



MPRL E&P Pte Ltd.

Community Operational Grievance Mechanism

DOCUMENTED GRIEVANCES FROM Mann Field

Accessibility, Predictability and Transparency for the Community

Wherever business enterprises operate, their activities will bring them in contact with local communities. Sometimes these contacts are mutually beneficial, but on occasion problems arise with some of them being serious.

There have been many well-documented situations where serious harm has occurred as a result of companies' activities. It is now over 10 years since the United Nations Human Rights Council adopted the Framework "Protect, Respect, Remedy", which led to the UN Guiding Principles on Business and Human Rights.

Since the adoption of the UNGP, there has been some progress in terms of companies creating Operational-level Grievance Mechanism (OGM) and understanding their usefulness. OGMs are directly addressed in Guiding Principle 29, which calls on businesses to "establish or participate in effective operational-level grievance mechanisms for individuals and communities who may be adversely impacted", in order to make it possible for grievances to be addressed early and remediated directly.





UNITED NATIONS

UN Guiding Principles

The UN “Protect, Respect and Remedy” Framework and its companion instrument, the UN Guiding Principles, state companies have a responsibility to respect human rights. As part of this obligation, companies should provide access to remedies for individuals, workers and/or communities who may be impacted by their activities by establishing a grievance mechanism (GM) to handle complaints. In accordance with Principle 31 of the UN Guiding Principles, GMs should be legitimate, accessible, predictable, equitable, transparent, rights-compatible, a source of continuous learning and based on engagement and dialogue.

In a country like Myanmar where natural resources are abundant, Oil and Gas exploration and production plays an important role in positively impacting Myanmar’s economy. When undertaking oil & gas exploration and production, the local communities where we operate may sometimes have concerns or grievances based on the potential impacts that our operations may have on them.

A mechanism to address affected communities’ concerns and complaints -- an Operational Grievance Mechanism (OGM) -- is an important pillar of the stakeholder engagement process, since it creates opportunities for companies and communities to identify problems and discover solutions together. There are several models of grievance mechanisms and multiple roads to remedy and multiple kinds of remedies -- OGMs fit within this remedial ecosystem.





1. The OGM at MPRL E&P

The OGM at MPRL E&P is a process for systematically receiving, investigating, responding to, and closing out complaints or grievances from affected communities in a timely, fair and consistent manner. Our grievance management system aims to be based on dialogue with our stakeholders first and foremost, and is designed to prevent any retaliation risks. We consider this to be essential in order to maintain a social license to operate in Mann Field.



U Sithu Moe Myint
Country Manager
MPRL E&P Pte Ltd.

If the local community is negatively affected by our operations, they can submit their grievances to us in three different ways. The first method is to submit their grievances through writing. We have a letterbox in each of the 14 villages within our project area. The second option is to contact us directly by phone to our offices. The third method is to contact the community volunteers in each of the villages.

MPRL E&P works closely with the Operator of Mann Field, Myanma Oil and Gas Enterprise (MOGE), providing advice, support, and guidance. The objective is to enable local communities to have a voice and to ensure impact associated with operations affecting the environment and surrounding communities are solicited, monitored, and effectively addressed.

We aim to solve all grievances quickly. Depending on the severity level of a grievance and the type of issue raised, the response to the complainant can take anywhere between first 24 hours in cases where immediate resolution is necessary and/or possible up to a maximum of 30 days in cases (rare, if within our sphere of influence) where detailed investigations or resolutions are required.

To encourage the accessibility by stakeholders, the existence of OGMs and details of processes must be known to them. Information for the potential users of the OGM and wider communication to the general public are essential.

1.1 Objectives

MPRL E&P aims to:

- Implement a safe and secure system that effectively receives complaints/concerns associated with our operations.
- Provide stakeholders with an opportunity to develop a partnership with MPRL E&P by working together to minimize risk and address concerns
- Resolve concerns received in a timely manner with all primary stakeholders involved in a confidential space
- Ensure the views of each complaint are respected and not discriminated against





2. Our OGM Journey

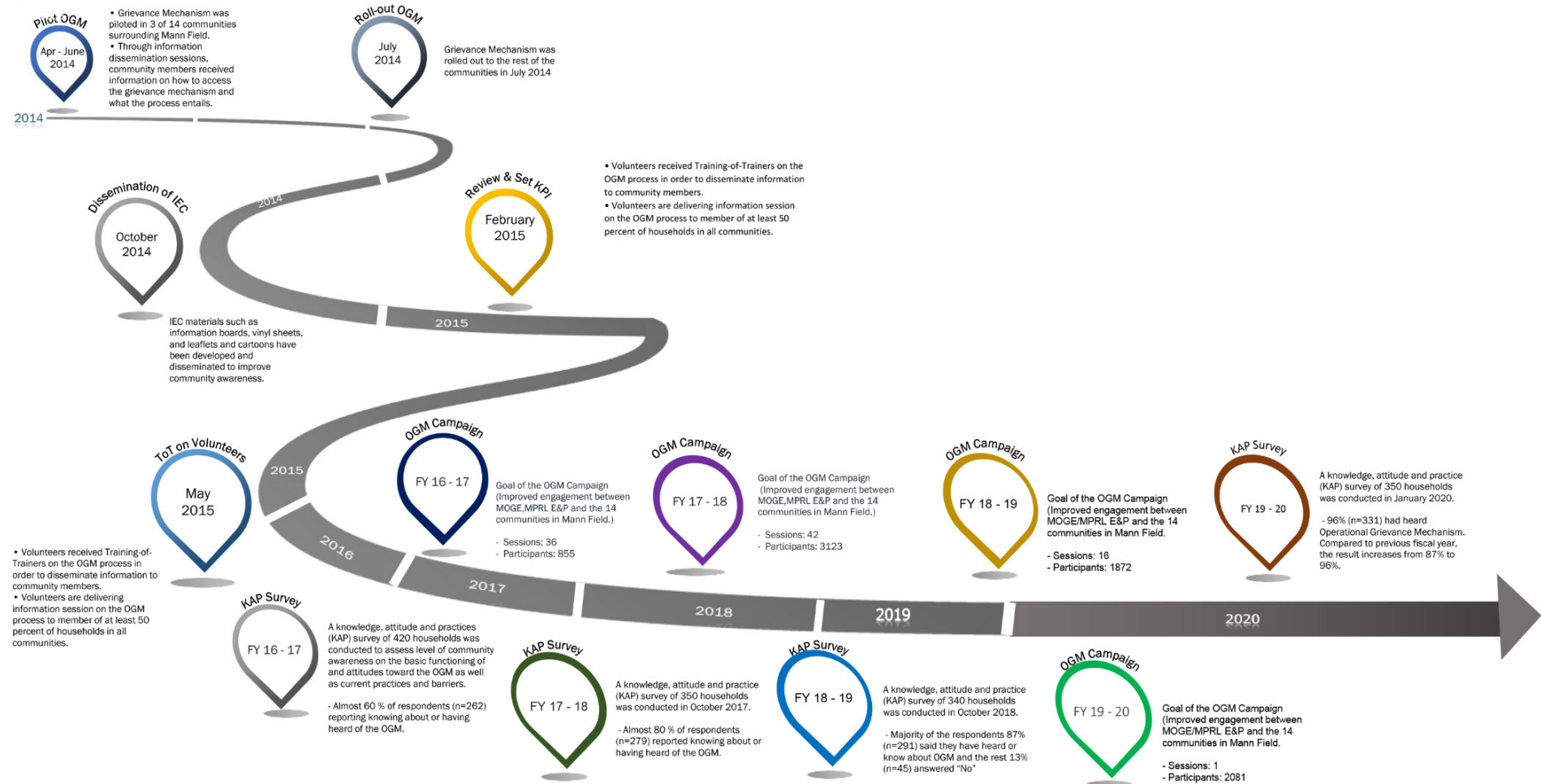
As part of MPRL E&P's outreach and awareness building, community volunteers and CSR field team regularly conduct information sessions for Mann Field communities, split up into small groups for them to better understand how the complaint will be handled and the types of remedy the company can, or cannot, provide and the timelines for the remaining steps in the procedure. Communities are provided a variety of access points so that they can lodge a grievance in a manner convenient to them. The access points are publicized as part of the company's outreach and awareness building.



Ms. Vicky Bowman
Director Myanmar Centre
for Responsible Business
(MCRB)

“ What was really innovative about the MPRL OGM was that it was the first time a Myanmar company had based a complaints grievance mechanism on the UN Guiding Principles on Business and Human Rights. It was also innovative in the way it used volunteers, who were embedded in the villages and they were from the villages and were therefore trusted by the villagers in a way that somebody coming directly from the company would not be. ”

At each MPRL E&P operated site a grievance expressed by our stakeholder goes through the below 5 step process.



3. MPRL E&P's Operational Grievance Mechanism Process

Receive & Acknowledge

Grievances can be expressed in local languages and lodged in writing, by phone to our offices and through our community volunteers. Each grievance is acknowledged once received, and the complainant is informed of the next steps.

Assess & Assign

Once we receive a grievance, we assess its severity. CSR Field Staff reports to MPRL E&P's Field Operations Manager and MOGE General Manager and coordinates with assigned staff who will follow through to ensure that the issue is investigated by respective department that are best suited to do so. The complainant is then responded to in due course. If there may be grievances with high severity levels, they are escalated to executive management level.

Investigate & Respond

The CSR Field Coordinator and the respective departments investigate the grievance and respond to the complainant informing them about the proposed resolution. In some cases, more information may be requested from the complainant to ensure a thorough investigation.



Close Out

We strive for our community grievance process to be based on dialogue where a resolution can be found together with the complainant. Remedies are proposed depending on the case. If the solution is not satisfactory, the complainant can appeal, in which case the grievance will be re-evaluated. Once the complainant accepts the solution, the grievance is considered resolved.

Lessons Learned

A key step in the process is regular review and extraction of lessons learned from the grievances received. Grievance trends are regularly discussed with executive management and at project sites for improvements to the grievance management process itself.





Daw Ohn Kyin

Auk Kyaung Village

“ I have heard about of the OGM through information sessions held at the village’s Damaryone, pamphlets and Community Volunteers. I also took part in the OGM Awareness Raising Campaigns and got prizes two times. There was an unused water pipeline in my yard and because of it I could not build my house. So I submitted a letter to MPRL E&P, requesting to take away the unused water pipeline. Officials came to my place and inspected if the water pipeline was not in use at all. After confirming its inoperativeness, the water pipeline was removed

within a week from my submission date. As a result, I could build my house without barriers in my yard. I am grateful to the company for acting in good faith. I would like to tell anyone who wants to submit a letter to do so through the village administrators and Community Volunteers. ”



4. Operational Grievance Mechanism (OGM) Awareness Raising Campaign in Mann Field

MPRL E&P has been organizing OGM awareness raising campaign for four years now. Before the OGM awareness raising campaign was kicked off, MPRL E&P had conducted knowledge, attitude and practice (KAP) survey to determine the awareness level on OGM; to explore the satisfaction level of complainants; and to identify process improvements required. The campaign design was made based on the KAP survey results. The CSR team always keeps awareness actionable and strive to achieve the underlying goal of this awareness campaign – improved engagement between MOGE, MPRL E&P and 14 surrounding communities of Mann Oil Field.



The school children groups from 11 schools had to prepare performance over a theme song on OGM developed by CSR & Communications team at the CSR Open Day and OGM Awareness Raising Campaign. As part of showcasing Mann Field's CSR activities at the event, a total of 10 CSR functional booths were set up for OGM cartoon gallery, environmental awareness and Trash Hero Minbu activities, face painting, vocational training

The OGM awareness raising campaign for 2019–2020 fiscal year was run in November 2019 in order to promote awareness and practice of Operational Grievance Mechanism (OGM) among the communities in Mann Field with the support and efforts of the community volunteers. In this fiscal year, we came up with an idea to attract the attention and participation of school children, their families, teachers, school administrators, communities, local authorities and MOGE through school children's musical contest, and display of CSR functional booths.



products including bamboo-based products, cotton bags, soaps and foodstuff so that the visitors could buy them and enhance their knowledge on the CSR initiatives in Mann Field, and take part in the fun activities themselves like face painting and OGM quiz at the respective booths. In this campaign, the four entertainment groups organized by Field Operations Team had performed the visitors as part of the program and a total of 2,081 visitors from Mann Field Communities enjoyed the event. All activities were facilitated by CSR Team, Field Operations Team, Community Volunteers, vocational trainees and VDCs. Despite awareness campaigns, there may be some people who do not know about an OGM or that it is relevant to them. In this case, community leaders also help to publicize the OGM and act as referral points. Designing a mechanism facilitated by community volunteers has proven to be successful as trust is immediately captured. In addition, strengthening the capacity of volunteers has led to improved decision making and empowerment.

5. KAP Survey Result (FY 2019–2020)

The annual OGM KAP survey was conducted in the third week and fourth week of January 2020. The target population considered for this survey was 2877 households, with a simple size of 344 households. Using simple random sampling, 360 households were randomly selected from sampling frame of 14 target communities in Mann Field. Following is a summary of the survey key findings.



- 96% (n=331) had heard Operational Grievance Mechanism. Compared to previous fiscal year, the result increases from 87% to 96%.
- 4% (n=13) had not heard of the OGM. Half of those respondents (54%) are from Let Pa Taw Village, and not living in the village.
- 95% of respondents answered they know the OGM through community volunteers (n=318), 90% also expressed that they know through pamphlets, poster and notice boards (n=300)
- It is found that majority of the respondents participated in the first OGM Campaign FY 2016-17 (83%) and the last OGM Campaign FY 2019-20 (72%).



OGM Awareness Raising Campaign (FY 2019–2020)

The OGM Awareness Raising Campaign and CSR Open Day is conducted and a total of 2081 participants joined the event.

Goal of the OGM Campaign

Improved engagement between MOGE, MPRL E&P and the 14 communities in Mann Field.

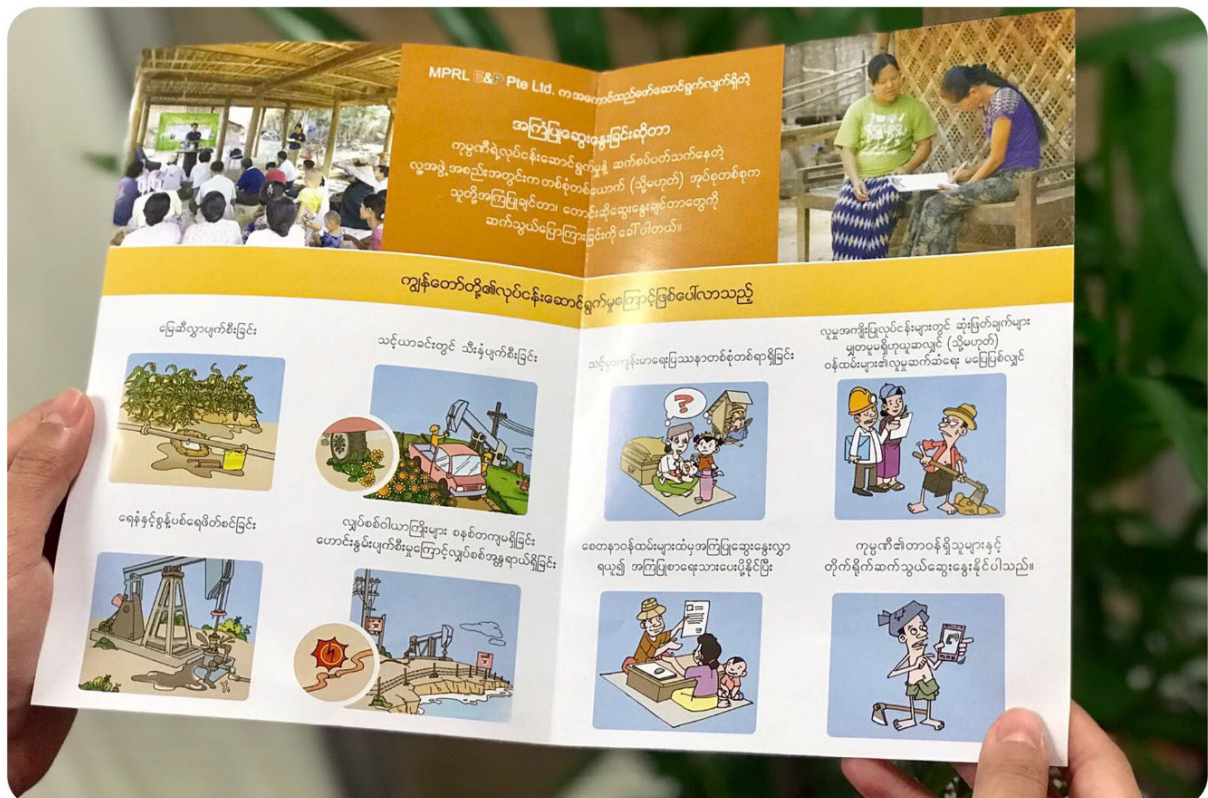
Objective of the OGM Campaign

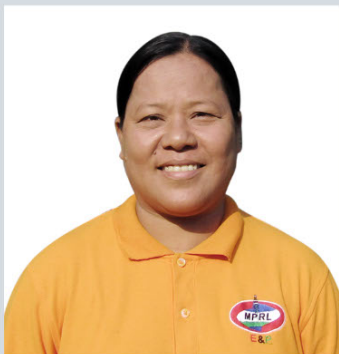
- To increase in awareness about OGM in targeted communities by 30%
- To increase by 30% in the number of respondents who can utilize the mechanism efficiently
- To increase by 10% in the level of trust in the OGM which will help build a better relationship between the three stakeholders.





OGM Key Performance Indicators (December 2020)





Daw Theingi Wan
Community Volunteer
Mei Bayt Kone Village

“ In the past, we had a lot of problems in our village. When we encountered problems because of oil production, we didn’t know where to submit our grievances. Nowadays, because of volunteers like me, they can ask me questions. They could reach out to me with their concerns. I try and go to each household to talk about the OGM. They would ask me to clarify somethings and also ask if their situation is relevant. I explain to them what can be done and what applies to them.”

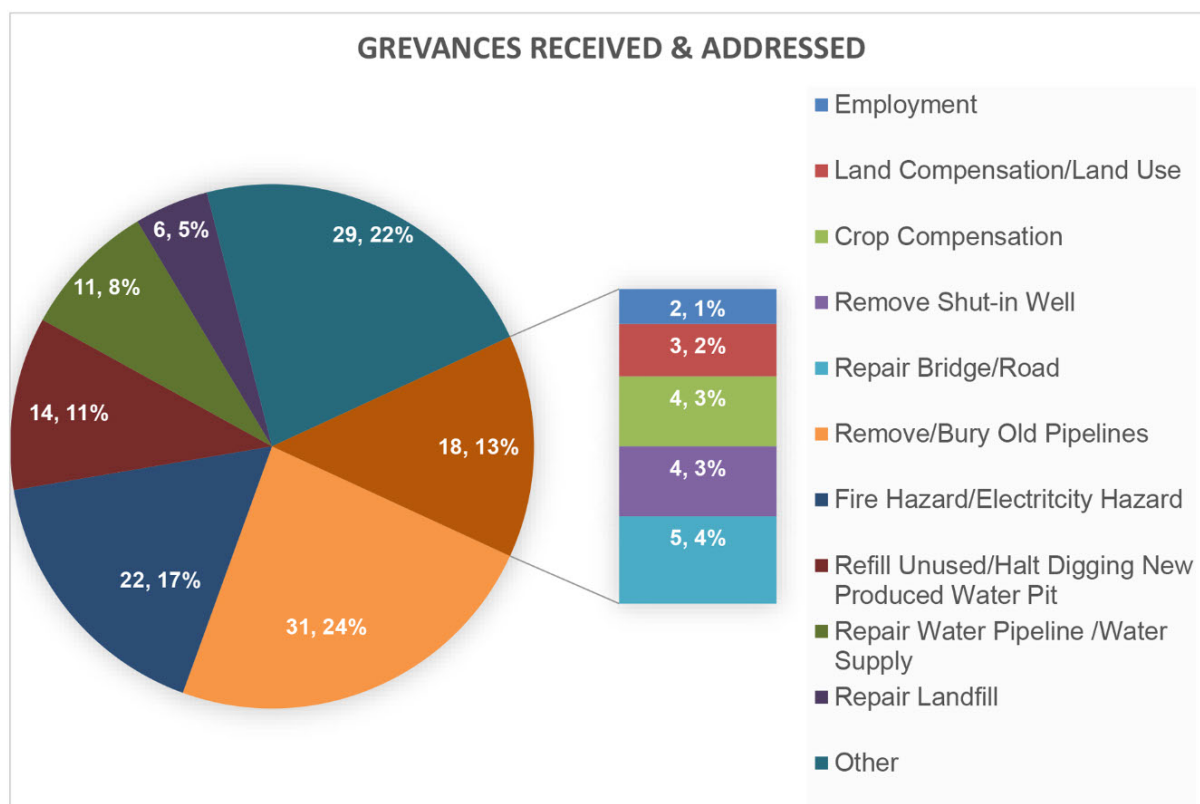


Figure2. Grievances Received and Addressed (September 2014 – December 2020)

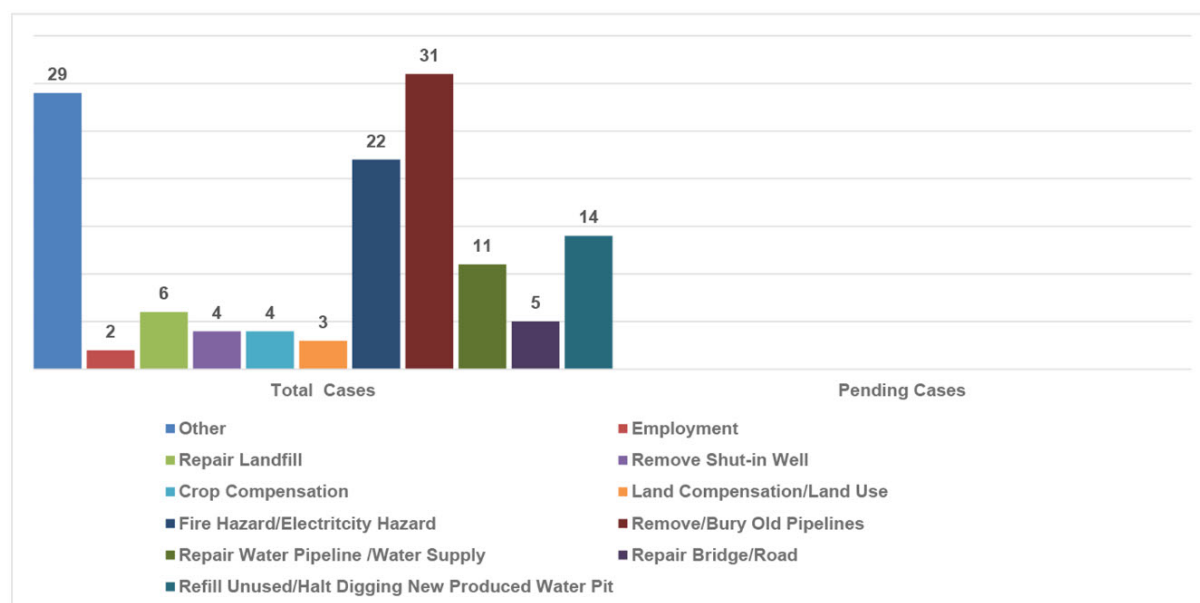


Figure 3. Total and Pending cases, by type: September 2014 – December 2020



U Soe Win
Village Administration
Mei Bayt Kone Village

“ The Operational Grievance Mechanism ensures the security of agriculture and husbandry in the farming communities. If there are any damages to our crops in our farms due to oil leakage, it is easy to inform grievances to the respective organization through community volunteers. The local CSR staff is also very helpful. Thus, the Operational Grievance Mechanism is one of the best tools for Mann Field’s communities. ”



6. Current Challenges

- Additional stakeholders are required, especially Township Land Management Committee.



U Kyaw Tun
Kyee Pin Kan-2

“ In my farmland, there were two old concrete pits that had been no longer in use. One day, I talked with U Kan Tun, a staff of MOGE Production Department and mentioned about these old waste pits which made my cultivation work difficult during the conversation. In return, he suggested that I should communicate this concern to MPRL E&P, and I contacted CSRFC accordingly. Removing the two old pits enables me to plough freely my land and grow crops in that area, much to my satisfaction. I appreciate

MPRL E&P for listening to my concern and solving the problem. It is my desire to see the company and its Operational Grievance Mechanism (OGM) to exist for a long time in Mann Field. In this regard, farmers from the community will be able to contact it whenever they encounter problems in their fields. ”

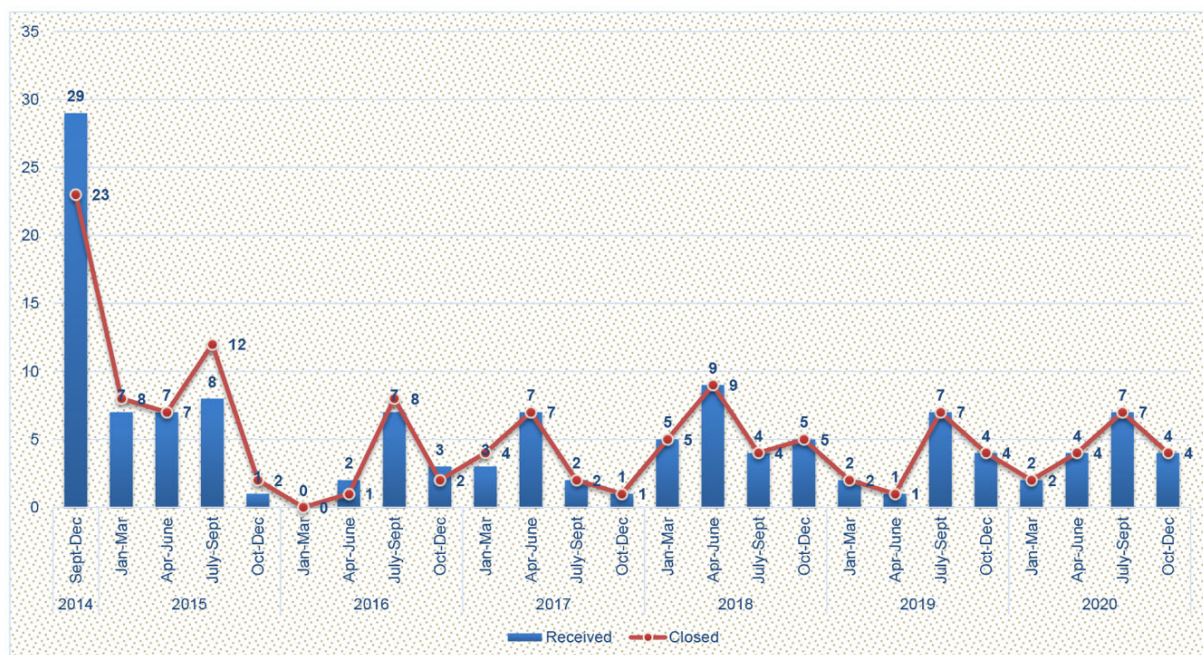


Figure 4. Received and Closed Cases by Quarterly September 2014 – December 2020



U Win Naing Soe
Mei Bayt Kone Village

I thank MPRL E&P's CSR staff who are always approachable when we have some concerns. ”

“ There was a pipeline laid across the middle of my farmland and caused a lot of problems for me when I tilled my land. I learned about MPRL E&P's OGM in a community meeting at the Damaryone in the village, so I submitted my grievance through our village community volunteer. MPRL E&P's Field Operations Team inspected it and removed the unused old pipeline the next day. Only when they removed the old pipelines, I was able to work more effectively on my farmland and till my land properly.

Overview of OGM (FY 2019–2020)



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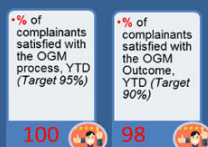
OGM cases received in this fiscal year. All of the cases met KPI and complainants are satisfied with both of the process and outcomes.

Highlights

14 Cases received in this Fiscal Year

Category	#
Fire hazard/electricity hazard	2
Refill unused/halt digging new produced water pit	1
Remove/bury old pipelines/ repair oil pipeline	5
Others	6
Total	14

KPI



OGM KAP Survey



96%

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7. Next Steps

MPRL E&P will measure the effectiveness of the OGM awareness program by tracking change in the level of community awareness of the OGM process.



Build through Excellence
Lead with Integrity

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