

## SUPPLIERS AND CONTRACTORS

### ENGAGEMENT MECHANISMS:

- competitive measures;
- contracts and agreements;
- business meetings and Company forums;
- external conferences and exhibitions;
- corporate website.

### KEY ISSUES:

- observance of mutual obligations;
- support for domestic manufacturers;
- transparency, openness and competitiveness in the selection of contractors;
- observance of business ethics and anti-corruption.

The Company selects contractors for the supply of goods, work and services in an organised manner based on a competitive procedure for the selection of contractors.

The Company's procurement policy aims to build relations primarily with manufacturers of goods and their official representatives. In 2015, the share of the Company's suppliers from the domestic market was 96%.

### THIRD CONFERENCE OF OILFIELD SERVICE COMPANIES

In April 2015, St Petersburg hosted the third ever conference of oilfield service companies, which on this occasion was devoted to services for new production projects in the East Siberian cluster: Chona and Kuyumba. The conference participants reviewed the logistics schemes and production goals for the fields under development as well as special requirements for contractors and the quality of work performed at the Chona project, including industrial and occupational safety requirements.

96%

share of the Company's suppliers from the domestic market in 2015

### VIKTOR SOROKIN

CEO of Gazpromneft-Angara



“ For us, interaction with oilfield service companies is a necessary condition for the successful development and timely commissioning of the Company's fields. At the conference we managed to establish a dialogue with oilfield service companies and obtain feedback from them, which will later help to build reliable partnerships”.

## CUSTOMERS

### ENGAGEMENT MECHANISMS:

- contracts;
- mass media;
- business meetings, including off-site meetings;
- conferences and forums;
- complaint handling system;
- reporting.

### KEY ISSUES:

- product quality;
- improved customer service level;
- transparent pricing;
- ethical business practice.

Engagement with the Company's customers aims to build long-term mutually beneficial relationships. In order to achieve this goal, the Company carries out programmes to improve the quality and environmental friendliness of its products, strives to provide customers with prompt and reliable information about its products and fosters a dialogue with customers.

The Company regularly analyses requests and the satisfaction level of its customers and is developing a system to handle complaints.

Some of the key tools of this dialogue include Gazprom Neft conferences for customers and distributors, off-site meetings and fact-finding missions during which future customer and clients that already cooperate with the Company can see the production process in person, study products in detail and discuss important issues.

### SAP QUALITY AWARDS 2014 INTERNATIONAL CONTEST

NIS won a silver medal at the SAP Quality Awards 2014 annual international competition in the Business Transformation category among companies in Central and Eastern Europe. The company was awarded for its successful introduction of the customer relationship management system – SAP CRM. The project helped to create a structured customer base, improve the pre-sale preparation monitoring system and more effectively collect data about customer demands in order to subsequently meet these demands. Another benefit of introducing the SAP CRM was an improvement in the quality of customer service due to better reliability and speed of service.

## LOCAL COMMUNITIES

### ENGAGEMENT MECHANISMS:

- social projects as part of the “Native Towns” social investment programme;
- public hearings, roundtables and dialogues;
- corporate and external media relations;
- the Company’s reporting.

### KEY ISSUES:

- the Company’s contribution to the socioeconomic development of the regions where it operates and improvements to the quality of life of the local population;
- transparency of the Company’s activities and decisions;
- the Company’s financial stability;
- the industrial and environmental safety of the Company’s activities and nature conservation measures.

The results of dialogues with local communities and studies of the social climate in these areas serve as the foundation for the development of the Company’s social projects. Gazprom Neft strives to involve the local population in their implementation since it views the social activity of local communities as an essential factor for regional development. To achieve this objective, the Company develops such social investment formats as grant competitions for social initiatives.

In order to generate awareness about its activities and collect comments and suggestions, the Company has developed the practice of holding dialogues and roundtables with local communities in the regions. Public hearings are also a key mechanism of engagement when developing and implementing production projects. When planning activities in regions where indigenous peoples of northern Russia reside, the Company seeks to ensure a balance between the interests of indigenous peoples and the implementation of its strategy. The Company develops and discusses mechanisms with indigenous peoples of northern Russia to minimise the effects of its industrial impact on their traditional way of life and carries out programmes that aim to support the traditional way of life of indigenous peoples of northern Russia and their families.



The Company develops constructive engagement with local communities to support the socioeconomic development of the regions, create a favourable environment for the activities of Gazprom Neft and preserve cultural traditions as well as the environment of such regions.