

## Appendix 8. Feedback Questionnaire



Dear reader!

You have just read PJSC Rostelecom's Sustainability Report 2018.

We strive to maintain most transparent and honest dialogue with all stakeholders, and we would be grateful for your responses to the questions below to help us improve the Company's reporting quality.

Which stakeholder group are you in?

- > Shareholder
- > Investor
- > Employee
- > Partner/contractor/supplier
- > Customer
- > Government authority representative
- > Public organisation/local community representative
- > Environmental organisation representative
- > Mass media representative
- > Academic/expert community representative
- > Other group: \_\_\_\_\_

1. Have you found material information on the issues you are concerned with in the Report?

- > Yes, full
- > Yes, partial
- > No
- > I have just looked through the Report

2. Which information included in the Report was of most interest to you?

3. Which information did you find the least interesting?

4. Which topics of interest are not included in the Report?

5. Please assess this Report against the following criteria:

<b>General impression</b>	excellent <input type="checkbox"/>	good <input type="checkbox"/>	satisfactory <input type="checkbox"/>	unsatisfactory <input type="checkbox"/>	not sure <input type="checkbox"/>
<b>Completeness of the information you are interested in</b>	excellent <input type="checkbox"/>	good <input type="checkbox"/>	satisfactory <input type="checkbox"/>	unsatisfactory <input type="checkbox"/>	not sure <input type="checkbox"/>
<b>Accuracy and objectivity of information</b>	excellent <input type="checkbox"/>	good <input type="checkbox"/>	satisfactory <input type="checkbox"/>	unsatisfactory <input type="checkbox"/>	not sure <input type="checkbox"/>
<b>Clarity and ease of understanding of the information</b>	excellent <input type="checkbox"/>	good <input type="checkbox"/>	satisfactory <input type="checkbox"/>	unsatisfactory <input type="checkbox"/>	not sure <input type="checkbox"/>
<b>Structure and convenience of information search</b>	excellent <input type="checkbox"/>	good <input type="checkbox"/>	satisfactory <input type="checkbox"/>	unsatisfactory <input type="checkbox"/>	not sure <input type="checkbox"/>
<b>Layout and design</b>	excellent <input type="checkbox"/>	good <input type="checkbox"/>	satisfactory <input type="checkbox"/>	unsatisfactory <input type="checkbox"/>	not sure <input type="checkbox"/>

6. What would you recommend to improve the Company's performance?

7. Other comments and recommendations on the Report:

8. If you wish to get a response to your comments, please leave your contact details:

Name \_\_\_\_\_

Organisation \_\_\_\_\_

Position \_\_\_\_\_

Phone/e-mail \_\_\_\_\_

**THANK YOU FOR YOUR FEEDBACK!**

**For access:**

to the interactive version of PJSC Rostelecom's Sustainability Report 2018, please use the QR code



to the interactive version of PJSC Rostelecom's Annual Report 2018, please use the QR code



to the digital version of the feedback questionnaire, please use the QR code

