

## 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%

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### 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.