

Process: 01 - EH&S/Manufacturing Sustainability		
 ФИЛИП МОРРИС КАЗАХСТАН ЖШС	Scope: Entity Specific - Non-Category Related	
	Doc. Sub-type: Procedure	Status: Effective
	Doc. Number: EHS-0006450	Effective date: 26 Oct 2026
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Stakeholder Feedback Procedure on Water Stewardship (English version)		

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1 Purpose

This Stakeholder Feedback Procedure on Water Stewardship (hereinafter the “Procedure”) establishes a structured and accessible process for receiving, registering and reviewing stakeholder feedback on responsible water stewardship and related matters at Philip Morris Kazakhstan LLP (“PMK”), located in Ili District, Almaty Region, Republic of Kazakhstan. It ensures open and transparent communication with all relevant stakeholder groups on an ongoing basis in accordance with requirement 1.2.2 of the Alliance for Water Stewardship (AWS) Standard, Version 3.0.

2 Scope and Applicability

This Procedure applies to all PMK stakeholder groups, including, but not limited to, industrial and agricultural water users, local authorities, regulatory and other government bodies, water supply organizations, local communities, social and environmental public organizations, non-governmental organizations, PMK employees, as well as its suppliers and contractors.

It covers any feedback, including questions, concerns, complaints or suggestions, related to water use, water quality and availability, or other responsible water stewardship matters. The Procedure applies to all groups identified within PMK’s catchment and included in the relevant stakeholder list.

PMK conducts structured stakeholder engagement activities on an ongoing basis, including periodic consultations and annual disclosure of required information. This Procedure does not replace such activities but provides an additional permanent channel through which stakeholders may submit questions, raise concerns or make suggestions at any time, independently of planned engagement cycles.

Feedback received under this Procedure may be used and compared with the results of broader engagement activities. If a submission concerns an issue already being addressed through an existing engagement process, the submitter is informed accordingly and, where necessary, directed to the relevant contact person or discussion platform.

3 Roles and Responsibilities

A brief description of roles and responsibilities is presented in the table below:

Department\position	Responsibilities
Occupational Health and Environmental Engineer:	Ensure and verify the availability of communication channels for all stakeholders on water stewardship matters. Provide a consolidated response to stakeholder feedback concerning water stewardship.
Manager IFMS	Provide information required to respond to stakeholder feedback in the area of water stewardship.
Manager of External Affairs and Sustainability	Support PMK functional representatives in external communication with stakeholders on water stewardship matters.

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Department\position	Responsibilities
Senior Manager Manufacturing Sustainability	Ensure communication with PMK senior management regarding the process for receiving and approving responses to stakeholder feedback on water stewardship matters.
Legal Counsel	Provide legal support when responding to stakeholder feedback on water stewardship matters.
Manufacturing Director	Ensure commitment to and demonstrate support for stakeholder communication processes on water stewardship matters.

4 Procedure description

4.1 Process overview

This section contains the main part of the Procedure and describes the core processes for enabling stakeholder feedback, receiving and processing it, and carrying out subsequent actions in this area.

4.2 Process action \description

R: Responsible; A: Accountable; C: Consulted/Experts; I: Informed/Participants

Step	Action	Who (RACI)
1.	<i>Ensure the availability, operability and communication of feedback channels for internal and external stakeholders in the area of effective water stewardship. Monitor changes to the processes described in the Procedure and notify stakeholders of changes.</i>	R: Occupational Health and Environmental Engineer A: Senior Manager Manufacturing Sustainability C: Manager of External Affairs and Sustainability I: Manager IFMS, Manufacturing Director
2.	<i>Monitor, review and register incoming feedback received through available feedback channels on water stewardship matters.</i>	R: Occupational Health and Environmental Engineer A: Senior Manager Manufacturing Sustainability C: Manager of External Affairs and Sustainability I: Manager IFMS, Manufacturing Director
3.	<i>Internally communicate stakeholder feedback received and provide a consolidated response to the addressee.</i>	R: Occupational Health and Environmental Engineer, Manager IFMS A: Senior Manager Manufacturing Sustainability C: Manager of External Affairs and Sustainability, Legal Counsel I: Manufacturing Director

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Step	Action	Who (RACI)
4.	<i>Ensure the Procedure is accessible to all external PMK stakeholders.</i>	R: Manager of External Affairs and Sustainability A: Occupational Health and Environmental Engineer, Senior Manager Manufacturing Sustainability C: Legal Counsel I: Manufacturing Director
5.	<i>Ensure resources and senior management support for stakeholder feedback processes related to water stewardship.</i>	R: Senior Manager Manufacturing Sustainability, Manager IFMS A: Manufacturing Director C: Legal Counsel I: Manager of External Affairs and Sustainability, Occupational Health and Environmental Engineer

4.3 Feedback channels

PMK uses a monitored email address to receive stakeholder feedback on responsible water stewardship: reception.pmk@pmi.com.

This address is continuously monitored on business days. It is regularly communicated to external and internal stakeholders and included in relevant PMK information materials. Stakeholders may provide their contact details (full name, position and affiliation with a specific PMK stakeholder group) or submit feedback anonymously.

All submissions received by email are registered in the electronic stakeholder feedback log after receipt. Where technically possible, an automatic acknowledgement is sent immediately after submission; a manual acknowledgement is sent within the timeframe defined in Section 4.4.

In addition to email, PMK stakeholders may submit feedback through an online platform via a QR code. Information on the availability of this platform is provided on PMK information boards and through corporate email.

4.4 Response timeframes and methods

PMK undertakes to review feedback within the following timeframes:

- **Acknowledgement of receipt:** within 7 business days
- **Response to received feedback:** within 30 business days
- **Response to complex or escalated issues:** within 60 business days, with an interim notification after 30 business days

If consideration of a submission requires involvement of external parties or a technical investigation, the submitter is notified of the extended timeframe and regularly informed of progress.

Responses are provided using the method most appropriate to the nature, complexity, urgency and confidentiality of the matter, taking into account stakeholder needs. Available methods include:

- written communication by email or hard copy;

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- a specially arranged meeting followed by written communication summarizing conclusions and decisions;
- verbal communication by telephone or video call followed by a written summary:

A combination of these methods may be used where necessary. Regardless of the form of interaction, a written record is prepared and entered in the electronic stakeholder feedback log. This record is for internal documentation and is not considered communication to the stakeholder unless expressly stated otherwise.

4.5 Accessibility

PMK aims to ensure this Procedure is accessible to all stakeholder groups, including those who may face barriers to engagement. The following measures are applied:

- Multiple channels, electronic and physical, are maintained to accommodate different levels of access.
- Anonymous submissions are accepted through all channels.
- Information about the process is displayed on-site on information boards and signs in accessible locations.
- Stakeholders are informed about feedback channels during regular engagement activities.

4.6 Annual review

Feedback records are reviewed annually as part of the overall responsible water stewardship strategy. The review assesses:

- the quantity and nature of feedback received, including recurring themes and unresolved issues
- adequacy of timeframes and quality of responses
- need to update this Procedure or the water stewardship plan.

The results of the annual review are documented and, where necessary, considered when updating PMK's water stewardship plan and relevant site-level water management practices.

4.7 Public disclosure

This Procedure is publicly disclosed and available to all stakeholder groups in Kazakh, Russian and English. It is made available through:

- PMI International website (Philip Morris Kazakhstan page)
- PMK information boards
- Corporate email distribution to all available stakeholders

Key stakeholder groups are notified by email of any material changes affecting the processes set out in this document no later than 5 business days from the effective date of such changes.

Key stakeholder groups mean internal and external PMK stakeholders with whom effective water stewardship activities are carried out, including, but not limited to:

- communication;
- participation in joint projects and initiatives at different levels aimed at improving water use conditions;
- awareness-raising activities on water stewardship, including forums, round tables, presentations and other public events:

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5 Change history

List of previous versions, including a description of changes and fixes (no more than the three most recent active versions).

Version №	Description of changes
1.0	Initial issue

END OF THE DOCUMENT
