**THE MAIN FUNCTIONS**

**OF THE OMBUDSMAN**

* **ADVISING** employees who have applied, participants in labor disputes, conflict and assisting them in developing a mutually acceptable, constructive and implementable solution, taking into account compliance with the norms of the legislation of the Republic of Kazakhstan, including confidentiality, if necessary;
* assistance in solving **PROBLEMATIC SOCIAL AND LABOR ISSUES** of employees, as well as in compliance with the principles of business ethics by employees;
* **DEVELOPMENT OF RECOMMENDATIONS** for persons involved in a dispute, conflict or problem situation on the settlement of conflicts (disputes);
* advising officials on the **RESOLUTION AND PREVENTION OF CONFLICTS (DISPUTES)** of a systemic, legal and organizational nature, as well as on compliance with the principles of business ethics;
* submitting to the relevant bodies and officials the problematic issues identified by them that are systemic in nature and require them to take appropriate decisions (comprehensive measures), **PUTTING FORWARD CONSTRUCTIVE PROPOSALS FOR THEIR SOLUTION**.
* making proposals to improve internal regulatory documents within its competence;
* taking other measures of a recommendatory nature, including those aimed at restoring violated rights and legitimate interests.

If you have any questions regarding the violation of your labor rights, please contact the company's Ombudsman.

**Ombudsman of LLP "МС "ORTALYK" - Syzdyk Ahad Sagyndykuly**

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(all requests are confidential)