

REGULATIONS

On the Procedure for Receiving Appeals from Individuals and Legal Entities through the “Trust Phone” at Almalyk MMC JSC

I. General Provisions

1. These Regulations define the procedure for receiving, documenting, and reviewing applications, complaints, suggestions, and other types of appeals from individuals and legal entities via telephone communication (hereinafter referred to as the “Trust Phone”).

2. The main purpose of establishing the “Trust Phone” is to receive, summarize, and, legal entities in accordance with the established procedure regarding unlawful actions (or inaction) of the enterprise’s officials, the negative impact of the internal regulatory documents of the enterprise on the activities of individuals and legal entities, as well as other issues and suggestions.

3. The “Trust Phone” is installed in the office of the Department for Monitoring and Coordinating Work with Appeals from Individuals and Legal Entities (hereinafter referred to as the Appeals Department), located in the administrative building of the enterprise

4. Appeals through the “Trust Phone” are accepted on working days from 8:00 to 12:00 and from 13:00 to 17:00. Lunch break is from 12:00 to 13:00. Weekend include Saturdays, Sundays, and public holidays.

II. Procedure for Receiving Appeals via the “Trust Phone” Procedure

5. Appeals via the “Trust Phone” are submitted by calling the phone number +99870 619-23-33.

6. Appeals received through the “Trust Phone” shall be registered and documented by the Appeals Department

7. All appeals received via the “Trust Phone” shall be recorded on an electronic recording device and retained for a period of one year.

8. When responding to telephone calls via the “Trust Phone”, the employee of the Appeals Department is required to:

- State their surname first name and patronymic;
- inform the caller that the “Trust Phone” functions solely to receive applications, suggestions, and complaints, and that knowingly providing false information is punished under applicable law;
- invite the caller to provide the information specified in Clause 10 of these Regulations

9. For the collection and processing of incoming appeals via the “Trust Phone” telephones equipped with a call recording function shall be used.

10. Individuals and legal entities submitting appeals via the “Trust Phone” must provide their surname, first name, patronymic, residential address, name of the legal

entity (if applicable), contact telephone number, and clarify the content of the appeal. Deliberate provision of false information entails liability under current legislation.

11. If an appeal received via the “Trust Phone” requires additional examination by the enterprise’s specialists, the employee of the Appeals Department shall complete a “control card” on the same day in accordance with the annex to this Regulation (only appeals accompanied by a control card are reflected in the Appeals Department’s report).

12. Appeals that do not contain the information specified in Clause 10 of this Regulation shall not be considered as anonymous appeals and will not be registered

III. Procedure for Considering Appeals

13. Employees of the department, within their authority, provide the appellant with relevant explanations regarding appeals received via the “Trust Phone.” If the appeal requires further investigation, the responsible employee of the Appeals Department sends the completed control card to the heads of the relevant structural units, departments, directorates, and services of “Almalyk MMC” JSC for consideration and response to the appellant within the legally established timeframe via the electronic document management system (Directum).

14. The responsible executor of “Almalyk MMC” JSC who receives the control card is obliged to inform the appellant about the results of the appeal’s consideration.

15. The employee responsible for working with appeals must monitor the results of the appeal’s consideration.

16. If appeals are received via the “Trust Phone” on issues outside the competence of “Almalyk MMC” JSC, the employee of the Appeals Department shall explain the procedure to the appellants and recommend contacting the relevant organizations.

17. When appeals are received regarding unlawful actions of officials holding positions within the enterprise, these officials are prohibited from being assigned responsibilities related to the consideration of such appeals.

18. Appeals that do not require additional investigation or verification shall be considered within 15 calendar days from the date of receipt. If additional investigation or document requests are necessary, the consideration period may be extended up to one month.

IV. Final Provisions

19. Employees responsible for handling information received via the “Trust Phone” are accountable under the law for the confidentiality and privacy of the data contained in the appeals.

20. Persons found guilty of violating the requirements of this Regulation shall be held liable in accordance with the current legislation.