Welcome to ArcelorMittal Kazakhstan
Presentation of the guide

This guide has been created to help you learn about your host country.

You will find information on ArcelorMittal in Kazakhstan, the country, the city in which you will be assigned, the daily life and useful knowledge before moving to the country.

Specific comments concerning the content of this guide:

• This guide has been created in 2012 and reviewed in 2015. Without other notification, all amounts, rates, prices mentioned refer to the year 2015.

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Welcome to ArcelorMittal in Kazakhstan

We are happy to welcome you at ArcelorMittal in Kazakhstan as one of our colleagues. We are the largest steel producer and one of the largest mining companies in the country and the Central Asia region.

We are one of the most cost competitive units within ArcelorMittal Group and are striving to maintain cost leadership while adopting the best international technical and managerial standards. Our products are well known in over 75 countries across the globe and we have strong market presence in Kazakhstan and nearby countries. The company has a rich history dating back to the 1940s and our people take pride in what they do, be it steel-making, coal or iron ore mining.

Since its inception the company has been a melting pot of people of different ethnic and religious backgrounds. The town of Temirtau where the steel plant is located is well-known as one of the most ethnically diverse cities in Kazakhstan being home to people representing over 100 nationalities.

I wish you success integrating into our large ArcelorMittal Company in Kazakhstan and hope that your experience within the company will be mutually exciting and beneficial. While you stay and work in Kazakhstan, I suggest you take the opportunity to explore the natural beauty of the country and enjoy hospitality of its people.

Welcome and enjoy your stay with ArcelorMittal in Kazakhstan!

Paramjit Kahlon
CEO
ArcelorMittal CIS
Part 1. ArcelorMittal in Kazakhstan
ArcelorMittal Kazakhstan has built a vertically integrated operation which includes a steel plant, coal mines, iron ore mines operated by ArcelorMittal Temirtau and a pipe plant operated by ArcelorMittal Tubular Products Aktau.

ArcelorMittal Temirtau is the largest producer in Kazakhstan’s steel and mining sector. The steel plant located in Temirtau has an annual capacity of 4 million tons of crude steel and produces hot and cold rolled steel, tin plates, galvanized steel and polymer-coated coils, welded pipes, coke and chemical byproducts. The company also operates eight coal mines across Karaganda region as well as three iron ore pits and one mine in Central and Northern Kazakhstan. The company employs over 33,000 people.

ArcelorMittal Kazakhstan is committed to the principle of continuous improvement and seeks to strengthen its relationships with all of its stakeholders in order to contribute to a healthy, sustainable and prosperous operating environment. Our commitment extends to secure the health, safety and wellbeing of our people, supporting the communities in which we operate and reducing our environmental impact.

The company has invested heavily in technology to reduce its environmental impact, develop cleaner processes and lessen its carbon footprint. It is also working closely with the Kazakh government to find business solutions that improve energy efficiency and carbon emissions. Reducing methane emissions from its mining operations is an important area of focus as well.

Besides technical modernization, upgrading production facilities and re-equipment, ArcelorMittal Temirtau places a high value on people and social well-being. Every year the company invests millions of dollars into social projects. ArcelorMittal Temirtau maintains resorts and children’s summer camps, stadiums and medical institutions.

Chapter 1  Introduction to ArcelorMittal Kazakhstan operations
I. Business Units addresses and phone numbers

**AM Temirtau Steel Division**
1, Republic Avenue
Temirtau 101 407
Karaganda region
Republic of Kazakhstan

Tel +7 721 396 5600
Fax +7 721 391 9191

**AM Temirtau Coal Division**
16, Bukhar-Zhyrau Street
Karaganda 100 000
Karaganda region
Republic of Kazakhstan

Tel +7 721 249 3300
Fax +7 721 241 4076

**Ore division Orken**
1, Republic Avenue
Temirtau 101 407
Karaganda region
Republic of Kazakhstan

Tel +7 721 396 5610
Fax +7 721 391 5644

**Tubular Products Aktau**
SEZ, Morport Aktau
Aktau 130 000
Mangistau region
Republic of Kazakhstan

Tel +7 729 254 2108
Fax +7 729 254 1009

**AM Astana Representation Office**
25, Sygynak Street
Business Center “Ansar”
Right side, 1st floor
Astana 010000
Republic of Kazakhstan

Tel +7 717 279 7507
Fax +7 717 279 7509

**AM Almaty Representation Office**
19A, Luganskiy Street
Almaty 050 000
Republic of Kazakhstan

Tel +7 727 250 3580
ArcelorMittal Temirtau is one of the largest single-site integrated steel plants in the world. Located on the banks of the Nura River, it covers about 5,000 hectares and has a steelmaking capacity of about 6 million tons per annum. The company exports about 83% of its outputs to over 75 countries.

The company has one of the most modern steel plants with excellent infrastructure facilities. It also has its own captive coal, iron ore and power. Annual coal production is about 11 million tons and annual iron ore production is about 4.5 million tons. The company operates a 435 MW\(^1\) thermal power station. It has maintained its cost leadership position by continuously upgrading its technology and equipment.

ArcelorMittal Temirtau’s plant employs the basic oxygen furnace (BOF) technology. The steel complex can broadly be divided into: coke making, iron making through blast furnaces, steel making, ingot casting, hot rolling, cold rolling and coating lines for electrolytic tinplating and hot-dip galvanizing.

**Facilities**

- Six coke oven batteries operating with a combined capacity of 3.5 million tpa\(^2\)
- 6 million tpa sintering plant with direct feed to blast furnaces
- Four blast furnaces operating with a capacity of 6.0 million tpa of hot metal
- Three x 300 MT\(^3\) converters with annual capacity of about 6 million tpa
- 2 continuous slab casting machines with a capacity of 2.6 million tpa of slabs
- A continuous casting machine for profile and section shop with capacity of 1.2 million tpa

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\(^1\) Megawatt  
\(^2\) Tons Per Annum  
\(^3\) Megaton
1. ArcelorMittal Temirtau Steel Division key activities

- 1,700 mm hot strip mill with five roughing stands, seven finishing stands and a capacity of 4.6 million tpa
- 1,700 mm five stands tandem cold rolling mill with a capacity of 1.3 million tpa
- 1,400 mm six stand continuous cold rolling mill with a capacity of 850,000 tpa
- Three electrolytic tinning lines with a total capacity of 375,000 tpa
- Galvanizing mill with two galvanizing lines with capacity 620,000 tpa and coating line with capacity of 85,000 tpa
- Profile mill with capacity of 400,000 tpa

2. Access to ArcelorMittal Temirtau

ArcelorMittal Temirtau plant is located in Central Kazakhstan, Karaganda region. It is around 190 kilometers from Astana International Airport and 40 kilometers from Karaganda International Airport.

Main office address:

1, Republic Avenue
Temirtau 101 407
Karaganda region
Republic of Kazakhstan

Tel +7 721 396 5037
Fax +7 721 391 9191
ArcelorMittal Temirtau has eight underground coal mines and two coal preparation plants (CPP4 “Vostochnaya” and Temirtau Washery-2). The coal mines of ArcelorMittal Temirtau are located in the Karaganda Coal Basin. The basin is more than 3,000 square kilometers and was formed by strata of Upper Devonian and Carbonic ages, Mesozoic and Cainozoic formations. Due to structural peculiarities, the coal basin is divided into three geology-based mining areas: Karagandinskiy, Sherubay-Nurinskiy and Tentekskaya.

The mines are located in an area with well-developed infrastructure around the regional center of Karaganda city. Within a distance of 10 to 60 kilometers are the following satellite towns: Shakhtinsk, Saran and Abay, as well as Shakhan and Aktas.

All mines are connected to the main railway and coal is transported by railway to the coal wash plants and power stations. Abaiskaya, Shakhtinskaya, Lenin, Tentekskaya and Kazakhstanskaya mines receive energy from high-voltage lines of Karaganda.

The mines produce primarily coking coal used in steel-making at ArcelorMittal Temirtau as well as thermal coal for ArcelorMittal Temirtau’s power plants. For beneficiation of coking coal, two washeries are operated. Surplus coal is supplied to group steel plants, mainly to ArcelorMittal Kryvyi Rih in Ukraine.

4 Coal Preparation Plant
### 1. Karaganda coal mines

<table>
<thead>
<tr>
<th>Mines</th>
<th>Start of operation</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abaiskaya</td>
<td>1961 / 1996 - merger with Kalinina mine</td>
<td>30 km from Karaganda city</td>
</tr>
<tr>
<td>Kazakhstanskaya</td>
<td>1969</td>
<td>Nearest community is Shakhtinsk. 50 km from Karaganda city. The railway station at MPS-Karabas is located approximately 35 km.</td>
</tr>
<tr>
<td>Kostenko</td>
<td>1934 and 1998</td>
<td>Oktyabrskiy district in Karaganda city</td>
</tr>
<tr>
<td>Kuzembayeva</td>
<td>1998</td>
<td>Nearest communities are Sagan, Abay and Shakhtinsk (between 10 and 20 km away). The Eastern part of the mines falls within the center of Karaganda city.</td>
</tr>
<tr>
<td>Lenin</td>
<td>1964 / 1968 - merger with Naklonnaya n°1/2 mine</td>
<td>50 km from Karaganda city. The railways station at MPS-Karabas is located approximately 35 km.</td>
</tr>
<tr>
<td>Saranskaya</td>
<td>1955 / 1997 - merger with Sokurskaya mine</td>
<td>35 km from Karaganda city</td>
</tr>
<tr>
<td>Shakhtinskaya</td>
<td>1973</td>
<td>18 km from Saran, 35 km from Karaganda city.</td>
</tr>
<tr>
<td>Tentekskaya</td>
<td>1979</td>
<td>50 km from Karaganda city. The railways station at MPS-Karabas is located approximately 35 km.</td>
</tr>
</tbody>
</table>
2. Access to ArcelorMittal Coal Division sites

Kazakhstanskaya mine
101 600 Karaganda region
Shakhtinsk
Tel +7 721 566 3388
Fax +7 721 249 3438

Abaiskaya mine
100 101 Karaganda region
Abay
Tel +7 721 319 6989
Fax +7 721 249 2140

Kostenko mine
100 012 Karaganda region
Mikhaylovskiy roadway
Tel +7 721 249 7204;
+7 721 241 2184
Fax +7 721 241 2197

Shakhtinskaya mine
101 600 Karaganda region
Shakhtinsk
Tel +7 721 566 8355
Fax +7 721 249 2007

Kuzembayeva mine
101 203 Karaganda region
Saran
Tel +7 721 249 0395
Fax +7 721 249 3549

Lenina mine
101 600 Karaganda region
Shakhtinsk
Tel +7 721 566 1354
Fax +7 721 249 3327

Saranskaya mine
101 200 Karaganda region
Saran
Tel +7 721 249 0803
Fax +7 721 241 0020

Tentekskaya mine
101 606 Karaganda region
Shakhtinsk
Tel +7 721 566 7355
Fax +7 721 249 2095
IV. ArcelorMittal Ore Division Orken

Orken LLP\textsuperscript{5} started its activity in October 20th, 1999 with the acquisition of Lisakovsk mining concentration complex.

ArcelorMittal Temirtau has four iron ore mines in central Kazakhstan:

- Ore mine Kentobe (Karaganda region)
- Mining processing complex Atasu (Karaganda region)
- Iron ore mine Atansor (Akmola region)
- Ore mine Lisakovsk (Kostanay region)

Lisakovsk is an open pit operation located in Northwest Kazakhstan about 1,100 kilometers from Temirtau. This mine was initially commissioned in 1976 and was acquired by ArcelorMittal in 1999. The production process consists of crushing, screening, grinding, wet jigging and wet magnetic separation. Product is fine concentrate which is dispatched to Temirtau by railway rakes.

Kentobe is an open pit operation located about 300 kilometers Southeast of Temirtau, initially started in 1994. It was acquired by ArcelorMittal in 2001. Ore processing is performed by crushing and dry magnetic separation, producing coarse concentrate.

Atasu is an underground mine operation located about 400 kilometers South from Temirtau. The mine was started in 1956 with open pit exploitation of near surface reserves. Surface operations ended in 1980. Underground operations began in 1976. ArcelorMittal Temirtau acquired the mine in 2003 and operations continue to be underground mining. Processing consists of crushing and wet jigging.

Atansor is an open pit operation located about 500 kilometers Northeast of Temirtau. The mining lease was obtained by ArcelorMittal in 2004. Ore is processed by a crushing and screening circuit.

\textsuperscript{5} limited liability partnership (joint venture)
Coordination office:
Tel: +7 7213 96 5610, +7 7213 96 5644

Representative Orken-Kentobe:
Office: Karaganda, Komisarova str, 35.
Tel: +7 721 249 3283

Ore mine: Karkaralinsk region, Karagaily village
Tel: +7 721 465 0823

Representative Orken-Atasu:
Office: 100700, Karaganda region, Karazhal town, block 25, building 4
Tel: +7 710 322 6298

Ore mine: ore mine is accessed via Zhairem village

Representative Lisakovsk:
Access to ore mine is via Rudniy city (road transport), from train station Tobol
Office: Kostanay region, Lisakovsk town, micro district 1, building 18.
Tel: +7 714 339 2462, +7 714 333 2336, +7 714 339 2226
Fax: +7 714 333 2312

Representative Orken-Atansor:
Office: Akmolinsk region, Enbekshilder area, Enbekshilder village
Tel: +7 716 452 0481, +7 721 396 5681
Located on the Caspian seaboard in Aktau, in Western Kazakhstan, Nefte Gastruba unit produces spiral-welded pipes and tubes for the energy and construction industries, catering especially to Kazakhstan’s growing hydrocarbon sector. Its annual capacity will be 60,000 tons.

Aktau unit can supply pipes with polyethylene protective coating outside and epoxy coating inside. The steel required is supplied by ArcelorMittal Temirtau and stringent process and quality controls have been incorporated at the plant to ensure that it meets the highest demands of the oil and gas transportation industry.

CAPACITY
Spiral DSAW Welded Line Pipe - 60,000 tons

SIZE RANGE
Diameter 457 - 1,422 mm (18 - 56 in)
Thickness 5 - 19 mm

GRADES
API-5L grades X52 through X80
I. General arrangements

1. Business travel

Arrangements

Business travel reservation and hotel booking for ArcelorMittal Kazakhstan employees is provided by Protocol Department of Steel Division.

Travel report and reimbursement

Any employee of ArcelorMittal has to provide a business travel report after each business trip. Report must be approved by supervisor, signed by Finance manager and handed out to Accounting department (please ask Finance department for template of this report). Based on this report Accounting department will reimburse the employee for travel expenses paid by personal credit card or cash.

2. Company transportation

Transport allocated for business use is available for ArcelorMittal employees, depending on position. Otherwise, transport can be provided by Auto transport Department for business purposes. It can be booked by phoning Control Group at +7 721 396 5156.
3. Facilities

Restaurant and canteens

Each Unit of ArcelorMittal Facilities has canteens and restaurants for lunch and/or diner depending on the Unit. Some facilities propose Indian and vegetarian meals upon request. Average lunch would cost from 400 to 800 KZT.

Lunch break lasts one hour starting from 11 a.m. until 2 p.m.

Conference rooms

Each Unit has a number of conference rooms which can be booked in advance. Some of these conference rooms are equipped by video and call conference equipment.

4. Working schedule

Working time

Office hours are from 8 a.m. to 5 p.m., from Monday to Friday. However, it may vary from department to department. For some departments office hours are quite flexible, nevertheless defined and approved by a direct manager. It also can be from 8:15 a.m. to 5:15 p.m. or from 8:30 a.m. to 5:30 p.m.

Public holidays in Kazakhstan

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1st, 2nd</td>
<td>New Year</td>
</tr>
<tr>
<td>January 7th</td>
<td>Orthodox Christmas</td>
</tr>
<tr>
<td>March 8th</td>
<td>International Women’s Day</td>
</tr>
<tr>
<td>March 22nd</td>
<td>Nauryz Meyramy - national holiday of Kazakhstan celebrated the first day of the year, according to the Iranian Calendar. Nowruz is the Iranian word for New Day.</td>
</tr>
<tr>
<td>May 1st</td>
<td>Kazakhstan National Unity Day</td>
</tr>
<tr>
<td>May 9th</td>
<td>Victory Day – capitulation of the Germany to the Soviet Union (May 9th, 1945)</td>
</tr>
<tr>
<td>July 6th</td>
<td>Day of the Capital – July 6th 1998 is considered to be the birthday of the capital. The international presentation of Astana as a new capital took place on June 10th, 1998.</td>
</tr>
<tr>
<td>August 30th</td>
<td>Constitution Day</td>
</tr>
<tr>
<td>December 1st</td>
<td>Day of the First President of the Republic of Kazakhstan</td>
</tr>
<tr>
<td>December 16th</td>
<td>Independence Day</td>
</tr>
</tbody>
</table>

Leaves

Every full-time employee of ArcelorMittal Kazakhstan is qualified for annual leave. The duration of main vacation term is 24 calendar days. Employees can be granted for additional vacation (between 3 to 15 calendar days) depending on position, working conditions, seniority within the Group and extra working hours.

Any vacation should be agreed with the Supervisor.

Employees of ArcelorMittal Temirtau are entitled to 3 days of paid vacation due to wedding (own and children weddings) birth of a child or death of a relative.

In case of sickness, employee has to inform his/her supervisor and bring a medical certificate (issued after discharging from the hospital by a doctor) upon return to work and provide it to Human Resources (HR) department.
II. Policies

All new employees of ArcelorMittal Kazakhstan are informed about and/or provided with set of Company policies during their induction program, including:

1. HR policy

Key principles of HR management in ArcelorMittal reflect main priorities of the company – stable development, quality and leadership. ArcelorMittal HR strategy is focused on personnel development being aware that employees are a driving force of business results.

These principles will support employees of the company in the process of “transforming tomorrow”.

To download the HR policy, please access ArcelorMittal intranet. You can find the HR policy under: http://1intranet.myarcelormittal.com/1intranet/home/BA/corporate/mycompany/companysec/GPPM/Pages/HumanResources.aspx

2. Human Rights Policy

ArcelorMittal expects each employee to strictly comply with the principles of its Human Rights Policy. ArcelorMittal Human Rights Policy sets out the principles for our actions and behavior in relation to human rights. Further operating procedures will be developed to create an environment where human rights are respected and also to help ensure that we do not engage in activities that directly or indirectly violate human rights.

To find more details on Human Rights policy and complete the training, please follow the link below: http://1intranet.myarcelormittal.com/1intranet/home/BA/corporate/mycompany/SS/LC/Compliance_Prog/Pages/Online_Training_Choice.aspx

3. Code of Business conduct

As the world’s leading steel company, ArcelorMittal has a strong commitment to the highest standards of Corporate Responsibility.

ArcelorMittal Compliance Program is a key component of our Corporate Responsibility policy.

This means that, regardless of the economic or financial context in which we operate, all our decisions and day-to-day business must be based on the highest ethical and legal standards. An important objective of the Program is to ensure that we do not lose sight of the importance of our reputation and that we preserve it at all times.

In order to ensure that ArcelorMittal has an effective Compliance Program and a strong compliance culture, it is indispensable to continue raising the level of awareness among our employees through adequate compliance training.

To find more details on Code of Business conduct and complete the training, please follow the link below: http://1intranet.myarcelormittal.com/1intranet/home/BA/corporate/mycompany/SS/LC/Compliance_Prog/Pages/Online_Training_Choice.aspx
III. Health and safety

«Health and Safety is the main priority of ArcelorMittal Company. Health and Safety issues have to be our life value, our common goal and responsibility. Each employee has to be a Health and Safety specialist. I would also emphasize that we will never be fully satisfied and will never give up until we achieve zero level of fatality. Zero level has to be achieved in all areas of Health and Safety. Life and health of a person is the highest value of all!

Year after year ArcelorMittal JSC shows better results in Health and Safety issues. However, there are still many problems we have to solve together. Precise attention has to be paid to such aspects as unsafe behavior. Even if it does not cause accident this time, sooner or later it may lead to accidents. There are many factors leading to accidents. Most of them are not so evident; they are as a part of iceberg under the water influencing its other part.

Therefore, we have to pay attention to these factors. In general, we have done a great job and we have to continue this further. We are specifically proud of Orken – specialists of this division operated with zero level of fatality in 2011.

This should be a role-model for Coal and Steel Divisions of ArcelorMittal Temirtau JSC».

Vijay Mahadevan  
CEO  
ArcelorMittal Temirtau JSC

6 Joint-stock Company
1. Health and Safety standards

Our commitment to the Health and Safety of all employees both on and off the job is a clear component of our brand promise to “transform tomorrow”.

The objective of these standards is fatality prevention, injury rate reduction and improvement of Health and Safety system management.

2. Golden rules

There are 10 fundamental rules to be adhered to at all times by every ArcelorMittal Temirtau employee while working or being at the plant.

The aim of the Golden Rules of Safety is to prevent serious injuries and fatalities, they are based on incidents and experiences in our company and also reflect legal and regulatory requirements that apply in many of the countries in which we operate.

The Golden Rules of Safety reinforce those critical areas of our existing management system that present a high risk of serious injury or fatality if not followed.
IV. Induction program

There is a common induction program, designed for every new employee which includes:

1. Health and Safety induction
   - Health and safety briefing
   - Health and Safety global standards and Golden rules

2. Plant overview
   - Presentation about AMT production process
   - Plant tour

3. Compliance trainings / Policies
   - Anti-corruption compliance
   - Code of business conduct
   - Human rights policy

4. Language courses
   HR Training, Development and Recruitment Department of ArcelorMittal Temirtau provide language courses for all employees upon request for Russian, English, Kazakh.

   Types of courses:
   - Face-to-face
   - Group courses
   - Online courses from external provider: You can improve your language skills through online language learning program providing unlimited access to English.
1. Business communication

Kazakhs speak in a sensitive and diplomatic manner. They respond more favorably to gentle probing rather than direct questioning. At the same time, many Kazakhs have a somewhat volatile demeanor and can raise their voice to get their point across. They are known for their fierce arguments.

Hierarchy is respected in Kazakhstan. Someone more senior is never contradicted, especially in public.

When addressing somebody in official settings, Kazakhs almost always use the first name and patronymic. This is particularly true for relations between the superior and staff. Russian language has special pronouns for addressing people of greater age and/or status or when meeting someone for the first time. A good rule of thumb is to use “Vy” until you’re advised otherwise.

Public confrontation is never a popular way of resolving the work related problem. Public confrontation should be always viewed as the last resort for dealing with these problems.

2. Meeting and Greeting

The handshake is the common greeting. Maintain eye contact during the greeting. Shake hands at the end of a meeting. If you meet someone several times in the same day, you should shake hands each time.

Wait to be introduced to everyone, usually in order of importance. Academic and professional titles are used in business. People are called by their title and surname.

Business cards are extremely important to establish one’s position. Likewise, show the card of someone significant when trying to gain access or secure an appointment. Business cards are exchanged without a great deal of ritual. It is advisable to have your business cards printed in Russian on one side and English on the other. Make certain that your title is included on your business card.

3. Business meetings and negotiations

Meeting styles vary by the type of business entity. Private industry is often more focused and westernized; things are a little bit more fluid.

T-shaped tables are often used for meetings so that both sides can be seated opposite each other. During a meeting, the senior management will sit at the head and his staff will be seated in decreasing order of rank. Your team should attempt to seat themselves in the same manner. In some companies, there is an emerging trend to seat peers next to each other to facilitate conversation.

There is generally a fair amount of small talk before business is discussed. This may take place over tea and sweets. Wait for the other party to bring the conversation to business. Spend time in relationship building; as a family orientated people they want to be sure you are trustworthy, affable and reliable.

The most senior at the meeting opens the discussion and introduces his team in rank order. Although meetings have a start time, they seldom have an ending time. Kazakhs are masters at delivering roundabout speeches. Therefore, it would be impractical to predetermine when a meeting will finish.

Be on time for meeting even though you may be kept waiting. It is rude to be late.

The hierarchical nature of the culture means that Kazakhs will want to meet people of similar rank. Therefore, it is important to forward the bios of all team members well in advance of any meeting.

Decisions are not likely after just one meeting; they tend to take a long time.

4. Dress etiquette

Dress code is rather conservative. Every plant of ArcelorMittal has internal dress etiquette and you will be introduced to it upon your arrival.

General official wear include:

For Men: Conservative suits or tie and jacket in the cities and when dealing with government Officials.

For Women: Conservative business suits or dresses and blouses are appropriate.
Part 2: Getting settled in Kazakhstan

24
Chapter 1 Discovering the country

I. General information

The Republic of Kazakhstan is a transcontinental country in Central Asia and Europe. The ninth largest country in the world by land area, it is also the world's largest landlocked country; its territory is larger than Western Europe. It is neighbored clockwise from the North by Russia, China, Kyrgyzstan, Uzbekistan, Turkmenistan and also borders on a significant part by the Caspian Sea.

The terrain of Kazakhstan ranges from flatlands, steppes, taigas, rock-canyons, hills, delta sand snow-capped mountains to deserts.

Area: 2,724,000 sq.km
Capital: Astana
Languages: Kazakh, Russian
Religions: Islam, Christianity
Currency: Kazakhstan Tenge (KZT)\(^7\)
Government: Presidential Republic

\(^7\) Exchange rate can be checked on: http://kzt.fxexchangerate.com/
1. Geography and climate

The Republic of Kazakhstan lies directly between Europe and Asia, between 45° and 87° of East longitude, 40° and 55° of North latitude.

Kazakhstan lies in the center of the European and Asian continents and is approximately equal distance from the Atlantic and Pacific Oceans. More than a quarter of the land consists of a portion of the gentle steppes that stretch from central Europe to Siberia. The rest of the Republic reflects the beauty of forests, mountains, rivers, lakes and reservoirs. The natural landscape is enhanced by thousands of plant and animal varieties found from the Northern forest steppes to the high Southern mountains.

Kazakhstan has an extreme continental climate. It is characterized by irregular distribution of precipitation in its various regions. When it is spring sowing time in the South, the Northern area is still covered with snow and blizzards blow through frequently.

Kazakhstan is rich in natural resources. In short, 99 of the 110 elements of the Mendeleev Periodic Table are found in the depths of Kazakhstan. For the present time, 60 elements are being extracted and utilized: chromium ore, tungsten borides, phosphorites, molybdenum, bauxites, asbestos, manganese, coal, oil, gas, titanium, magnesium, tin, uranium, gold and other non-ferrous metals and minerals.

2. Temperature

<table>
<thead>
<tr>
<th>Almaty</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average temperature in centigrade</td>
<td>-5</td>
<td>-4.2</td>
<td>2.2</td>
<td>11.4</td>
<td>16.1</td>
<td>20.8</td>
<td>23.9</td>
<td>22.5</td>
<td>17.2</td>
<td>9.4</td>
<td>2.2</td>
<td>-5.3</td>
</tr>
<tr>
<td>Average temperature in Fahrenheit</td>
<td>23</td>
<td>24.5</td>
<td>36</td>
<td>52.5</td>
<td>61</td>
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<td>72.5</td>
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<tr>
<td>Average precipitation in millimeters</td>
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<td>60</td>
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<td>92.5</td>
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<td>35</td>
<td>25</td>
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<tr>
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<td>1.2</td>
<td>2.4</td>
<td>3.7</td>
<td>3.7</td>
<td>2.2</td>
<td>1.4</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1.9</td>
<td>1.3</td>
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<th>February</th>
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<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
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<tr>
<td>Average temperature in centigrade</td>
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<td>-8.3</td>
<td>5</td>
<td>13.3</td>
<td>18.9</td>
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<td>2.7</td>
<td>-5.1</td>
<td>-12.8</td>
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<td>Average temperature in Fahrenheit</td>
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<td>41</td>
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<td>9</td>
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<tr>
<td>Average precipitation in millimeters</td>
<td>17.5</td>
<td>12.5</td>
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<td>32.5</td>
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<td>17.5</td>
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<tr>
<td>Average precipitation in inches</td>
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<td>1.6</td>
<td>0.9</td>
<td>1.2</td>
<td>0.9</td>
<td>0.7</td>
</tr>
</tbody>
</table>

3. Major cities

Aktobe, Almaty, Astana, Karaganda, Pavlodar, Semey, Shymkent, Taraz.

5. Religion

Several religious confessions coexist, including Islam for 47%, Russian Orthodoxy 44%, others, such as Roman Catholicism, Protestantism and Judaism.

4. Population

Kazakhstan’s population includes many ethnic groups, each with their own language and culture, brought together through a shared history. The largest ethnic groups are Kazakhs and Russians. The main religions are Islam and Christianity. Population is over 17 million with more than 130 different nationalities.
6. Language

The official language of Kazakhstan is Kazakh, a Turkic language. State organizations and local governmental bodies also use Russian. The government encourages citizens to study and speak several languages. Everybody has the right to use their native language and the right to choose their language for communication, study and work. This contributes to people of various ethnic origin and religions living and working peacefully in the country. Kazakh language is spoken by over 52% of the population.

However, foreign visitors are recommended to learn some basic Russian vocabulary for their day-to-day life, as it is mostly used for public services.

7. Political structure

In 1991, Kazakhstan became independent, the last Soviet Republic to do so. According to the Constitution, the president is the Head of State and the Chief Executive. The highest legislative body is a bicameral Parliament composed of the lower house (the Majilis) and upper house (the Senate).

8. Economy

Kazakhstan is a market-economy state. The national economic policy aims to create the conditions for the socioeconomic development of the country. For some years the economy of Kazakhstan has been developing very quickly. The basis of this boom is business related to oil, gas and other raw materials. At the same time, however, the rest of the economy has been developing also, making the base of the national economy broader and more diverse.

9. Time zone

6 hours ahead of GMT (Almaty, Astana).

10. Electrical, measuring and weighting system

Electrical sockets (outlets) in Kazakhstan usually supply electricity at between 220 and 240 volts AC. If you are plugging in an appliance that was not built for 220-240 volt electrical input or an appliance that is not compatible with multiple voltages, you will need an adapter. But travel plug adapters do not change the voltage, so the electricity coming through the adapter will still be the same 220-240 volts the socket is supplying.

Kazakhstan uses the metric system. Temperatures, rainfall measures, distances, weights, velocity are expressed in metric units.

Distance is measured in kilometers (1km = 5/8 mile). Vehicle speed signs are in kilometers per hour.

Fuel/gasoline is sold by the liter (approx. 4.5 liters = 1 Imperial gallon; 3.8 liters = 1 US gallon)

Velocity 100 km/h = 62 mph

Weight 1 kilogram = 2.2 lbs

Distance 1 km = 0.6 = approximate mileage / 1 mile x 1.6 = approximate kilometers.

Temperature is given in degrees Celsius (20 degrees C = 68 degrees F).

<table>
<thead>
<tr>
<th>Metric – Imperial</th>
<th>Imperial – Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 centimeter = 0.39 inch</td>
<td>1 inch = 2.54 centimeters</td>
</tr>
<tr>
<td>1 meter = 3.28 feet</td>
<td>1 foot = 0.30 meter</td>
</tr>
<tr>
<td>1 kilometer = 0.62 mile</td>
<td>1 mile = 1.61 kilometers</td>
</tr>
<tr>
<td>1 litre = 1.06 quarts</td>
<td>1 quart = 0.95 liter</td>
</tr>
<tr>
<td>1 gallon = 4.5 liters</td>
<td>1 liter = 0.22 gallon</td>
</tr>
<tr>
<td>1 US gallon = 3.79 liters</td>
<td>1 liter = 0.25 US gallon</td>
</tr>
<tr>
<td>1 kilogram = 2.21 pounds</td>
<td>1 pound = 0.45 kilogram</td>
</tr>
</tbody>
</table>

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8 Miles Per Hour
9 Pounds
II. Cultural aspects in daily life

Kazakhs are extremely welcoming. If you come to a Kazakh home unexpected you will be received as if you had been invited. Since early childhood, principles of respect for guests and older people, as well as peacefulness and tolerance, are instilled in every Kazakh. Kazakh culture is an Eurasian culture, which belongs to both the East and West, remaining original, which is characteristic of the vast majority of Indo-European civilizations.

More information at:
http://www.kazakhstan.orexca.com/kazakhstan_culture.shtml
http://www.kazakhstan.orexca.com/kazakhstan_culture1.shtml

1. National cuisine

Kazakh national cuisine reflects the nature of its people, its history, customs and traditions.

More information at:
http://www.kazakhstan.orexca.com/kazakhstan_cuisine.shtml
2. Cultural etiquette and protocol

Meeting People

Greetings are rather formal due to the hierarchical nature of society. Once you have developed a personal relationship, close friends of the same gender may prefer to hug rather than shake hands.

Most Kazakhs have a first and patronymic name (the father's name followed by a suffix -ich or -ovich for son of or daughter of, respectively). Wait until invited before using someone's first name.

Gift Giving Etiquette

When invited to someone's house for dinner, it is polite to bring something for the hostess such as pastries, cakes, fruits, chocolate and quality alcohol. Gifts are usually opened when received.

Communication style

Good topics of conversation when establishing a personal relationship include art, food, drink and sports. Avoid politics, religion and ethnicity if possible. Talking about ethnicity is almost a sensitive topic for any culture and especially for Kazakhstan whose people were brought up during the Soviet times before created a nation and united people based on the ideas of internationalism.

Kazakh suggestions and imperatives are not easy to translate and you may find someone giving you too direct commands (Sit! Speak! Eat!) or mistake the difference between a command and a suggestion. It is usually best to reformulate questions when you think someone might want you to do something.

People will stand closer, the better they know you. An arms length while speaking is the norm.

Women will often take their husbands'/boyfriends'/other women's arms or hold hands when walking.

Touching during conversations is not considered taboo, but wait for the Kazakhstani to initiate since it does depend on how close you are.

Kazakhs have a fine sense of humor and they like cracking jokes and telling anecdotes all the time. However, it is not a good idea to make jokes when meeting someone for the first time since jokes are the most difficult cultural aspect to cross.

Dining Etiquette and table manners

Kazakhs are very hospitable people and enjoy hosting dinners at their homes. You will be served tea and bread, even if you are not invited to a meal. Kazakhs consider bread to be sacred. It is served as a sign of respect.

When served tea, your cup will often only be filled halfway. To fill the cup would mean that your host wanted you to leave.

It is not imperative that you arrive on time, although you should not arrive more than 30 minutes late without telephoning first.

Kazakhs value dressing well over comfort. To dress too informally might insult your hosts.

Table manners are not very formal in Kazakhstan. Some foods are meant to be eaten by hand. In more rural settings, you may sit on the floor.

You will be given a bowl to drink broth or tea. When you do not want any more, turn your bowl upside-down as an indication.

If alcoholic beverages are served, expect a fair amount of toasting.

Leave something on your plate when you finished eating. This demonstrates that you have had enough, whereas if you finish your plate, the host will think that you are still hungry and will serve second helpings.

In rural settings sheep head is a sign of respect to offer the most honored guest a boiled sheep's head on a beautiful plate. The other parts of the sheep are then divided among the guest in the following order:

• The ear is given to the smallest child so that he or she will listen to and obey the elders.
• The eyes are given to the two closest friends so that they will take care of the guest.
• The upper palate is given to the daughter-in-law and the tongue to the host's daughter so both women will hold their tongues.
• The pelvic bones go to the second most respected guest.
• The brisket is given to the son-in-law.
Do and don’t in Kazakhstan

Dos

Do respect religion and the culture supporting it.

Do ask permission before taking a photo of someone.

Do dress conservatively as it will go a long way in making a good impression.

Do shake hands with every man you meet during the day.

Do respect anyone who is older than you.

Do offer food or at least tea if you invite someone to your house.

Do prepare a toast when you are invited to a party, most surely you will have to say something as this is a tradition.

Don’ts

Do not admire or comment on something as Kazakhs will feel compelled to give you that item.

Do not refuse to drink a cup of tea or eat when offered in Kazakhstan, people could get offended.

Do not make fun of someone or make fun of their country or food choices.

Do not eat and leave before tea is served, it is considered bad manner.

Do not leave your cell phones and stuff unattended.

Do not look people into eyes too much. Looking people into eyes here does not mean you are being honest. It means you are being somewhat aggressive.

To know more about Kazakhstan, please take a look at the Country Navigator. This web-based tool gives you valuable insight on Kazakhstan and on how to successfully interact with Kazakhs: http://www.countrynavigator.com

You have to use your ArcelorMittal email address to log in then select Kazakhstan within the section “country info”.
Chapter 2: Getting settled in Kazakhstan

I. Basic formalities and knowledge before arrival

ArcelorMittal in Kazakhstan provides assistance to expatriate from the beginning of his/her stay in the country. It includes:

• Work permit / visa filling procedure (for assignee and family)
• Pick up and drop off at the airport
• Accommodation (house hunting, subscription to internet etc.)
• Opening a bank account (business and personal)
• Linguistic support (for assignee and spouse if needed)
• School finding process
• Hospital registration
• Company transport and driver (assist in driving license obtaining, car purchasing, etc)
• Tax support (obtaining ITIN\textsuperscript{10}, tax filling)

1. Work permit and Residence permit

Work permit

In order to apply for work permit in Kazakhstan a foreign employee in Kazakhstan has to provide the following documents:

• Diploma (with apostille)
• Letter of work experience stating that the employee has a minimum of 5 years of work experience in related sphere of business (metallurgy, coal production, etc)
• Passport

Work permit is approved by HR director. The process of obtaining a work permit is organized by Protocol Department (+7 721 396 5177) and takes about 2.5 months.

Work permit for the partner

If the spouse wants to work in Kazakhstan, he/she should apply for work permit from the company of employment following the rules of above mentioned legislation document.

More information on work permit, The Rules of Attracting Foreign Labor force in the Republic of Kazakhstan and Establishing Quotas, apostille, etc. at: \url{http://www.wpk.kz/}

Residence permit

There is no need to obtain residence permit to work in Kazakhstan, work permit is sufficient. Residence permit is obtained by foreign employees in case of marriage to a Kazakh citizen and/or when foreign employee wishes to stay in the country and become a citizen of the Republic of Kazakhstan. Migration police is the legal entity which issues residence permit.

2. Health requirements

It is important to register with local hospital after arrival in the country. ArcelorMittal employees are registered with local ArcelorMittal hospital. You can choose to get treatment at private hospitals or state hospitals. You can find out more about the process of registration at local medical point in most of the offices of ArcelorMittal sites.

To have further information, please visit the website of International SOS, our provider for medical assistance and security services: \url{http://www.internationalsos.com/en/}

In possession of your membership number (mentioned on “ISOS Documentation”), choose the country guide option and enter Kazakhstan to have access to information regarding vaccinations, health conditions in Kazakhstan etc.

Vaccinations

Cholera is a risk in Kazakhstan. Although a cholera vaccination certificate is no longer a condition of entry, precautions are still essential. It may be required to take an HIV/AIDS test. Visitors should consider vaccination against the following: hepatitis A and B, typhoid, polio, rabies, tick-borne encephalitis and influenza. Standard immunization against tetanus and diphtheria should be obtained and/or updated where appropriate. In addition, parents should ensure that their children have received the usual protection against childhood diseases and a BCG vaccination protecting against tuberculosis is also strongly recommended. You should seek advice from your doctor/physician well in advance of departure\textsuperscript{11}.

Medication

• You should bring adequate supplies of all medications in their original containers, clearly labeled.
• It is recommended to carry a signed, dated letter from the primary physician describing all medical conditions and listing all medications, including generic names.
• If carrying syringes or needles, be sure to carry a physician’s letter documenting their medical necessity.
• If you wear glasses or contacts, bring an extra pair and doctor prescription.

Food and water general precautions

• You should regard all water in Kazakhstan as a potential health risk. Water should be boiled or otherwise sterilized before being used for drinking, brushing teeth or making ice.
• Milk is pasteurized and dairy products are safe for consumption.

\textsuperscript{10} \textit{Individual Taxpayer Identification Number}

\textsuperscript{11} \textit{Source: ECA international}
Insect and tick protection

Tick-borne encephalitis is a common problem in mountains and forests throughout, especially during April, May and June. Wearing long sleeves, long pants and boots, with pants tucked in is recommended. You should also apply insect repellents containing 25-50% DEET (N,N-diethyl-3-methylbenzamide) or 20% picaridin (Bayrepel) to exposed skin (but not to the eyes, mouth or open wounds). DEET may also be applied to clothing.

Medical facilities

Medical facilities are limited in Kazakhstan. If you require prescription medications or specific brand-name medicines, you should bring sufficient supplies from home as these may be unavailable locally. In any case, at first, it is preferable to bring first aid medicine kit (headache, stomach, pain medicine) as it may be different and unusual in Kazakhstan at the beginning.

Be aware that many doctors and hospitals will expect to be paid directly. You will be able to ask for reimbursement to your medical insurance company afterwards. Regarding specialized medical care, you should refer to your private medical insurance company.

You may find information on hospitals in Temirtau, Karaganda, Astana, Almaty, etc here: http://aboutkazakhstan.com/about-kazakhstan-people/hospitals

Pharmacies

There are many pharmacies around the city; most of them operate 24/7. Most of the medication can be purchased without doctor prescription.

3. Security information

Practical information

Before going in Kazakhstan, please take the time to look at the different sources of information you have access to within the company:

- ISOS

As part of the international mobility protection for employees, ArcelorMittal has a partnership with International SOS the world’s leading provider of medical assistance and security services. You will benefit from medical & security assistance program wherever you are (please refer to the documentation received on ISOS during the presentation of your package). On their website, you will find practical information and advice on safety issues. This information is bringing together on a country guide that can be accessed on the Internet. It will offer you a global view of the security within the country. You will also find analyses of risks, country by country, with daily updates.

ISOS website: www.international SOS.com

In possession of your membership number (mentioned on “ISOS Documentation”), choose the security online option and select Kazakhstan to have access to information regarding travel advice, security in Kazakhstan etc.

- Security manager

We advise you to contact the security manager of the site of destination or your direct manager in order to have specific information on your future environment. You should keep in touch with the Security Manager during the duration of your assignment.

- Group Security Officer

The Group Security Officer, in charge of the security within the different countries where ArcelorMittal is located, is at your disposal if you have any questions regarding the security in your host country.

Phone number: +352 4792 4736

General information

The general rules of Safety in Kazakhstan are the same as in any other developing country. There are the normal risks of pickpockets and petty crime and people are advised to be cautious of corrupt police. No domestic insurgent or terrorist groups are active in the country. You are advised to be cautious at night in and around clubs and bars.

4. Embassy

At your arrival in Kazakhstan, it is highly recommended that you register at your embassy. This procedure will permit the embassy to know that you are in the country, in case of emergency.

Please refer to the following website to find your country’s embassy in Kazakhstan: http://embassy.goabroad.com/embassies-in/kazakhstan

5. Driving in Kazakhstan

Driving rules and regulations

In Kazakhstan, people drive on the right side of the road. Driving rules, regulations, traffic rules violation fines, traffic signs are proclaimed by “Driving regulations of Kazakhstan”.

All existing rules can be found here: http://www.pdd.nursat.kz/pravila/pctx.htm (website only available in Russian)

Generally speaking, driving rules in Kazakhstan are similar to other countries. For example speed limit inside the city is 40-50 km/h, highways and motor ways – 90-110km/h. Rules on traffic violations in Kazakhstan have become stricter. Violations such as non-use of seatbelts, speed-driving or using of mobile phone while driving are fined. Kazakhstan is very strict on driving in a drunken state. This violation will cause the suspension of one’s driver’s license for two years on the first offense, five years for the second and ten years for the third offense. Use of special lights and vehicle sound signals are also considered as traffic violations in Kazakhstan. There is road police patrolling roads on cases of violations and they can stop the car if they identify the violation committed and issue a fine ticket which has to be paid in Road police office within advised period of time. You must stop the car when advised by the police and follow their instruction.

Owning a car

The process of purchasing, registering, insuring a car and obtaining approval from Ministry of Foreign Affairs is done with assistance of Auto transport Department.
Driving license

Kazakhstan is a part of Vienna Convention on Road Traffic since 1994 meaning that holders of driving license coming from countries who signed the Convention can drive in Kazakhstan without applying for Kazakhstan driving license. However, there are certain exceptions and it has to be agreed and approved by local Road Police in order to comply with all road and traffic regulations and conditions for Kazakhstan. Full support on this matter is provided by ArcelorMittal Temirtau Auto transport department.

List of Convention parties:

Those who are not in this Convention have to apply and obtain Driving license of the Republic of Kazakhstan. Driving license applicant has to choose driving school from a variety available, complete the course (3 months) of driving lessons and driving practice. These schools in Kazakhstan are available only in Russian.

II. Expatriate support

1. House hunting

ArcelorMittal Kazakhstan provides accommodation for all expatriate employees.

ArcelorMittal Temirtau and Karaganda expatriates live in “Expats houses”. There are three houses of this kind within walking distance from one another. They include fully equipped flat (2-4 bedrooms, kitchen and washroom). These houses also include common kitchen, gym and living room for big celebrations. There is also a parking space and security guard working 24/7.

In some cases ArcelorMittal Temirtau can provide possibility for flat renting on the base of amount allocated by management of the company.

For other site of ArcelorMittal in Astana and Almaty accommodation finding process is assisted by Representative Offices upon Official Order signed by General Director of ArcelorMittal Temirtau. There is no need to contact real estate agencies as representatives will give full support in terms of contract, deposits, bill settlement, safe living environment, etc.

2. School finding process

General information

In Kazakhstan, compulsory education concerns children from 6 to 15 years old. Primary education consists of kindergarten, 1 year pre-school and 4 years of primary school education. The secondary education is divided into 3 major educational stages: primary education (grade 1-4), basic general education (grade 5-9) and senior level education (grade 10-11 or 12) which is again divided into general education and professional education. The academic years lasts from September to June.

There is the option of continuing these stages of education in one or several institutions. As far as secondary professional education is concerned, there are special institutes or technical schools, lyceums or colleges and vocational schools where a “Diploma of Complete Secondary Education” can be achieved. Higher education is available at universities, academies, institutes, higher schools and colleges. It consists of three major stages: basic higher education which offers the basis of the future subject of study and aims at achieving a Bachelor’s degree. After specialized higher education, students can get the Specialist Diploma, whereas scientific-pedagogical higher education aims at achieving a Master’s Degree.

More information on education in Kazakhstan at:
http://www.euroeducation.net/prof/kazanco.htm

Kindergartens, daycare in Temirtau:
http://schools.temirtau.en.mnogonado.kz/buy/schools/kindergarten/

International schools in Kazakhstan

There are several international schools available in Astana, Almaty and Atyrau. However, there is no international school for any level of education in Temirtau or Karaganda.

Prices of these schools vary and will be negotiated directly with the school.

Miras International School
190 Al Farabi
Almaty
Phone: +7 327 255 1025
Fax: +7 327 255 1151

QSI International School of Astana
Mirnaya 20
Chubary District
Astana
Phone: +7 327 124 2402
Email: astana@qsi.org
Website: www.qsi.org

Kazakhstan International School
102A Utegen Batyra
050062 Almaty
Kazakhstan
Phone: +7 727 225 0030
+7 727 327 4390
Fax: +7 727 225 0871

Almaty International School
185 Auezov Street
Auezov District
Kalkaman Village
Almaty
Phone: +7 327 250 4561
Fax: +7 327 250 4564
Email: danbastien@qsi.org
Website: www.qsi.org

International College of Continuous Education
69A Zheltoksan Street
Almaty
Phone: +7 327 279 9273
3. Partner support

Language support

ArcelorMittal provides support if the partner wishes to learn local language (Russian or Kazakh). There is a choice of individual and group classes. Linguistic support is provided by Training, Development and Recruitment Department which searches for appropriate tutor and organizes classes.

For additional information on language training call +7 721 396 5584.

Job hunting

A partner of employee can work in Kazakhstan with proper work permit. Russian and Kazakh languages are essential to work in Kazakhstan.

However, you can visit the following website which proposes job offers in Kazakhstan in English: http://www.jobkz.com

English, French, German and other native speakers may find a job in education.

http://www.goabroad.com/tefl-courses/search/kazakhstan/tefl-abroad-1

Speakers of two or more languages may be able to find interpreter and assistant jobs.

4. Money and banking system

Kazakhstan banking system is based on a two tier structure. The National Bank of Kazakhstan is the country's central bank and in official terms the upper (first) tier bank. All other banks, apart from the Kazakhstan Development Bank, are the second tier banks.

Kazakhs pay mostly by cash. Most of the best hotels, restaurants, supermarkets, shops and travel agencies accept payment with Visa, MasterCard, American Express, Blue Card and others. It is best to keep all receipts for money drawn from ATMs ready for the customs check on departure.

Major Banks in Kazakhstan

- Halyk Bank is a savings bank in Kazakhstan with branches in Kyrgyzstan, Georgia and Russia.
- BTA Bank has 9 partner banks in Russia, Ukraine, Belarus, Turkey, Georgia, Armenia, Kyrgyzstan; 2 representative offices in China and UAE.
- Kazkommertsbank one of the largest private banks in CIS with international subsidiaries in Kyrgyzstan, Tajikistan and the Russian Federation.

Halyk Bank is the universal commercial bank of the country. Halyk Bank has the largest branch network consisting of 625 outlets across the country, with the largest number of ATMs and POS terminals. It acts as a major and non-exclusive paying and collection agent for the Government for pension and other social security payments.

International banks


Opening a bank account

ArcelorMittal in Kazakhstan is working mostly with Halyk Bank and BTA bank. To open business and personal account, you can contact directly bank managers. These managers are working with expatriates on opening an account, depositing, money withdrawals and transfers:

Halyk bank - +7 721 396 5525; +7 721 344 6778
BTA bank - +7 721 391 3830

Bank open time: 9 am to 6 pm (may vary from bank to bank)

Documents required to open a bank account:

- Passport (Identification Card)
- Migration card (received at the airport upon arrival to Kazakhstan)
- Copy of visa
- Individual Taxpayer Identification Number (more information on ITIN in next section “Tax System in Kazakhstan”)
- Letter of employment verification

5. Tax system in Kazakhstan

Every citizen (resident and non-resident) as well as legal entities of Kazakhstan have to apply for Individual Taxpayer Identification Number (ITIN).

Documents required for applying for ITIN:

- Letter of location verification
- Copy of visa with translation (certified by notary)
- Passport copy (translated into Russian and certified by notary)
- Migration card (certified by notary)
- Work permit with AMT stamp
- Application for registration

Employment income is taxed at a flat rate of 10% for residents and nonresidents.

ArcelorMittal Kazakhstan provides support to foreign specialists in the process of filling all required document to obtain ITIN and tax filing. Moreover, an external provider working with the International Mobility team will support you with your income taxes during your expatriation.
Chapter 3: Living in Kazakhstan

I. Major cities

1. Astana

Astana is the capital and business center of Kazakhstan. The city is located in the region of Akmola Oblast. Astana city (former Tselinograd also spelled Celinograd) lies along Ishim River at the junction of Trans-Kazakhstan and South Siberian railways. Astana population is about 852,985 (1st of January, 2015) on a territory of 722 sq. km.

Astana city is strategically located with crossroads of caravan ways which attracted inhabitants of the Steppe for a long time. Archaeologists found objects dating back to Bronze Age, early Stone Age and Middle Ages. The site of ancient settlement Bozok - a monument which was in function beginning in early Middle Ages (7th-8th centuries) till Kazakh Khanate epoch (15th-16th centuries) - is among the main historical monument.

Several cities became the capital of Kazakhstan during the years, from the Russian city Orenburg in 1920 to Alma-Ata in 1927. On December 10th, 1997 Kazakhstan's capital was moved from Almaty to Astana city to take advantage of Astana location nearer Russia and its smaller chance of earthquake. In 1999 on UNESCO decision Astana received the name of the "City of Peace". Moreover, the city received the status of the capital and special economic area "Astana new city" which led to a lot of modern architectural projects carried out in the city.

Astana City is becoming a new cosmopolitan Western-style city with skyscrapers and offices of intercontinental oil corporations.


Astana news, information: [http://www.advantour.com/kazakhstan/astana.htm](http://www.advantour.com/kazakhstan/astana.htm)

Astana transportation system

Airport
There is an international airport in Astana city. The airport is 16 km far from the city.
Bus 10 connects the airport and the city centre twice hourly for a price of 90 KZT. A taxi from the airport to the city centre is about USD20.


Bus
The public buses cost 90 KZT. When you get on the bus, the conductor will ask for your fare and give you a ticket. The buses are efficient and comfortable, but they are often full.

The bus routes are available on the following English-language website: [http://kz.easyway.info/en/cities/astana](http://kz.easyway.info/en/cities/astana)

Train Station Bus Station
Address: Gyote street
Phone: +7 717 239 85 04

Taxi
There are plenty of taxis around: expect to pay between 400 KZT and 1000 KZT for a trip within the city. You can call the taxi using one of these numbers:

Alf taxi
Phone: +7 (7172) 57-47-57, +7 (707) 574-75-70
Hours: Around the clock

Favorit Astana taxi
Phone: +7 (7172) 96-51-00, +7 (702) 891-05-05
Hours: Around the clock

Tulpar Astana taxi
Phone: +7 (7172) 94-79-47, +7 (701) 737-08-08
Hours: Around the clock

More travel information, including Astana city map, airline companies’ information, car rental services, restaurants, hotels, entertainment, sport, shopping, etc. on: [http://www.edgekz.com/](http://www.edgekz.com/)
Astana attractions

Baiterek Tower is one example of the futuristic architecture in the newborn city. Nicknamed “Chupa Chups” by the locals due to its similarity to a giant lollipop, this 97 meter high building offers a great view of the city as well as an art gallery, an aquarium and a restaurant. In the center of the top sphere, the President Nazarbayev has made a golden palm print where visitors may put their own hands.

Khan Shatyr is a giant transparent tent big enough to hold 10,000 people. The 150m-high tent has a 200m elliptical base covering an area larger than 10 football stadiums and contains a park, a shopping and entertainment area with squares and cobbled streets, a boating river, minigolf and an indoor beach resort. It even contains its own monorail with several stops.

Duman. An entertainment complex consisting of an oceanarium, 3D theatre, dome area, souvenir shops and cafes. The aquarium is unique for being located over 3,000 km away from the ocean! It has more than 2,000 sea inhabitants, the representatives of 100 species of sea fauna from different parts of the world. You can also see "Mermaid" and sharks-feeding shows at the aquarium.

The President’s Museum of Kazakhstan is built like a yurt with a dome resembling a mosque. It holds exhibitions about the history of the country. The main attraction is a replica of the Golden Man costume, a warrior’s suit that was found in a tomb East of Almaty. It contains more than 4,000 gold pieces and the original was considered too fragile to be put on display (it is now kept safe in the national bank).
2. Almaty

The word “Almaty” in Kazakh people language means “grown with apple trees”. The first Kazakh scholar Chokan Valikhanov observed: “Almaty city was known for its trade and was a trading post on a high road.” Apples were no doubt one of the important commodities.

The city has a population of 1.5 million. Despite the loss of its capital status, Almaty remains the largest financial, economic and cultural center of Central Asia. It accommodates numerous business centers, theaters, museums, art galleries, exhibition halls and countless modern entertainment complexes (ultra modern movie theaters, casinos, nightclubs, parks, restaurants, cafes and etc.)

Almaty is located in an area of extensive geologic risk, being subject to both earthquakes and mudslides. Almaty city suffered from severe earthquakes in 1887 and 1911 and a mudflow down the Malaya Almaatinka in 1921 caused considerable destruction and loss of life. To reduce the risks of future mudslides, an artificial landslide was precipitated by explosives in 1966 to dam nearby Medeo gorge. The 330-foot dam that resulted proved its worth in 1973 by holding back a potentially catastrophic mudslide. Later improvements have raised the dam to 460 feet and further improved the security of Almaty.

Almaty is now a major industrial center, with the food industry accounting for about one-third of its industrial output and light industry one-fourth.

Official website: http://www.almaty.kz


For Almaty city map visit: http://www.kazakhstan.orexca.com/img/hotels/almaty/map_almaty.gif

Almaty transportation system

In the city center, majority of places of interest are within a walking distance. Public transport is no longer under state control and is being actively privatized. Buses, trams or trolleybuses move around the city until 10 pm after which time only taxis are available.

Airport

Almaty airport is located 15 km from the city center. You can take a taxi or the bus 492 running from the airport through the main streets of the city. It is better to avoid using private taxi drivers (cars without taxi signs) and to find a regular taxi although it may be a little more expensive ($10 to $20). Depending on the driver, you will not always be able to pay in dollars. Some hotel offer picking you up to the airport. When making your reservation, you may check if it is possible.

Almaty international airport website: http://www.alaport.com/

Train

Almaty has two train stations which are not too far from the city center:
Almaty-1 (Alma-Ata 1) 1 Stantsionnaya Street, Almaty Phone: + 7 727 296 3392
Almaty-2 (Alma-Ata 2) 1 Abilai Khana Prospekt, Almaty Phone: + 7 727 296 1544

You can find train schedule and buy tickets online at: http://www.russia-ukraine-travel.com/almaty-trains.html

Taxis

Taxis can be ordered by phone to 058 or 007. Buses, trams

For trams, trolleybuses and state owned buses the fee is 80 KZT. There are plenty of private buses (their numbers have three digits and begin with 4 or 5), which charge more than 100 KZT. Month transport tickets are available until the eighth day of each month for trolleybuses and trams from ticket collectors.

For bus station addresses, buses, trams, trolleybuses maps and taxi telephone numbers please visit: http://www.russia-ukraine-travel.com/almaty-trains.html
Almaty attractions

Koektoebe (Green hill) is a nice place to relax and enjoy the view of the city. The green hill is situated in the South-East of Almaty and is easily accessible by bus nr. 95 or 99 (final station). Entrance fee: 100 KZT. On top of the hill you can find an amusement park, a small zoo, cafés, souvenir shops as well as many benches from which you can enjoy the panorama.

The 28 Panfilov Heroes Memorial Park honors the men from Kazakhstan who died on the battlefields of the Second World War against Nazi fascism. There is an "eternal flame" by the war memorial. There is an Orthodox church built in 1870 without a single nail with a metallic steeple.

Medeu is the highest Olympic size ice stadium. More than 180 world records were made on this ice. It is enjoyable to visit in winter. Tipsy teenagers teeter across the ice, colored lights and loud pop create a slightly surreal but fun ambiance. There is also a large mountain-water swimming pool just below the ice rink, open in summer.

The Presidential Palace: Though the scenery and architecture is breathtaking, you will not be allowed to go inside. If the guards are out front, it means the President is there. The National Museum is located just the opposite to Presidential Palace. Its features displays on Kazakh history, from prehistoric times through the Mongol periods to the present. A 45-minute guided tour is available, but only in Russian.
3. Karaganda

Karaganda, also spelled Karagandy, means in Kazakh "black city". Karaganda, the city and administrative center of Karaganda oblast (region), is situated in the center of an important coal basin. The city has a population of about 484,400 (2013) on a territory of 550 sq.km.

The first settlement appeared in 1856 and small-scale coal mining began in 1857 to supply a nearby copper smelter. Mining ceased in Karaganda in the 1920s but expanded quickly after 1931 following completion of a railway link and a decree that Karaganda basin was to be developed as a major coal-mining area to supply industry in the Urals of Russia. Forced labor was extensively used in Karaganda development. Karaganda city importance increased during the Second World War when the German army occupied Donets Basin and Parkhomenko coalmining machinery works was among those evacuated to Karaganda.

Currently, Karaganda is one of the largest industrial cities of Kazakhstan and plays an important role in Kazakh economy and cultural life. Coal mining and the production of coal-mining machinery still dominate in Karaganda industry, but there are also major iron and steel works, utilizing ore from Karazhal and Lisakovsk. In addition, there are large cement plants, food and other light industries.

Karaganda consists of several dozen settlements, but there are two main areas, the Old and New towns. Karaganda Old Town grew up in a haphazard fashion in the early years and includes more than 20 settlements.

Find more information at:
http://www.kazakhstan.orexca.com/karagandinskaya_oblas t_kazakhstan.shtml

Karaganda transportation system

Airport
Karaganda Sary-Arka Airport is one of the biggest in the Central Asia. Known as the Air Gateway to the Karaganda region, the airport is situated 22 km to the Southeast from Karaganda and 200 km from Astana.

Karaganda International Airport website:
http://kgf.aero/eng/

Train
Railway train station is in the center of Karaganda. Railways of Karaganda train station connect most of Kazakhstan cities as well as CIS countries and Russia.

You can also check the schedule and buy tickets online at:
http://www.railways.kz/en

Bus
The central bus station is located next to the train station where buses are available going to cities around Karaganda, such as Temirtau, Saran, Shakhtinsk, as well as farther destinations in Kazakhstan, Russia and other CIS countries.

You can check the schedule and buy tickets online at:
http://www.karaganda.kz/avtovokzal (not available in English)

The price of the ticket does not depend on your destination and cost 80 KZT for one way trip. You can buy a monthly travel pass for public transport at any post office or auto station.

Taxi
The cost for taxi, depending on destination of the travel will be from 300 to 600 KZT one way. You can call taxi using one of the phone numbers mentioned on the following website: http://gotaxi.kz/spisok/taxi_karagandy/

14 CIS: Commonwealth of Independent States: Armenia, Azerbaijan, Belarus, Kazakhstan, Kyrgyzstan, Moldova, Russia, Tajikistan, Turkmenistan, Ukraine and Uzbekistan.
Karaganda attractions

The Palace of Culture miners is one of the main attractions of Karaganda. It was built in 1940 and put into operation in 1952. The palace is a symmetrical composition of three volumes. The main body consists of a theater complex - the auditorium with 1,000 seats, the lobby, the upper and lower lobby, the upper and lower lateral margins.

Bukhar-zhyrau square: Bukhar-zhyrau Kalkamanuly (1693-1787) was a poet, bard, advisor of Khan Abylai. Life and work Bukharzhyrau are closely linked to Saryarka. Do not take for granted information about the poet’s birth, childhood, biography and death. However, based on legends and preserved in the people zhyrau poetic heritage, in recent years, some scientists have suggested that Bukhar-bard was born near Bukhara and it was named in honor of the city.

Stella of independence was built in 2006. Its four sides represent the fearlessness of a lion, the vision of a falcon, the physical power and strength of a bull, the quickness, speed and plastic of a deer and the cunning foxes and resourcefulness in their struggle against the enemies. You can also find designs with national powerhouses.

Karlag (Karaganda Prison Camp) was one of the thousand prison camps called GULAG (or Main Department of Prison Camps). Organized during the time of mass political repressions in the Soviet Union in 1930’s, the Administrative center of Karlag was located in Dolinka Village (50 km to Southwest of today’s Karaganda city).

More attractions at:
4. Temirtau

Temirtau is one of the biggest cities in Karaganda region. In 1945, October, 1st the Samarkand settlement was granted city status and renamed Temirtau ("Iron Mountain" in Kazakh). Temirtau, city of metallurgists, is a huge industrial base for the Republic.

ArcelorMittal in Temirtau history:

In 1995 Karaganda Steel Works entered LNM Group (from December 2004 Mittal Steel Company) and was registered as Ispat Karmet. Some mines of Karaganda coal basin were added to Ispat Karmet and the Coal Department was established. In December 2004 Ispat Karmet was renamed into Mittal Steel Temirtau due to the change of the brand. With the merger of two world largest steel manufacturers, Arcelor and Mittal Steel Company in September 2007 Mittal Steel Temirtau was renamed into ArcelorMittal Temirtau. ArcelorMittal Temirtau is the largest full cycle metallurgical plant in Kazakhstan of the capacity 4 mt of steel a year. ArcelorMittal Temirtau plant benefits from close resource locations as iron, manganese ores, coking coal deposits, water and energy.

During its almost half-century history the plant was developing with new operations and a wider products range. Temirtau is situated on the left bank of the river Nura, only 35 kilometers from Karaganda city. Temirtau has a population of 181,100 people (2013) with about 100 different nationalities, including Russians, Ukrainians, Kazakhs, Byelorussians, Azejbardani, Armenians, Tatar, Germans who live peacefully with each other. Temirtau is a rich city with its attractions: historical monuments, parks, squares, churches, mosques, museums, cinemas, etc. Metallurg Street is the center of the city and one of the best places in the city.

Shopping centers

**Supermarket Ayan-Passage**  
Address: Nezavisimost Avenue, 25  
Telephone: 8 (7213) 95-44-19

**Supermarket Korzina**  
Address: Metallurgov Avenue, 33

**Supermarket Life**  
Address: Metallurgov Avenue, 3  
Telephone: 8 (7213) 91–08–04

**Shopping mall Alem**  
Address: Metallurgov Avenue, 22a  
Telephone: 8 (7213) 95-85-65

**Shopping mall City Center**  
Address: Mira Avenue, 71/2  
Telephone: 8 (7213) 93-72-72

Temirtau transportation system

Transportation of Temirtau includes: buses, trams and taxi.

**Airport**

As a relatively small city, Temirtau does not have an airport. The two closest airports are Karaganda International airport (1 hour by driving) and Astana International Airport (3 hours driving).

There is central bus station in Temirtau with connection to near cities such as Karaganda, Saran, Astana, etc.

You can check tickets, prices and availability of places by phoning +7 721 392 4239.

**Bus**

Public buses and trams are available around the city. Buses cost 70 KZT to any destination one way and trams (free for ArcelorMittal employees with electronic pass or cost 50 KZT).

**Taxi**

There is plenty of taxi available in Temirtau. It is safe to travel by taxi with official taxi sign and it’s advised to order a taxi on the phone rather than catching a taxi on the street. Taxi cost during the day is from 300 to 400 KZT, during night time from 350 to 450 KZT depending on the destination.
**Temirtau attractions**

Monument to Metallurgists was created by A. Bilyk in 2001. The monument is made of stainless steel and bronze.

Nursultan Nazarbaev Museum is a museum of the first president of Kazakhstan. The construction of the museum finished in 2011.

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**II. Communication**

**1. Local and international calls**

The international dialing code for Kazakhstan is +7. The outgoing code is 10 followed by the relevant country code. If you are dialing international number from ArcelorMittal Temirtau offices, use 810 and then a country code.

Country codes: [http://www.wtng.info/wtng-cod.html](http://www.wtng.info/wtng-cod.html)

Roaming agreements exist with most international mobile phone companies and reception is good around the main cities.


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**2. Mass media and press in Kazakhstan**

Newspapers, magazines, televisions channels and radios stations are available in several languages as Kazakh, Russian, Ukrainian, Polish, English, German, Korean, Uigur, Turkish, Dungan, etc. Programs of the BBC, CNN, Deutsche Welle, Freedom Radio Station, Polish TV Polonia, Russian and other TV channels are widely telecast. Over 80 representatives of foreign mass media from 20 countries including the largest news agencies such as the BBC, Associated Press, Interfax, France Press, Xinhua, Reuters, ITAR-TASS, Bridge news, etc. are accredited in Kazakhstan.

Kazakhstan government controls the printing presses and most radio and TV transmission facilities. It operates Kazakhstan national radio and TV networks.
Appendix

1. Useful contacts

**Useful contacts ArcelorMittal Steel Division**

General Director (assistant) +7 721 396 9973
Finance Department +7 721 396 5508
+7 721 396 9929
IT and Telecommunication +7 723 196 6547
HR department +7 721 396 5637
Payroll +7 721 396 5762
Supply department +7 721 396 5116
Marketing department +7 721 396 5611
Protocol department +7 721 396 5077
Press and media +7 721 396 5350
Social matters +7 721 396 0570
Linguistic support +7 721 396 5465
Trade Union +7 721 396 5271
Post +7 721 396 5037
Production department +7 721 396 5756
Health and Safety department +7 721 396 5545
Control Group (Transport dptm) +7 721 396 5156
Legal department +7 721 396 5283
Training department +7 721 396 5166

**Useful contacts ArcelorMittal Coal Division**

General Director (assistant) +7 721 249 2471
Finance Department +7 721 249 3598
HR department +7 721 249 3685
Payroll +7 721 249 3209
Protocol department +7 721 396 5077
Social matters +7 721 249 3209
Trade Union +7 721 249 3232
Post +7 721 249 3482
Production department +7 721 249 3068
Health and Safety department +7 721 249 3601
Control Group (Transport dptm) +7 721 396 5156
Legal department +7 721 243 0901
Accounting +7 721 396 5409
Reception +7 721 249 2441
Information service +7 721 249 2209
Useful contacts ArcelorMittal Orken

General Director +7 721 396 9940
Finance Department +7 721 396 5186
IT and Telecommunication +7 721 396 1801
HR department +7 721 396 5425
Payroll +7 714 333 8473
Linguistic support +7 721 396 0512
Trade Union Lisakovsk +7 714 339 2256
Atansor +7 716 392 0481
Atasu +7 710 382 6292
Kentobe +7 701 285 6102
Production department +7 721 396 9940
Health and Safety department +7 721 396 5270
Transport department +7 721 396 9923
Accounting +7 721 3965681

Important phone numbers

Environment protection department hotline +7 721 396 5479
Health and Safety department hotline +7 721 396 5251
Emergency medical help +7 721 396 0122
Or: 103
Fire brigade +7 721 396 0101

Fire brigade 101
Police 102
Ambulance 103

Useful websites

ArcelorMittal websites:
http://www.arcelormittal.com
http://www.myarcelormittal.com/1intranet/home/Pages/Home.aspx

ArcelorMittal Kazakhstan website:
http://www.arcelormittal.kz/

Information on Kazakhstan:
http://aboutkazakhstan.com
http://www.kazakhstan.orexca.com

Kazakhstan work permits information:
http://www.wpk.kz/

Health & safety requirements:
www.internationalsos.com

List of Embassies in Kazakhstan
http://embassy.goabroad.com/embassies-in/kazakhstan

Astana:
http://www.astana.kz/en/
http://visitkazakhstan.kz/en/guide/places/16/0/

Almaty:
http://aboutkazakhstan.com/almaty-city
http://www.kazakhstan.orexca.com/almaty_kazakhstan.shtml
http://www.kazakhstan.orexca.com/img/hotels/almaty/map_almaty.gif

Karaganda:
http://www.kazakhstan.orexca.com/karagandinskaya_oblast_kazakhstan.shtml

Shopping centers in Karaganda:
http://www.citymall.kz/
http://www.karaganda.magnum.kz/

Temirtau:
### 3. Useful phrases in Kazakh and Russian

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<th>Kazakh</th>
<th>Russian</th>
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<td>Good morning!</td>
<td>Qayirly Tan [Ka-ihr-ly Tan]!</td>
<td>Dobroe utro!</td>
</tr>
<tr>
<td>Good evening!</td>
<td>Qayirly Kesh [Ka-ihr-ly Kesh]!</td>
<td>Dobry vecher!</td>
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<td>How are you?</td>
<td>Qalynyz Kalai [Ka-ly-nyz Ka-lai]?</td>
<td>Kak dela?</td>
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<td>What's new?</td>
<td>Qandai zhanalyk bar?</td>
<td>Chto Novogo?</td>
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<td>My name is...</td>
<td>Menym atym...</td>
<td>Menya zovut…</td>
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<td>It is nice to meet you.</td>
<td>Sizben tanyskanyma ote kuyanyshtymyn. [Syz-behn tah-nys-kah-nyh-ma au-teh kuh-ah-nysh-tyh-myn]</td>
<td>Priyatno poznakomitsya</td>
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<td>What do you do for a living?</td>
<td>Kim bolyp zhumys isteisiz?</td>
<td>Chem vy zanimaetes?</td>
</tr>
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<td>Where are you from?</td>
<td>Siz qai elden keldiniz?</td>
<td>Otkuda vy rodom?</td>
</tr>
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<td>Thank you!</td>
<td>Rakhmet!</td>
<td>Spasibo!</td>
</tr>
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<td>Excuse me</td>
<td>Keshiriniz</td>
<td>Izvinite.</td>
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<td>I don’t understand</td>
<td>Tusinbedim</td>
<td>Ya ne ponimau.</td>
</tr>
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To find useful phrases in particular situation (at the restaurant, at the bank etc…) please visit the following website: [http://prosites-kazakhembus.homestead.com/sayitinkazakh.html](http://prosites-kazakhembus.homestead.com/sayitinkazakh.html)
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