



OPEN AVENUE



**WINTER
2020/2021**

The human person is the center of attention!

The AVENCOM celebrated its 25th anniversary last spring quietly and without festivity. In connection with the COVID-19 pandemic outbreak, all previously planned events dedicated to the Company Day were postponed for obvious reasons until better times. But all these years, social issues within the company have always been given the top priority. Even during the period of unprecedented quarantine restrictions, the company was able to maintain its maximum activity in all areas of our business, ensuring the employment of its employees. By virtue of the timely development and implementation of the business continuity program, we were able to ensure for our Clients the timely fulfillment of all obligations for the goods supply and service support. At the same time, one part of the personnel switched to a remote work schedule, another part of it was able to adapt and work at the Clients' sites and workplaces, the third part - maintained its employment in the company offices. And only a minor part of our employees who were left out of work due to the pandemic ended up on subsidies from the company. Even during the period of severe restrictions, the Company did not disregard the topic of personnel development. All managers were given the task of organizing and conducting internal and external online training programs. Thus, we were able to preserve and, in some cases, increase the professional competence of our specialists. Our company spent 5.15 million tenge on all types of training this year, which is half as much as in the previous period. Despite the imposed strict epidemiological restrictions, we are ending the current year with growth in such a sensitive indicator for all as wages. So, as of December 1 of this year, the average salary for the company amounted to slightly more than 500 thousand tenge per month, which is 18% higher than the level of the last year.

This year, unfortunately, we were unable to maintain a number of service contracts with our key Clients. For this reason, we had to part with many specialists. Most of them have already passed to work in the name of other companies. And we hope that our former employees will always remember with gratitude the AVENCOM school they passed...

An important integrated part of the company's social policy is the employees health concern. This year, due to the COVID-19 pandemic, a targeted coronavirus treatment program was added to the existing voluntary health insurance program for all our employees and their families from Inter teach company. Now we have the opportunity, at the expense of the company, to treat our employees permanently residing in Almaty, Uralsk and Aksai for COVID-19. To reduce the risk of contamination of our employees in offices and places of temporary compact residence, daily procedures have been introduced to disinfect air and various surfaces of the premises. Stocks of protective masks, gloves and disinfectants constantly distributed among employees and are replenished in a timely manner. Additionally, entrance thermometry of all visitors is carried out at all infrastructure facilities of our

The road will rise to meet the one who walks it

2020 was an unpredictable and difficult year for many, and our department is no exception. There was a need to quickly respond to the situation and not to give way to panic, timely provide the office with disinfectants and personal protective equipment for employees, which we successfully coped with then, and we are doing it to this day.

Despite everything, there were also many positive and even global changes. One of these is the purchasing of a new territory by our company, and in the future the construction of a new, more comfortable office for our employees. The company again shows its concern for the entire team, and for each employee in particular. Large offices, lounges, and even a gym have been designed! Now everyone can take the side of a healthy lifestyle, maintaining physical activity in their free time from work. It is also planned to build a new spacious workshop, which will be located on the first floor of the office. The administrative department timely provides communications for operational work in future construction.

Last year, there was an active preparation for the Day of the Company, however, it was not possible to celebrate such a bright event as the 25th anniversary of the Company. But despite this, the company's management did not leave our leaders and veterans unattended. This year we have 12 employees who have worked in the Company for 10 years and 4 employees who have been devoted to the company for 20 years! Each of them was

company. A highly essential moment in the work organization is the constant improvement of workplaces. This year, AVENCOM purchased an additional plot of land adjacent to the headquarters in Uralsk for the construction of a new office. Thus, we plan to improve workplaces for the company's personnel and provide them with additional safety. It is also planned to construct an outdoor sports court and a mini sports hall to maintain the health of our employees.

The company's management continues to pay dignified attention to the personnel safety. Despite the restrictive measures, this year we managed to successfully and completely implement all planned health and safety measures. By the end of this year, in the light of improving the safety of our employees and the safeguard of assets in the central office in Uralsk, the modernization of the video surveillance system based on the high-tech brand Hikvision is being completed. Subsequently, this system will become a part of an integrated security system deployed in the combined territory of two offices. One Toyota Hilux pickup was updated in November 2020 to improve comfort and safety in the delivery of personnel and cargo. Following our long-term tradition, the company always shares the joys and sorrows of our employees. So this year, financial aid was provided in the framework of support for our personnel in the amount of 4.36 million tenge.

Unfortunately, due to the continuing restrictions on the holding of cultural events, we are not able to organize children's matinees and standing buffets. But on the other hand, on the threshold of the New Year 2021, we will traditionally be able to prepare gifts for all employees and their children, decorate work and living rooms, which will steadily lead to a positive attitude. We sincerely hope that the pandemic will end in the near future, and we will be able to return to our usual life, working and resting conditions!

AVENCOM will continue to pay special attention to its main resource - its EMPLOYEES!

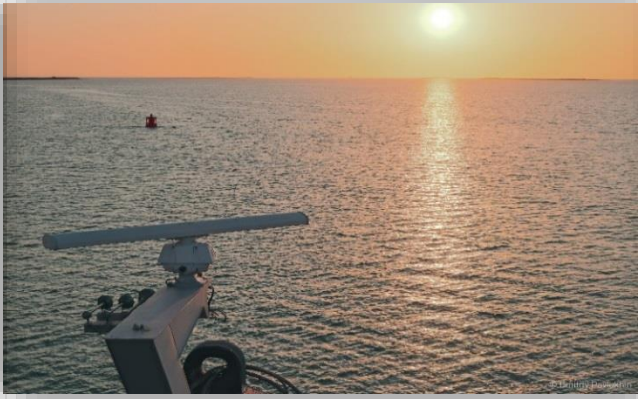
Andrey Starostenko



awarded with diplomas, certificates and gold medals, were presented with written commendation and words of thanks. We believe that next year will be even more productive and effective than the outgoing one!

Mariya Chelnokova





T-shaped People

A human being should be able to change a diaper, plan an invasion, butcher a hog, Conn a ship, design a building, write a sonnet, balance accounts, build a wall, set a bone, comfort the dying, take orders, give orders, cooperate, act alone, solve equations, analyze a new problem, pitch manure, program a computer, cook a tasty meal, fight efficiently, die gallantly. Specialization is for insects."

R. Heinlein

At the end of 2020, no one needs to be told what long-term plans are worth. They are worth nothing. On the contrary, the advantage is gained by the one who did not schedule his actions for a long time ahead, did not limit himself. The strength lies elsewhere – in a quick response to a changing situation and actions based on unpredictable situation.

Sometimes it's better to have no plans and follow the circumstances. No one in the world could have planned a pandemic this year. The more detailed the plans were built for this year, the worse they were fulfilled. But the winners are those companies that were able to quickly respond to changing external conditions, make operational decisions at all their levels - not those decisions that are discussed for a long time and scheduled for years in advance, but those that are needed instantly and many times during the day.

In 2020, we were helped by those tools and processes that were already in our hands, because we work with them every day: an effective IT infrastructure, the ability to remotely access the corporate network, an electronic document management system.

However, tools are useful only in the right hands. In conditions of uncertainty and a rapidly changing external environment, the role of professionals with systemic, universal sets of competencies, capable of solving turnkey tasks independently, and at the same time acting in project teams is increasing.

This year, the key employees of our company managed to work in projects on the design of systems of various levels for Kazakhstani and foreign projects, to carry out work on applications for service contracts of KPO and NCOC, to carry out installation and commissioning work on KPO contracts on public address systems, to design an innovative product for an automated monitoring system for remote objects, and much more. In the literature, people with such a universal skills mix are now called T-shaped specialists, "in the shape of the letter T".

The vertical line in the T is the area where the specialist is the expert and the professional. What he knows much better than others, where there is experience of success and failure, knowledge of pitfalls and where decisions can be made even intuitively. And a person is ready to apply this knowledge, share it for the project and the team.

The horizontal bar in the letter T is a set of related competencies of a specialist. That is where he is ready to puzzle it out, having the documentation in his hands, to understand the meaning of actions, to work together with an expert, even to cover for the expert in case of his absence. It is a set of such competencies that gives a space of decisions, freedom of choice of actions to a specialist. It is impossible to work in a team without understanding what colleagues are doing nearby. Only awareness makes it possible to coordinate



The wolf that wants to find the meat must trot all day on his own feet

We perceived the current leap year 2020 as some kind of challenge, a request for perseverance, an unyielding desire to achieve our goals, positive indicators and a desire to develop the company's well-being.

Considering the cooperation development prospects with existing partners and planning further expansion of business contacts, at the beginning of this 2020, business meetings with representatives of the world's largest brands in the field of industrial and physical security were planned and held within the framework of the International Exhibition INTERSEC-2020, which was organized by the Emirate of Dubai in UAE. The result of this event was the establishment of new contacts for further cooperation, as well as a productive discussion of current issues with existing business partners - representatives of world brands: Apollo Security (USA), Traka-Abloy (UK), Suprema (Korea), AAM-Systems (Russia) and others.

A month later, in February, employees of our department visited the largest forum in the Russian Federation and neighboring countries "Security Technologies-2020" in Moscow. Thanks to this event, we acquired theoretical knowledge and the basics of practical actions for the implementation of modern

with each other, provide a safety net, help each other.

The horizontal line also includes knowledge of languages, the ability to seek information, and communication skills with people.

These are the people who make up self-organizing project teams. Self-organizing - because after the formulation of the project goal, people within the team assign roles themselves, break the goal into tasks and coordinate in the process of its implementation. Ideally everyone does their job, using a vertical line in their T letter. It is clear that it is impossible to find a dedicated expert on each topic, therefore, related competencies, which are added, summed up and help the team achieve the goal are very necessary in the team.

Such a team made a project on a vessel traffic management system on Prorva. We can summarize: the service, second and final part of the project came to the end in the fall of 2020. We completed the final work, put the system on hold and sent the latest reports. And now we can say: “It was a glorious hunt”.

The system worked successfully for three years. It realizes its purpose. The job was done the right way.

But after all, at first, after receiving the scope of work from the client, no one in the company knew - there was simply no need for this before - about sea shortwave communication and authentication systems, about pilot kits and offshore platforms, about navigation lights and finally mechanisms for scaring birds ... Not for the first and not the last time: it was impossible to be ready in Uralsk to work on a marine navigation system. The external environment changed, in order to win, it was necessary to take risks and make decisions quickly.

But the company had a project team of T-specialists who were ready to apply their expertise, coordinate efforts and learn new things. Making mistakes, the team gained new knowledge and moved forward. Then we learned dozens of ways how not to make vessel traffic control systems. And the one way how to make it right.

Plus one competence. The horizontal line at the T has become slightly wider.

We cannot make plans now, but we can predict that the situation will change frequently and unpredictably.

This means that the company will need T-shaped people even more.

Andrey Kucherov

design methods in the field of ensuring the safety of industrial facilities of various types, including oil and gas enterprises, transport infrastructure facilities and government bodies. The knowledge gained formed the basis for the development of security systems as part of the design of the terminal building of the Uralsk airport, KPO b.v. and NCOC N.V security systems. Employees of our department, despite all the difficulties associated with the global pandemic COVID-19, are conscientiously on duty to ensure uninterrupted and safe operation of the facilities of our long-term customers - KPO b.v. and NCOC N.V.

We make every effort to maintain an appropriate level of customer satisfaction with our services and try to increase this criterion, according to existing contractual obligations and possible prospects.

Andrey Leonov



Procurement and design of HVAC systems

In 2020, KPOK-096 project was implemented for re-equipment of the ventilation systems of the KPC canteen with ducted air conditioners at the Karachaganak field. Temperature rise in the working area of the hot shop, due to the lack of air conditioning systems, led to a violation of sanitary standards and decrease in well-being of the staff. The technical solution was developed according to the existing outside air temperatures in the warm season of the year, for which a reserve of refrigerating power was made, which will allow, in the future, to maintain the required room temperature even if the design values of the outside air are exceeded. Based on the results of air measurement in the working area, it was found that the temperature does not exceed +22-23 degrees Celsius. The main difficulty in the development of a technical solution was the extreme congestion of technological spaces with utility network, in connection with which ducted air conditioners were integrated into the existing ventilation system in such a way as to ensure compliance with sanitary standards and minimize the negative impact on the kitchen technological process during the construction. In order to implement the project, Dospel air conditioning equipment and Carrier compressor-condensing units were successfully used. KPOK-096 project budget includes both the equipment procurement and the execution of work.

It should be noted that this year we have completed a similar request from KPO b.v. for the system procurement within the framework of the project for HVAC system modernization of KPC Main Chemical Laboratory. Our proposal has passed a technical assessment and it is in the budget approval stage.

An open request from KPO b.v. is also in work: HVAC system procurement for the 2nd floor of the old building LGA-I stage.

In both requests, the selection of equipment and materials is carried out by AVENCOM specialists on the basis of provided technical requirements and taking into account long-term partnerships with suppliers and equipment manufacturers.

Particular attention should be given to the request of Petrofac Kazakhstan B.V.

In partnership with AHI-CARRIER FZC (UAE) supplier company, we have developed a solution for the design and supply of HVAC system for JV – NWTF project for NCOC “HVAC Equipments-Process Building-WP3“. As part of this request, we passed requalification.

Framework contracts. Provision of spare parts from Original Equipment Manufacturers (OEM)

Following the successfully implemented three-year contract No. AP/C/15/1778 for the provision of various spare parts for KPO b.v. HVAC systems, since July 2020 AVENCOM has started supplying of OEM spare parts for the main process equipment of KPO Eco-Centre. The list of manufacturers is established under contract No. AP/C/19/0632 and no alternatives are proposed. Due to the fact that the supplied spare parts are parts of complex systems, technical specialists have been included in KPOK-100 project to support the supplies. To date, more than 80% of the planned budget has already been implemented.

Yaroslav Mikhailov, Alla Nosenko



AVENCOM introduces new technologies and systems certified under COVID-19

Due to the global coronavirus situation, some branches of industry began to change rapidly and adapt to new requirements, many of which have toughened technically. This trend has also affected the oilfield services. In particular, heating, ventilation and air-conditioning (HVAC) systems have gained new momentum to the development and modernization. HVAC systems are present at each oil and gas industry facility, they control the cooling and uninterrupted operation of various turbines, they are responsible for the extraction of harmful gases, for air purification, and now such important functionalities as sanitization and air disinfection are added to these systems.

This is associated with the fact that a person spends on average, 90% of his time indoors and a significant part of this time is spent in offices and working areas.

A comprehensive study of COVID-19 has been carried out by leading organizations such as CDC (Center for Disease Control), ASHRAE (HVAC Society), ASM (Microbiology Society), and a number of facts and observations was revealed. On the basis of these facts, 9 principles of “healthy indoor space and movement” were formed. More than half of these principles apply to HVAC systems. Some of these are:

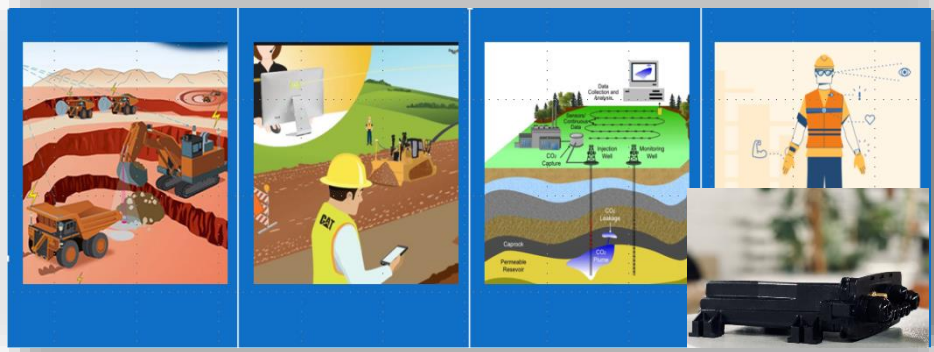
- Demand Controlled Ventilation.
- Filtration. Filtration has been significantly increased, particularly HEPA-filters which are able now to capture bacteria and viruses.
- Indoor air quality control. This includes disinfection, ultraviolet irradiation, ultraviolet photocatalytic oxidation, ozonation, constant electric field exposure, plasma sterilization, etc.

These principles stimulate leading manufacturers to manufacture newer HVAC systems, customers - to install or upgrade HVAC systems to meet new recommendations and requirements, and our Association - to introduce and adopt new technologies.



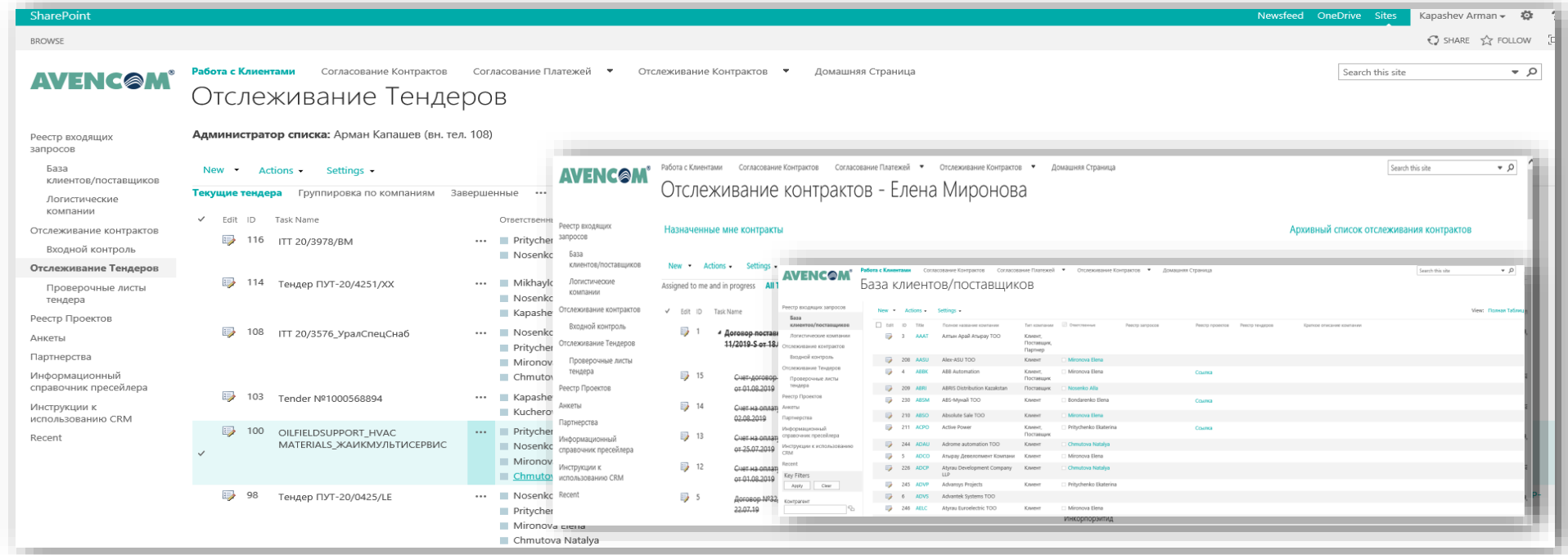
At least 2 members of KazService - AVENCOM and DG Kazakhstan - have already started designing and implementing new technologies and systems certified under COVID-19. The first project is HVAC modernization of one of the healthcare facility in the West Kazakhstan Oblast. And the second project is the purchase, procurement and installation of newer HVAC system from scratch for a new office building designed for 100 people.

Sergey Ischenko



AVENCOM is a project-oriented company, but this year we make an attempt at creating a product. The product is a set of two devices with different roles, acting as a protected, zoomed bridge/gateway that works based on LoRa technology. The purpose of the device is to collect data from sensors in the hard-to-reach places. For example, the device is useful in observing the meteorological conditions in the mountains for warning of natural hazards such as a descent of mudflows, avalanches and other natural phenomena. Four development types have already been manufactured in cooperation with the Russian company. The samples are currently undergoing intermediate tests at AVENCOM workshop. By the spring, it is planned to conduct final tests on a turnkey basis, after which the ready-made solution will be shown to customers.

Nikolay Lozovskoy



Summary of contracts for 2020.

Summing up the results of the outgoing year, it can be said that the year passed just as well as the previous 2019, despite all the quarantine measures. We have experienced a period when it was forbidden to communicate freely with each other, to move within the city, region and republic. We were able to organize distance work and actually worked. Many of us have successfully coped with the disease of the year.

We have achieved what we planned and developed in the previous years. We were able to get closer to the planned targets for 2020. For example, according to the results of 10 months of 2020, it is clear that the key threshold has been passed. Although the data do not reflect some volumes of fulfilled projects, we will see the total figures after the handling end of year balance.

A breakdown of activities showed that one area of the company's activities became the most profitable in 2020 - telecommunications projects and contracts, which included Contracts for Pipeline Security System upgrade for KPO, telecommunications equipment procurement, as well as PAGA equipment procurement for KPO facilities and TCO-14 which is nearing completion. Among the procurement contracts it may be identified a contract



Project descriptive summaries

The CaTRo project for the maintenance of VTS system successfully completed its unique activity on November 30, 2020. It only remains to fulfill our last obligations for repairing the camera together with Airbus company, our Contractor.

The full reported scope of work was completed in accordance with the requirements of the Customer, TenizService, and on time. The customer, for his part, sent a letter to our company expressing gratitude for the effective and successful cooperation throughout this project and emphasized the high level of professionalism of employees.

The outgoing 2020 year was rich in contracts for the procurement, provision of services and performance of work for public address and general alarm systems (PAGA). For example, since the end of 2019 and during 2020, three equipment procurement contracts were concluded with KPO b.v. and they were successfully executed:

1. Provision of PAGA equipment under contract No. №AP/X/19/1268;
2. Provision of materials for general alarm system at the pumping station of Bolshoi Chagan and Atyrau under contract No. AP/X/20/0282;
3. Provision of public address and general alarm system (PAGA) and main distribution frame systems (MDF cabinets) for KPC Gas debottlenecking (KGDBN) project under contract No. AP/X/18/0804.

Works are being carried out under contract No. AP/D/20/0619 for the provision of technical and supervisory assistance for public address and general alarm system (PAGA) and the main distribution frame system for the KGDBN project.

In May 2020 contract No. AP/Y/20/0463 was signed between "AVENCOM" LLP and KPO b.v. for provision of services for OPTASENCE upgrade, which was successfully completed in December.

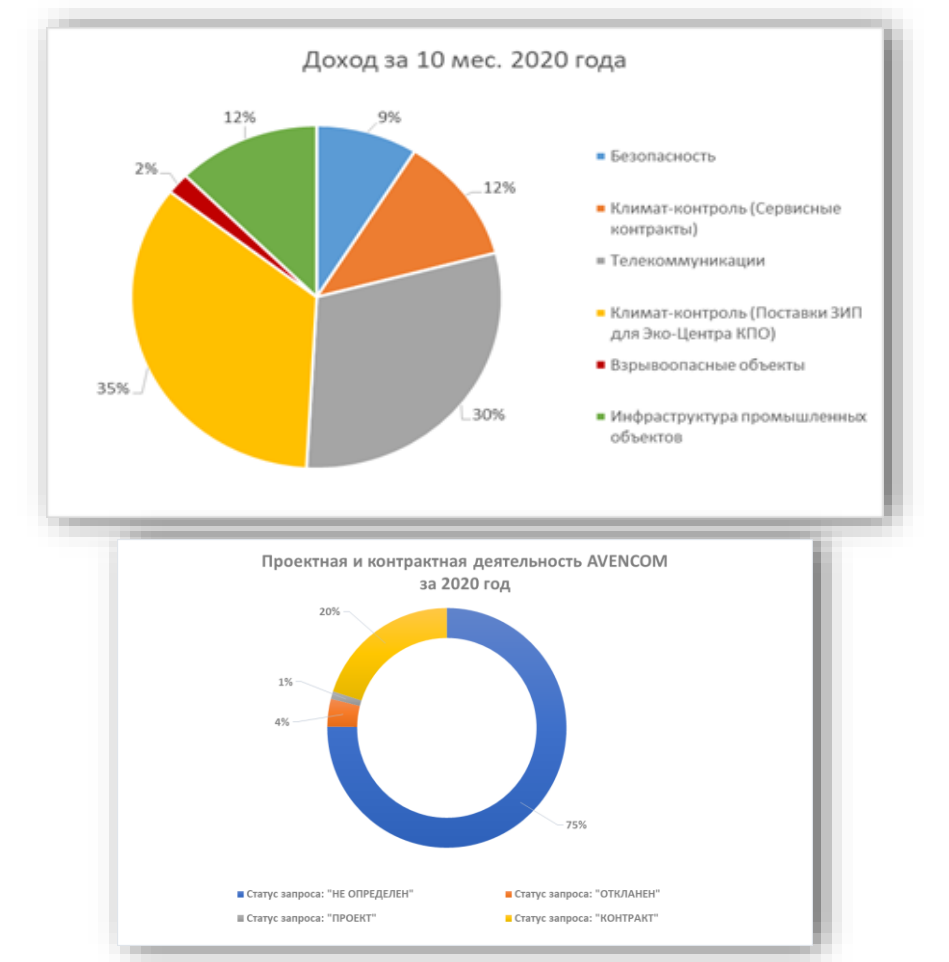
for procurement of materials and spare parts for Eco-Centre. There had been successful and less successful cases, even the most unexpected ones. We have lost two contracts on which we relied - this is the contract with NCOC for the access control system upgrade and the long-term contract for PAGA system maintenance for KPO.

We have also lost a tender and a service contract for HVAC system maintenance for KPO.

We realized that we have to rethink a lot, change thinking, work approach in order to move forward and develop together.

According to the processed data in the CRM system, 20% of 294 requests received were assigned the "Contract" status.

Galina Gerassimova



Work continues on a three-year contract with KPO b.v. for provision of CISCO equipment, CISCO software and subscription to CISCO SMARTNET, which was signed in March 2019. KPOK-091 is the project of this year, as well as provision of OPTASENCE equipment for NCOC-PO Number 4512568450.

Already at the end of the outgoing year, KPO b.v. awarded us a three-year contract No. AP/D/20/1212 with a possible extension for another two-year period, for the provision of services for maintenance and repair of fiber-optic communication lines.

At the beginning of next year, we are awaiting an Invitation to tender from NCOC for a long-term contract for maintenance of telecommunications systems, and we are going to pass through the tender for our NCOC-006 final project and receive a new three-year contract.

Commercial department

