importance to respond to society's most urgent needs and has provided in-kind and financial donations as well as humanitarian support.

In-kind donation of lung ventilator to Almaty Children's Hospital

The new coronavirus is known for having a serious effect on people's respiratory system and in some cases compromises their ability to breathe independently. Lung ventilators are the only option to save the lives of those patients in critical condition. Since the beginning of the state of emergency, countries worldwide have experienced an acute shortage of respiratory machines.

Realizing that Kazakhstan would also face a deficit of lung ventilators, PMK proactively started searching for certified lung ventilators in Kazakhstan and managed to purchase a ventilator. Jointly coordinating with the *Almaty Municipal Public Health Department*, PMK donated one lung ventilator to a local children's clinical infectious diseases hospital in Almaty for treatment of infected children in critical condition.



Monetary contribution

With the number of cases on the rise, the Government of Kazakhstan has created the *Birgemiz (Together) Public Foundation* to combat the country's challenges arising from the COVID-19 pandemic. The Foundation fundraises and distributes funds to purchase pulmonary ventilators, disinfectants, personal protective equipment (PPE - masks, sanitizers, and medical gloves), and COVID-19 diagnostic tests. It also provides financial assistance to socially vulnerable groups nationwide.

Together with many other companies, PMK has provided financial assistance to the Foundation. The company granted KZT 76,000,000 as monetary support to *Birgemiz* in order to increase its medical and humanitarian response capacity in Kazakhstan.

Humanitarian support in Ili district

The state of emergency in Kazakhstan was announced just before the Nauryz national holiday that is widely celebrated in Kazakhstan with large public gatherings. PMK organizes an annual Nauryz celebration in the Ili district, inviting local citizens to a banquet and paying tribute to Second World War veterans. However, given the spread of the coronavirus infection and taking into account the nation's emergency regime, PMK cancelled the celebrations and instead decided to support the veterans and socially vulnerable families with delivery of specially assembled food parcels. The initiative extended to 150 families in Ili district, who received food parcels containing products needed during the quarantine.



Support for nursing homes during the COVID-19 pandemic

During the state of emergency in the Ili district, socially unprotected groups became even more vulnerable. Seeking new ways to provide additional support to Ili residents, PMK proposed delivery of lunch and dinner to people in need. With the assistance of the local Akimat (Mayor's Office), the decision was made to support two rural nursing homes in Baiserke and Ashibulak villages, where PMK provided daily deliveries of lunch and dinner over a month to the 200 residents of two nursing homes.

Support for PMK employees during the pandemic

The global coronavirus pandemic has brought some companies to a standstill, especially human resources since the vast majority of workers could not fully operate from home. Therefore, many employers made the hard decision to reduce staff. However, PMK managed to secure all personnel, maintaining full employment with full salary for all workers during the crisis, whether or not they could fully operate from home.

*"Thanks to all our employees, our business continues to function as normally as possible in current circumstances. We are all in this together, and we all have a special role to play, so we should stay strong, safe and positive", - says **Juan Carlos Escobar, PMK Managing Director.***

The company also quickly supplied employees and their families with personal protective equipment, implementing work from home and health monitoring, as well as limiting field work.

PMK had already introduced a flexible work schedule before the quarantine, which enabled the company's employees to easily access the necessary equipment for the remote work regime. Moreover, taking into account the transition of children to distance learning, employees were given additional laptops and tablets for the children's temporary use upon request.

*"Switching to a new work format, especially during the quarantine, was not easy. For our part, we tried to ensure that all aspects of working remotely dependent on PMI were comfortable and implemented as soon as possible", - says **Altynay Tezekova, HR Director at PMK.***

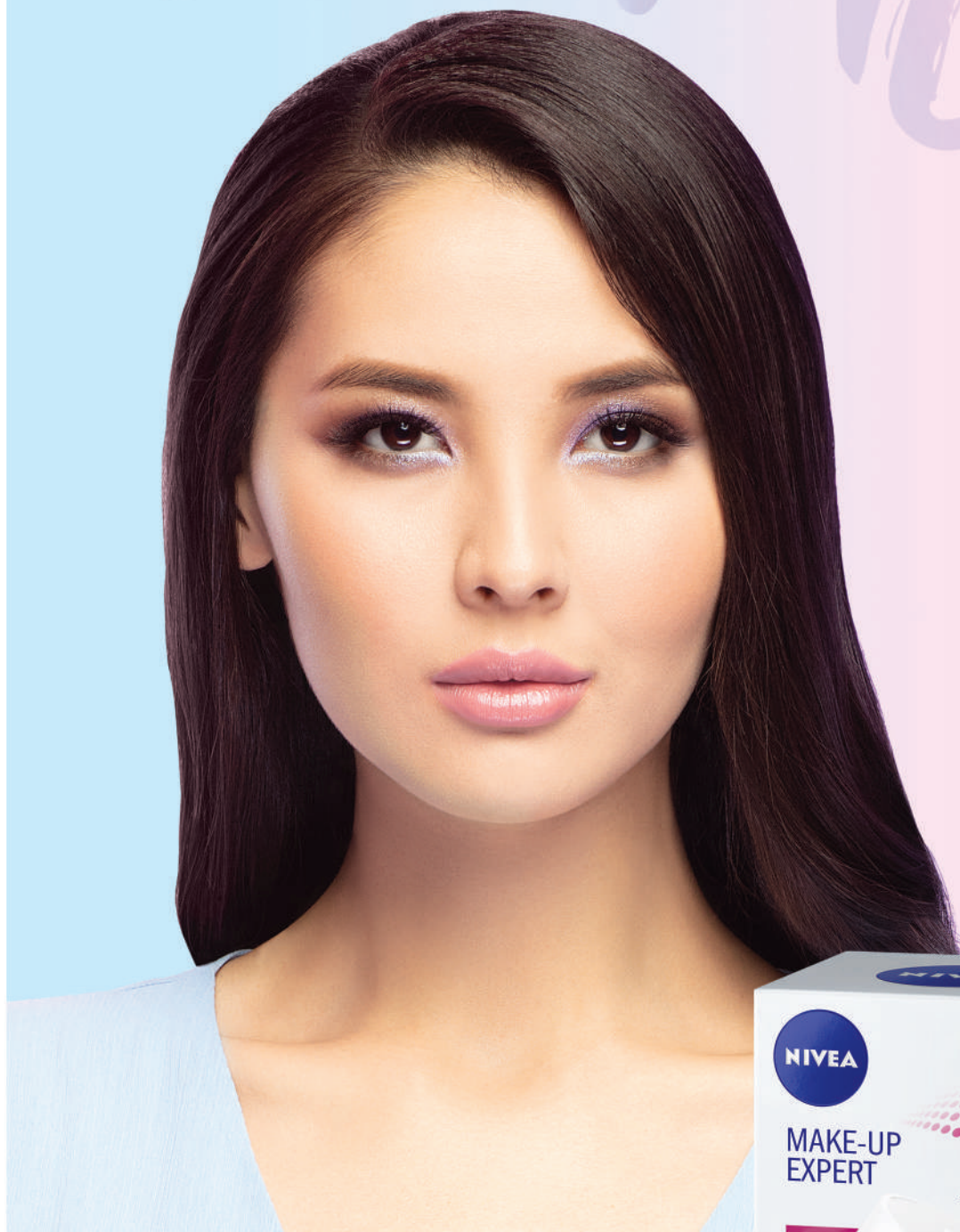
Philip Morris Kazakhstan made it a priority to motivate employees and support the corporate spirit of the organization by constantly staying in touch with its staff. For better communication during remote work, PMK held regular information sessions and webcasts with the management team and employees to update the company.

In addition to facilitating working conditions, PMK launched a special newsletter containing a wide range of suggestions for employee quality leisure activities during the quarantine. Among these were yoga or Zumba online classes, learning new languages with the family, participating in online cooking master classes, and other leisure options.





MY SKIN IS BREATHING



AIDANA MEDENOVA

NIVEA
MAKE-UP EXPERT



BEIERSDORF KAZAKHSTAN CARES ABOUT THE MOST VULNERABLE: MEDICAL PERSONNEL

by Thomas José
General Director
Beiersdorf Kazakhstan

Care, support and help have always been the milestone values of Beiersdorf in every country where it is present. COVID-19 is a significant challenge that has shaken the planet, seriously affecting people worldwide who are experiencing anxiety and uncertainty, and so Beiersdorf has initiated and successfully activated *Care Programs* around the world. Every day Beiersdorf makes an enormous effort to support and help people in need, people who are facing difficulties during the pandemic and medical employees fighting to save people's lives. Beiersdorf launched the *CARE BEYOND SKIN* program to fight and resist COVID-19 with the following actions:

- Allocation of 50,000,000 Euros as an aid to the public health system;
- Donation of 1,000,000 litres of disinfectant worldwide;
- Beiersdorf commitment to double donations from each employee willing to support people and systems on the front line;
- Donation of 5,000,000 NIVEA CRÈME skin- and hand-care products to medical personnel, a donation underway in many countries in Central Asia and the Caucasus.

The coronavirus pandemic did not spare Kazakhstan. As of July 5th, there are more than 12,000 officially registered COVID-19 cases in Kazakhstan. Beiersdorf Kazakhstan is now part of the global Beiersdorf team that supports the *CARE BEYOND SKIN* Program.

By voting, our employees worldwide selected two aid organizations they would like to support with their personal donations. The two selected organizations, *Médecins Sans Frontières* (MSF, *Doctors without Borders*) and *UNICEF* are on the front line of the global fight against COVID-19. We globally launched the program with the slogan - *Helping in the Time of Corona - Beiersdorf Doubles Your Donation*.

Many Beiersdorf staff have expressed how grateful they are that Beiersdorf stands for security in uncertain times like these. At Beiersdorf we take care of one another and act responsibly to manage for the short and the long term. Now we have the chance to share some of our spirit and help others in need with our personal donations.

The Beiersdorf presence in Kazakhstan spans 14 years. Considering Kazakhstan's active work in the fight against the COVID-19 pandemic, Beiersdorf, as a socially responsible representative of the business community, cannot stand aside. We therefore decided to actively contribute and provide comprehensive support to society at this difficult time for Central Asia and the Caucasus.

Firstly, during this global pandemic, the safety of each of our employees has become one of company's highest priorities. From the very first days of the pandemic, Beiersdorf Kazakhstan actively began to ensure the safety of its employees and their workplaces. This included preventive measures at the office, introduction of a daily health check system for employees, and providing personnel with all necessary protective equipment.

The COVID-19 outbreak has forced many companies to adapt to the new ways of working. Following recommendations of the Government of Kazakhstan for the quarantine period, we transferred Beiersdorf staff to working remotely (home office). In implementing a series of safeguards to protect our employees, we have also implemented business continuity plans to ensure that the company can continue to supply our customers and consumers with Beiersdorf products without any disruption.

Secondly, the health system in many countries was not ready for the rapid spread of the pandemic, and Kazakhstan was not an exception. Lack of special medical equipment, medical workers and infectious institutions led to a work overload for nurses and doctors.

As a company, Beiersdorf observes the medical staff working non-stop seven days a week in heavy personal protective equipment (PPE), and we wish to show our appreciation and care by donating NIVEA CRÈME to these nurses and doctors fighting day in and day out to save people's lives. The Beiersdorf Eurasia Unit represents 9 countries, including Kazakhstan, Uzbekistan, Azerbaijan, Tajikistan, Turkmenistan, Kyrgyzstan, Georgia, Armenia and Mongolia. Overall, five countries in Central Asia and the Caucasus will receive a donation of 21,600 creams with the support of our long-term partner – the *Red Crescent* in Kazakhstan.

The key intention of the donation is to make doctors and nurses feel that not only are they caring for people, but they are cared for in return. We hope that our sign of attention will help to medical workers to continue the fight against COVID-19 and will make their hard working days and nights more enjoyable and brighter.

The damage caused by the COVID-19 outbreak will entail long-term effects. The pandemic has seriously impacted economics, politics, healthcare systems, and people's mental well-being. It will require a great deal of effort from both government and individuals in order to recover from this damage and, as a socially responsible company that is not indifferent to society, Beiersdorf will do its best to support every effort. Step-by-step, with our joint efforts, the world will recover from the coronavirus and regain the life we all cherished in the past, albeit with lessons learned and changes imposed by this difficult period.



COCA-COLA: SUPPORT FOR KAZAKHSTAN

The global Coca-Cola System, comprising the Coca-Cola Company and its worldwide bottling partners, has always taken pride in supporting the local communities in which it does business. The COVID-19 pandemic has become one of those occasions when support to communities is ever more important. In March, Coca-Cola decided to suspend its commercial advertising until further notice and pledged over \$120 million for COVID-19 relief globally. The company has a strong belief that it can only be as prosperous as the local communities in which it works, and Coca-Cola fully embraces “a friend in need is a friend indeed”.

Kazakhstan is no exception to this conviction. **The Coca-Cola Foundation, a global charity fund, has allocated \$300,000, or about KZT 130 million, to the International Red Cross and Red Crescent Movement in Kazakhstan for COVID-19 relief.** Following discussions with Kazakhstan’s Ministry of Health and the Red Crescent, it was decided to use these funds for the purchase of urgently needed medical materials, such as *Personal Protective Equipment (PPE)* for medical workers and COVID-19 diagnostic tests, as well as food packages for vulnerable social groups. About 4,000 households in need have received packages with essential food items in various regions of Kazakhstan.

Furthermore, **Coca-Cola is spending another \$450,000 for a program to support small restaurants and retail businesses** to overcome the consequences of being closed or only partially open during the state of emergency and to adjust to the “new normal” after re-opening. This program is part of the company’s global initiative to help SME customers generate demand and sustain their business during the COVID-19 impact period.

Asad Shirinov, Head of Coca-Cola CIS Services:

“Considering the Government’s intensive efforts to prevent the spread of COVID-19, as a socially responsible member of the business community, Coca-Cola could not just stand by. We are actively making our contribution, providing comprehensive support to society and small businesses during these trying times for all Kazakhstanis.”

Coca-Cola is one of the largest employers in Kazakhstan, creating over 700 direct jobs and indirectly supporting creation of a further 10,000 jobs in various sectors of economy. The total contribution of Coca-Cola to the income of Kazakhstan’s population during 2013-2017 surpassed KZT 74 billion.

Erdinc Guzel, General Director of CCI Kazakhstan:

“During the state of emergency, it was important for us to preserve jobs in our company, as well as to create working conditions for small and medium-sized businesses, especially the catering sector that has

suffered the most, so that our partners could continue their activities. Despite the difficulties, we have done our best to support our business partners - distributors, suppliers, food and retail outlets - so that SMEs could continue their work and maintain jobs.”

Following the Government of Kazakhstan’s recommendations during the quarantine, we transferred 90% of our administrative staff to remote work while roughly 80% of production and sales staff continued working on-site, observing all measures necessary to protect their health and safety in conformity with Government requirements. We provided all our employees with Personal Protective Equipment and hygiene products and have carefully monitored their health.”



From the very beginning of the quarantine regime, Coca-Cola, with the support of the Akimats of Nur-Sultan, Almaty and Almaty regions, supplied free beverages to medical institutions, block-posts, and special quarantine zones. Over a three-month period, **the company donated close to 10,000 liters of beverages**, including water, canned coffee and energy drinks. Coca-Cola also assisted in preparation of 1,000 food baskets for families in need in the Akmola, Almaty, Karaganda and Kostanai regions.

“Coca-Cola has continued supporting its on-going CSR projects in Kazakhstan in these difficult times when all businesses, including ours, are reconsidering their budgets. We are continuing the **Coca-Cola Belesteri** female empowerment project aimed at developing entrepreneurship in rural areas, our **3.2.1.Start!** youth empowerment and entrepreneurship project, our CSR project in partnership with the **Center for Sustainable Development** aimed at increasing plastic waste collection and recycling, and our annual water replenishment programs with a **total funding exceeding \$900,000 in 2020.**

“Some of these grants were awarded to our project partners in the midst of the pandemic during March-April. In this difficult time for the whole world, we cannot stand aside. Coca-Cola will continue its contributions for the good of Kazakhstani society and business, and for our employees and partners.” – concluded Asad Shirinov and Erdinc Guzel.



AVON RESPONDS TO THE PANDEMIC TO ENSURE THE NEEDS AND THE HEALTH OF KAZAKHSTAN'S CITIZENS

The spread of COVID-19 around the world and on the territory of Kazakhstan has had a huge impact on every member of society, the economy of countries and the world community as a whole. During this difficult period, when the country's medical staff and operational headquarters are working at the limit of their capabilities, Avon also contributes and does not stand aside.

AVON is so much more than a beauty brand. For over 130 years we've been driving positive change: empowering women, fighting for their health and against domestic violence, protecting nature and treating people well. We don't want to be the best beauty company of the world. We want to be the best beauty company FOR the world.

"Avon is involved in the fight against the pandemic around the world, donating its products to charity, supporting non-profit and medical organizations. Taking care of people is always the first priority for us, so we consider it our duty to do everything possible to help the country cope with the pandemic and especially to support our Representatives in this difficult economic time, as well as to provide additional earnings to women in Kazakhstan," says Zoltan Radeczky, General Manager, Avon Russia and Central Asia.

At Avon we do care about our people. From the first day of quarantine Avon has strictly complied with the requirements of in-country government guidelines, prioritizing remote work, adopting new ways of working to ensure teams stay safe, connected, reassured and motivated, especially setting social distance and "density" reduction in operational areas.

During this hard economic time Avon did everything possible to save jobs for our employees. Due to travel restrictions and strict quarantine measures, about 50% of the Distribution Center's employees did not have access to their jobs for 2 months. Nevertheless, the Company continued to support employees and maximized their income. And, of course, all employees were provided with means of individual protection and individual sanitary kits (masks, soap, sanitizer, protective cream, gloves).



During the period of the pandemic in Kazakhstan, Avon promptly responded to the needs of the population and provided assistance in various directions.

One of the main recommendations for the prevention of the disease is to carefully monitor hygiene. Therefore, Avon has contributed to the fight against COVID-19 by quickly developing, producing and launching the production of a hand gel with an antibacterial effect. The gel contains 64% alcohol and at the same time has a moisturizing effect, ensuring cleanliness but also caring for condition of the skin of the hands. Avon masks, the production of which was also promptly launched on a global level, will also soon be available on the market of Kazakhstan.

During the country's period of self-isolation, one of the main factors of health is also an individual's emotional state. AVON takes care of its customers and understands that women want to continue to take care of themselves despite the fact that the usual beauty services were not available - beauty salons were closed along with the usual stores for beauty supplies. At this moment in time we're changing our tone of voice to be more future-oriented and focused on beauty rituals at home because women still want to look and feel good.

In these uncertain times related to COVID-19 Avon created a communication flow which answers different needs. The main communication frame has been:

"Stay home, be safe and use AVON's hygiene and beauty products" with a link to an online brochure. Moreover, we're offering best prices, the most up-to-date online shopping with home delivery, and specifically for Representatives – earning opportunities."

Avon always *Put Her First*, which means that first of all we think about our AVON Representatives. The Avon communication platform *"You are not alone, you are with Avon"* makes its Representatives feel comfortable and confident with the company. In the shortest possible time, we developed and implemented a completely new Field Management process, which allowed our Field Representatives the primary focus of protecting their income despite the lockdown.

A door-to-door delivery service was developed, enabling all Clients to receive their orders straight from the company to their homes. We focused on digital tools, and new trainings were created to develop online recruiting skills. Every day Avon kept in touch with its Coordinators through an online newsletter, telling them the latest news and keeping them up to date with changes. In addition, AVON is easing ways of doing business and adapting to the Field's needs.

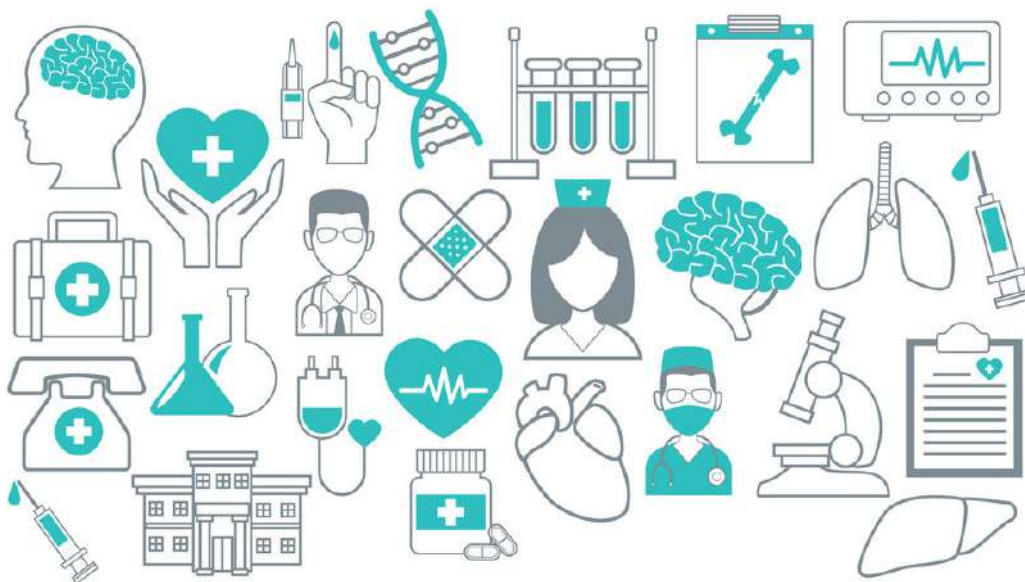
specialized hotlines and social centers, women can receive qualified psychological and legal assistance, as well as practical advice on how to protect themselves.

We stand with women and
children experiencing abuse

#ISOLATED NOT ALONE

On a global level, Avon particularly supports women as part of our social responsibility by creating the "*Isolated – not alone*" initiative. Since 2010, Avon has globally supported organizations that help women who have experienced domestic violence, the percentage of which has increased significantly in self-isolation conditions. By contacting

Avon believes that beauty and health are inextricably linked and that today everyone should be able to protect their health and the health of their loved ones.



THE WORLD BANK SUPPORTS KAZAKHSTAN'S COVID-19 RESPONSE MEASURES

In response to the rapid spread of the COVID-19 pandemic globally and in Kazakhstan, the World Bank has mobilized broad, fast action to support government response to saving lives, reinforcing healthcare systems, protecting the poor and vulnerable, and bolstering economic recovery. To date, the World Bank's COVID-19 emergency operations have reached 100 countries, including Kazakhstan, where we applied accelerated procedures to provide quick and flexible support to complement the Government's response efforts.

At the request of Kazakhstan's Ministry of Health, the World Bank has allocated \$27.3 million for equipment purchase as part of the *Social Health Insurance Project*. This has helped procure 236 artificial pulmonary ventilation devices (APV) and 87 vibroacoustic kinetic therapy devices. The procurement became possible through the World Bank's accelerated procurement procedures in emergency situations.

The Bank's technical expertise enabled rapid market analysis to ensure value for money amid rising prices due to an acute global supply shortage of medical and laboratory equipment and supplies. The Ministry of Health will be equipped with high-quality devices necessary to treat an increasing number of people with a confirmed COVID-19 diagnosis across all of Kazakhstan's regions. We are now finalizing procurement of laboratory installations that will also be critical in the medium-term.

Similar arrangements will be applied to procurement of other needed equipment such as patient bedside monitors, pulse oximeters, perfusors, and extracorporeal membrane oxygenation devices for a total amount of \$15.1 million.

The World Bank is also reviewing its active portfolio in Kazakhstan for similar potential restructuring to support government activities in areas impacted by COVID-19.

Under the *Education Modernization Project*, the World Bank is discussing with the Government our possible support in procuring equipment for online education. This will help the Government prepare for possible school closures in the autumn of 2020. Moreover, the World Bank will monitor distance learning in secondary schools during the emergency period to assess implementation, identify challenges, and provide recommendations for improvement.

Many other Bank projects may potentially be adjusted for COVID-19 response to help the Government restore the country's economy, including through activities to improve employment outcomes and skills of target beneficiaries under the *Skill and Jobs* project, and to refocus support

for small and medium enterprises in post-COVID period under the *SME Competitiveness* project. The World Bank will also use project savings to contribute to Kazakhstan's economic recovery and employment under two large-scale road projects and the *Irrigation and Drainage* project.

Under the *Joint Economic Research Program (JERP)* -- the main element in the World Bank's partnership strategy with Kazakhstan -- there are currently several activities aimed at supporting reorientation of Kazakhstan's *2025 Strategic Development Plan* to better tackle the post COVID-19 period. We have committed to increase analytical work focusing on productivity and innovation, support to industrial and digital development, development of a national monitoring and evaluation system for measuring results, and better linking the strategies and national plans to the budget.

To support Kazakhstan's economic management and competitiveness in areas critical for inclusive economic growth, and to mitigate the economic impact of COVID-19, a development policy is currently under discussion to support reforms leading to job creation, economic inclusion, and resilience.

There are several other projects in the pipeline that could help restore Kazakhstan's economy, for instance, the *Livestock Development Project* aimed at fostering an environmentally sustainable, inclusive, and competitive livestock sector in Kazakhstan. The pandemic has revealed gaps in digital development worldwide, as well as in Kazakhstan. The *Smart Cities & Artificial Intelligence* project, which aims to improve the accessibility and quality of data-driven public and private service delivery in Kazakhstan, will focus on creating an enabling data environment. The *Kazakhstan Landscape Restoration* grant project is under preparation with support from the *Global Environmental Facility* that focuses on afforestation activities to provide additional employment opportunities for people who have lost their jobs.

The World Bank is committed to a coordinated support for the Government of Kazakhstan together with United Nations specialized agencies such as the *World Health Organization*, *UNICEF*, *UNDP*, and *UNFPA*, as well as other international organizations such as the *Asian Development Bank*.

The World Bank's COVID-19 response has been unprecedented in its scope and speed, as we are making available \$160 billion in grants and financial support over a 15-month period to help developing countries around the world respond to the health, social and economic impacts of COVID-19 and the economic shutdown in advanced countries.

COVID-19 IMPACT ON REFUGEES: UNHCR GLOBAL, CENTRAL ASIA, AND KAZAKHSTAN OVERVIEW

The Office of the UN High Commissioner for Refugees (UNHCR) is mandated by the UN General Assembly to take care of the world's refugees and stateless persons, those who cannot go home and those who cannot belong to a state. UNHCR works in 134 countries with nearly 17,000 personnel. As of end 2019, the UNHCR had over 70 million people of concern with a global budget of USD 8.6 billion approved by its Executive Committee for fundraising purposes. However, most years this maximum budget is not met. The organization relies almost entirely on voluntary contributions from donor countries, organizations, private sector and individual donations.

Global Impact

This year, the public health crisis created by the COVID-19 pandemic has transformed our lives worldwide, including the lives of refugees and stateless persons. In March, working closely with the *World Health Organization (WHO)* and as part of the UN emergency plan, UNHCR appealed for additional 255 million USD to quickly scale up its health, water, sanitation and hygiene preparedness, and responses for locations with a high concentration of refugees in camp situations and for displaced persons such as Afghanistan, Iran, Bangladesh, Syria, to name only a few countries.

In May, the *U.N. COVID-19 Global Humanitarian Response Plan* appealed for 6.7 billion USD in 63 countries to be implemented by a number of UN agencies and NGOs. The new health crisis requirements include food, education, psycho-social support, and trainings, in addition to health, water, sanitation and logistics support such as air bridges for medical cargo and staff, shipment of personal protective equipment (PPE) and laboratory supplies to remote locations. Part of the global appeal includes a USD 1,180,000 request from UNHCR Central Asia for support of the national health system; provision of cash-based assistance to refugees and stateless people economically affected by COVID-19; and enhanced medical assistance and support with for distance-learning.

Central Asia

In Central Asia, the UNHCR has a historical background in five countries: Tajikistan and Uzbekistan since 1993, and Kazakhstan, the Kyrgyz Republic, and Turkmenistan since 1995. Over the years, the UNHCR has worked extensively helping refugees mainly from Afghanistan and finding solutions for them, and most recently identifying, reducing and preventing statelessness. Roughly speaking, the number of refugees physically residing in Central Asia has been reduced to 4-5,000, with over 100,000 persons currently known to be stateless, although the true number is not known due to the absence of identity papers, thus rendering the stateless persons officially invisible. UNHCR Central Asia is currently working within the framework of its 2019-2021 protection strategy:

1. to reduce and prevent statelessness under the *Global IBelong Campaign* aimed at ending statelessness by 2024;
2. to safeguard asylum systems;
3. to promote emergency preparedness as due diligence.

Out of the blue, the COVID-19 crisis has created new dimensions for the work of UNHCR Central Asia.

Firstly, public health for all has become the absolute top priority and identifying everyone and eradicating statelessness has become an urgent necessity. Lacking a nationality, stateless people often do not have access to basic rights, including medical care and legal employment.



Concrete action plans are in place in each country and their implementation needs to be accelerated. For example, at the end of 2019, Kazakhstan amended its legal instrument to ensure that all new-born babies are registered regardless of their parents' legal status. Starting April 2020, Uzbekistan amended its law to provide citizenship to some 50,000 stateless persons. Turkmenistan has adopted its *National Action Plan* to end statelessness. Tajikistan has enacted a special time-bound *Amnesty Law* for stateless persons to regularize their status. Kyrgyzstan eradicated all known cases of statelessness in 2019, the first country in the world, and shifted its gear to "prevention" of statelessness. The UNHCR follows these action plans closely with the government of the five states.

Secondly, refugees in Central Asian countries have suddenly become extremely vulnerable through losing their incomes from informal jobs such as working in the markets. While the entire local host and labor migrant communities are hit very hard by COVID-19, thousands of refugees are in an especially precarious situation since they rely on one-year renewable residency permits for decades, with limited access to formal jobs and the public social safety net. “*I have never asked for help until this moment. But now I am in a very difficult situation. Due to the quarantine I have lost my job and income. I desperately need help*”, said one of the refugees residing in Almaty.

Sadly, in Tajikistan, several refugees died with COVID-like symptoms, leaving refugee children as orphans. Although the UNHCR assumed that local integration of long-term refugees had been largely achieved by 2018/19, this assumption is no longer valid. The UNHCR must work closely with the governments and development-oriented aid organizations so that refugees are included in national socio-economic recovery plans. Until this happens, ensuring that all refugees have access to food, water, soap, and basic hygiene items is imperative not only for the refugees themselves, but also for public health.

Thirdly, emergency preparedness must continue. In Central Asia, the UNHCR focuses on staff trainings and simulation exercises. It should be stressed that the situation in Afghanistan, including Pakistan and Iran, is of grave concern. As an example, at the time of writing mid-May, a maternity hospital in Kabul, Afghanistan was attacked by gunmen who deliberately killed the mothers and the *Médecins Sans Frontières (MSF)* medical staff. And so the conflict in Afghanistan continues. Without exaggeration, the Afghan situation is key for the work of UNHCR Central Asia.

Kazakhstan

In Kazakhstan, the UNHCR has its office with regional coverage in Almaty and its national office in Nur-Sultan. The Ministries have generously included refugees and stateless persons in the national health and education systems. The civil society NGOs, the *Kazakhstan International Bureau for Human Rights and the Rule of Law*, *Kazakhstan Red Crescent Society*, and *Sana Sezim* (in Shymkent) are the UNHCR's main partners at the grassroots level.

Acting together with them, the very first action under COVID-19 was “prevention”. Information dissemination among each and every refugee is key. Correct information about the disease and raising awareness of the importance of a healthy lifestyle, hand-washing, physical distancing, mental health, and the prevention of gender-based violence is communicated by mobile phone, internet, radio and by all possible means. Then emergency special cash assistance was given to selected vulnerable families, those with

underlying health problems, families headed by women, and the disabled, among others. Looking ahead, initial discussion has begun with the *Ariana Afghan Centre* to better understand the long-term impact of COVID-19 on the Afghan community in Kazakhstan and to promote a sustainable livelihood for the most vulnerable members of this community, including Afghan refugees.

Concluding Comments

Partnership with the business sector is critical. The UNHCR is keen to join forces in every way possible to get through the COVID-19 crisis together, to contribute to building a safe and peaceful society for all. The UNHCR takes this opportunity to express its gratitude to the institutions and companies who offered education, employment, and internship opportunities for refugees: *Al Farabi University* in Almaty; *NEGAL* in Almaty; *the Hilton Hotel, Serena Hotel, Hyatt Regency Hotel, Auchan Hypermarket, and Coca Cola* in Dushanbe, Tajikistan, where there are a high number of Afghan refugees.



The *American Chamber of Commerce* played an important role in building UNHCR partnerships with businesses in Kazakhstan. In light of the anticipated *2021 Olympic Games*, the UNHCR had discussions with the *National Olympic Committee of Kazakhstan* on joint initiatives to support and engage refugees as part of the global UNHCR work with the Olympic Movement. In addition, the business community's participation in special annual events like *World Refugee Day (June)*, *World Humanitarian Day (August)*, and the *IBelong Campaign* to eradicate Statelessness by 2024 (November), would be an invaluable support.

Lastly, the true extent of the COVID-19 impact on the most vulnerable people like refugees is still to be learnt, but we know that no one is safe until everyone is safe. This is a global challenge that must be addressed through international solidarity and cooperation. It also serves as a reminder that in order to effectively combat any public health emergency, everyone – including refugees, asylum-seekers and migrants – must be able to access health facilities and services in a non-discriminatory manner.

REACHING THOSE WHO HAVE BEEN LEFT BEHIND: IOM TAKES ACTION TO MITIGATE COVID-19 DAMAGE IN KAZAKHSTAN

As IOM beneficiaries in Kyzylorda give back to their host society by sewing protective masks, using the equipment once granted by IOM as a mean of income generation – there are still thousands more who desperately need help and assistance.

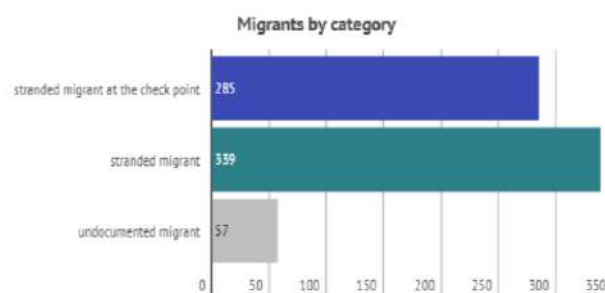
Migrants are always thought to be one of the most vulnerable groups in our societies and the COVID-19 pandemic has proven this to be true. The global emergency caused by the novel coronavirus trapped millions of migrants, who were totally unprepared and unaccounted for by their own home countries. Frozen economies and limited or no personal income have made it extremely hard for them to sustain themselves in a lockdown.

The world economy has entered a recessionary phase and, as a result, we are experiencing record unemployment compared to the post-war period of World War II. The demand for foreign labor is decreasing, and states' efforts are aimed primarily at supporting their own citizens. Lower business activity also means that migrants in their countries of destination are unable to return home.



Countries are trying to protect themselves from international labor supply chains, so one of the consequences will be labor market deglobalization. Migrants do not belong to social protection schemes offered by local governments for their own nationals. It is also difficult for migrants to organize distance learning for their children, even if they are enrolled in schools in their countries of destination. At the same time, there are very few options for them to return home as their countries of origin cannot arrange smooth repatriation, hence migrants need to rely on themselves with limited or no resources.

Large numbers of migrants found themselves stranded during the pandemic without any answers on when their situation would ease. Travel restrictions put in place by governments against the spread of COVID-19 have severe impact on migrants' lives. Many migrants are facing disruption of travel plans, loss of income, or illness. Many may be pushed into vulnerable or exploitative situations.



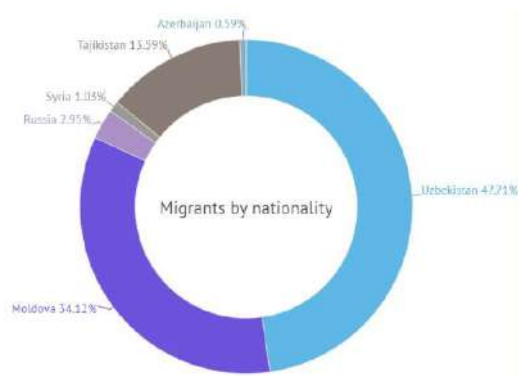
Travel restrictions put in place by the majority of governments against the spread of COVID-19 have severely impacted migrants' lives, leaving them without income and unable to access treatment in case of illness or pursue education. Previous crises have revealed that during such critical times, criminals, employers and others will seize the opportunity to exploit migrants by cutting or withholding wages, threatening to report migrants to authorities, and exploiting them in other ways.

Providing continuous protection and assistance to those most in need, or in need of specific care and protection, such as women and girls at risk of or survivors of gender-based violence (GBV), children, persons with disabilities, unaccompanied and separated children, and the elderly is critical. In general, migrants have less community support and less access to justice compared to the local population in their countries of destination. They face greater risk of being abused, exploited and trafficked due to increased vulnerability.

In the long-term, migrants are also among the most vulnerable groups in relation to job cuts, limited access to social and medical services, and stigmatization both in their countries of destination and origin. Hence, there is a strong need to identify the most vulnerable, develop and implement case plans, and closely work with host governments to ensure that the migrants' human rights and dignity, especially those in vulnerable situations remain a key priority.

According to Kazakhstan's Migration Service, Kazakhstan is a country of destination annually to approximately 1.7 million migrants, as well as transit for approximately 3 million migrants known as the mobile population, who are coming mainly from the countries of the CIS. Migration Service statistics indicate that in March this year around 170 thousand migrants stayed in Kazakhstan when the State of Emergency was imposed. It is fair to say that a significant number of these people are in a vulnerable situation due to the ubiquitous closure of businesses and lack of community and government support.

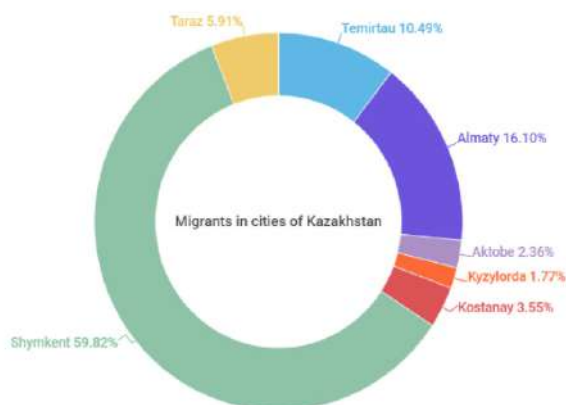
Most migrants from Central Asia and other foreign countries involved in different sectors of Kazakhstan's economy can keep their jobs if they are in demand in the labor market in agriculture, construction and domestic work. Bilateral and multilateral labor agreements with countries that have an interest in exporting and importing labor play a major role.



Direct assistance to vulnerable migrants (VM) began on March 16, 2020, when Kazakhstan declared the State of Emergency in connection to the COVID-19 global pandemic – the first country to do so in the Central Asian region. Since then, the nature of the requests from vulnerable migrants to IOM missions across Central Asia has changed. First appeals began to arrive right after the start of the State of Emergency, and the number of appeals is still growing.

IOM Kazakhstan continues to support vulnerable migrants across Kazakhstan through its invaluable NGO partners. An average migrant in Kazakhstan is 30-35 years of age, married and with children, performing a low-skilled job without any formal contractual arrangement with his/her employer. As of 28 May 2020, humanitarian and legal assistance has been provided to 681 migrants and their families.

There is no official data on migrants among the registered COVID-19 cases in Kazakhstan. However, IOM Kazakhstan was informed by local partners that 2 migrants were infected with COVID-19 in Aktau and 4 migrants infected in Zhambyl region. These migrants are currently in infectious diseases hospitals.



While it is important that all people who were diagnosed with COVID-19 are hospitalized, tested and treated free of charge regardless of their current nationality, there is still a concern that the country does not offer migrants the additional social and financial support that is provided to the local population, including monthly cash payments. In this regard, there is a need to address vulnerabilities and areas that need improvement in terms of human rights of migrants, who are left behind and stranded in a crisis such as the COVID-19 pandemic.

Specifically, IOM in Kazakhstan focuses on the following areas for mitigation of the pandemic:

- Assist vulnerable migrants (VM) and victims of trafficking (VoT). Assist in documenting undocumented migrants;*
- Monitor assistance provision to migrants;*
- Support and empower the NGO partners in delivering humanitarian and legal assistance;*
- Conduct analysis of the potential impact of the COVID-19 pandemic and the deteriorating economic situation on Central Asia's socio-economic development with a particular focus on remittances;*
- Deliver online training on prophylaxis measures (by IOM Medical Unit).*

The Medical Team of IOM Kazakhstan developed and conducted an online training for NGO partners in Kazakhstan on preventative measures, as well as the use of disposable protective masks, protective gloves, glasses and suits during the COVID-19 pandemic. The participants of that training provided a very positive feedback and described it as needed, timely and relevant. Based on the feedback, IOM Kazakhstan's Medical Team provided similar online trainings to NGO partners in other Central Asian countries.

Preliminary recommendations in COVID-19 **Socio-economic Impact** research marked the following areas of intervention:

Humanitarian Assistance

- Expand food and non-food humanitarian assistance to migrant workers.*
- Include migrants in volunteering as a way to consolidate various parts of the host society.*
- Provide the opportunity for migrant workers and foreign students to temporarily stay in empty hotels for the duration of the pandemic.*

Right to Decent Work

- *Conduct an analysis of the regional labor market and make available online information on vacant jobs for migrant workers.*

Rights of Migrant Workers During and After COVID-19

- *Encourage measures to combat xenophobia and discrimination. Introduce the concept of "physical distancing" instead of "social distancing".*
- *Reduce checks and illegal detention of migrants by law enforcement agencies.*

Partnership and Coordination

- *Coordinate the actions of countries of destination and origin to provide opportunities for border crossing and return of migrant workers and students (including migrants at the borders of regional countries).*

Policy and Regulation

- *In countries of destination provide unemployed migrant workers who lost their jobs during the pandemic with the possibility of receiving minimal benefits.*

COVID-19 turned a challenging and ambitious 2030 SDG Agenda into a litmus test for IOM and its sister UN agencies. As this global ordeal translates into local national battles, IOM remains bound to facilitating orderly, safe, and responsible migration and mobility and urges its partners to join their efforts to respond to this global crisis. IOM stays committed to achieving socio-economic recovery, including through well-managed migration policies, and remains open to joint actions that address migration-related challenges in Kazakhstan and the broader region.

For more information please contact IOM Sub-regional Coordination Office for Central Asia via e-mail: iomalmaty@iom.int or iomastana@iom.int

[Kazakhstan.iom.int](https://kazakhstan.iom.int); Facebook.com/iomcentralasia





RED CRESCENT
OF KAZAKHSTAN

THE RED CRESCENT OF KAZAKHSTAN WORKING IN PARTNERSHIP

The Red Crescent of Kazakhstan is part of the world's largest humanitarian network, the International Red Cross and Red Crescent Movement, whose mission is to alleviate human suffering, protect human life and health, and ensure respect for human dignity, especially during armed conflicts and other emergencies. The organization is based on seven principles: *Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, and Universality.*



Before the COVID-19 coronavirus pandemic, Kazakhstan Red Crescent volunteers were actively involved in distribution of food parcels, teaching population First Aid basics, promotion of voluntary blood donation (in cooperation with the *Republican Blood Center*), fire prevention (in cooperation with the *Committee for Emergency Situations*), and participated in various Red Crescent actions.

COVID-19

Volunteers occupy a central place in the Red Crescent of Kazakhstan and bear the main burden of the organization's work. The COVID-19 quarantine imposed in mid-March in Almaty and Nur-Sultan clearly demonstrated the dedication of Red Crescent volunteers, who showed no fear of the COVID-19 risks and completed their tasks one hundred percent. Our partners – *Mars, Gazpromneft, and Samal Waters*, to name a few – also provided tremendous support in creating comfortable conditions for volunteers.



When the global community is faced with a challenge of the magnitude of the coronavirus pandemic, the tasks for the Red Crescent of Kazakhstan remain unchanged - healthcare, social assistance, emergency response, and strong interaction with partner organizations.

In the area of COVID-19 healthcare and support to medical institutions, Red Crescent volunteers delivered medicines to people with chronic diseases, reaching 539 addresses across Kazakhstan; more than 2,600 calls were made to people quarantined at home. Active information dissemination work is also carried out among the population of Kazakhstan: the National Society informs community members about measures to prevent the disease, dismisses myths, and gives advice on COVID-19 prevention and protection. A large nationwide project was also launched in cooperation with USAID to inform the population of Kazakhstan about COVID-19 prevention measures.

In addition, Red Crescent private sector partners have stepped up to the plate with significant donations to combat COVID-19. The *Coca-Cola Foundation* has allocated significant funding to support medical personnel. Mars has provided doctors on the front line of the fight against COVID-19 with PPE and Mars products to raise morale. The *KMF Microfinance Organization* also assisted medical staff by providing PPE to Kazakhstan's medical centers through the Red Crescent. *PepsiCo* has also allocated a proportion of their products to support doctors and plans to provide them with everything they need upon request. Together with our strategic partner Beiersdorf, the Red Crescent of Kazakhstan will distribute Nivea creams to doctors across the country.

"By providing support to medical organizations the Red Crescent of Kazakhstan builds strong trusting relationships that will further help us develop in this direction and provide more substantial support. Our partners choose us to channel support to healthcare professionals, which demonstrates the level of influence and transparency of the Red Crescent in the public eye". – **Yerkebek Argymbayev, President of Red Crescent of Kazakhstan.**

The Red Crescent began distributing food parcels for socially vulnerable social groups immediately after the quarantine was declared on March 19 and continues it today. The food is delivered without physical contact in order to ensure safety of volunteers and recipients. Every day up to 5 teams deal with distribution, delivering in total up to 50 parcels per day. Assistance in the form of necessities and hygiene products is delivered to vulnerable people, such as older people living alone, large families, single mothers, and people with disabilities.

As the Red Crescent of Kazakhstan is part of the International Red Cross and Red Crescent Movement and has a strong presence in communities, our partners have turned to us as an experienced operator of humanitarian assistance for socially vulnerable groups during an emergency. Major companies like the *Coca-Cola Foundation*, *Mars*, *AVON*, *Procter & Gamble*, *METRO Cash & Carry*, and *KMF* transferred money to buy food for those in need in quarantine and provided their products for the Red Crescent to deliver directly to recipients.



In parallel with the coronavirus outbreak in Kazakhstan, seasonal floods occurred in the northern part of the country. Several villages were flooded with water and a special Red Crescent team began on-site operations in the first days following the disaster. The team assessed the damage and then provided financial assistance to the affected population.

Immediately after the floods, a dam burst on the territory of a neighboring country and caused flooding in the southern region of Kazakhstan. The Red Crescent team immediately moved there to assist with evacuations and organizing their accommodation at collection points. Damage assessment has now been completed and distribution of financial aid to the population is about to start.

"Responding to emergencies during the COVID-19 pandemic clearly demonstrates the full potential of the Red Crescent and its readiness to face new challenges that may occur in the future", - Assel Tastanova.
General Director of Red Crescent of Kazakhstan.

Post COVID-19 – Looking to the Future

The outbreak of the coronavirus pandemic has shown that the Red Crescent of Kazakhstan is able to transform and adapt to any scenario. Now that the Red Crescent's efficiency and speed of reaction have been tested, technical, human and financial capacities will be strengthened to ensure the most effective response to threats that may arise in the future.



It is worth noting that during the quarantine, there were other local emergencies that required rapid decision-making and an efficient response within a matter of hours. A combination of factors such as a strong volunteer base, changes in response and management approaches, and the ability to quickly interact with partner organizations impacted on the effectiveness of all the measures taken by the Red Crescent.

The Red Crescent of Kazakhstan is always interested in finding new strong partners to ensure successful emergency responses. Only together, working in partnership, can we support and promote the principles of humanity and respect for human dignity.





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