

M.O.G.E.

MPRL E&P

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
Chief Operating Officer &
Executive Director (COO)
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

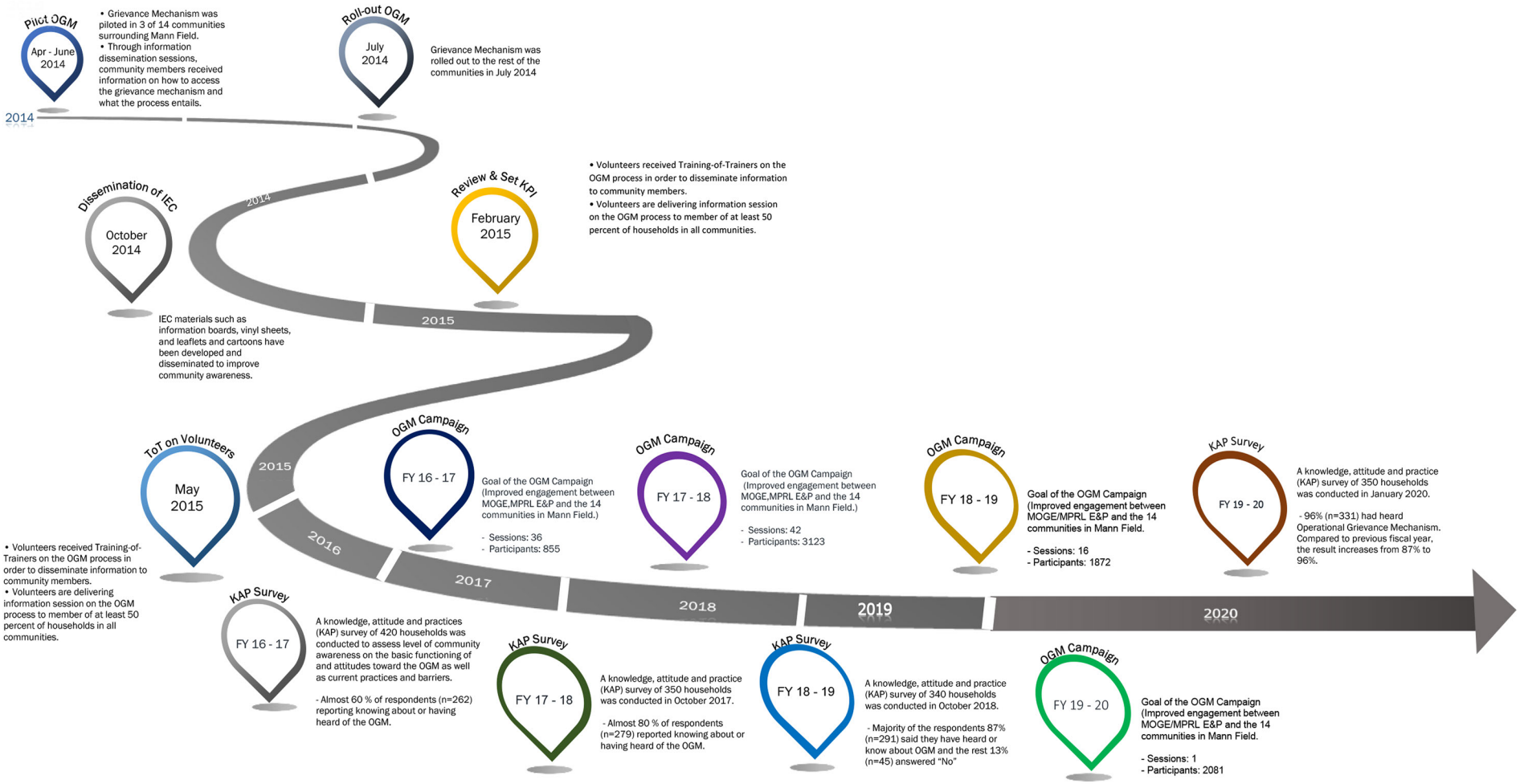
As part of MPRL E&P's outreach and awareness building, community volunteers and CSR field team regularly conduct information sessions for Mann Field communities, split up into small groups for them to better understand how the complaint will be handled and the types of remedy the company can, or cannot, 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);
Intenational Advisory Council, IHRB

"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.


Pilot OGM
Apr - June 2014
• Grievance Mechanism was piloted in 3 of 14 communities surrounding Mann Field.
• Through information dissemination sessions, community members received information on how to access the grievance mechanism and what the process entails.
Roll-out OGM
July 2014
Grievance Mechanism was rolled out to the rest of the communities in July 2014
2014
Dissemination of IEC
October 2014
IEC materials such as information boards, vinyl sheets, and leaflets and cartoons have been developed and disseminated to improve community awareness.
Review & Set KPI
February 2015
• Volunteers received Training-of-Trainers on the OGM process in order to disseminate information to community members.
• Volunteers are delivering information session on the OGM process to member of at least 50 percent of households in all communities.
2015
ToT on Volunteers
May 2015
• Volunteers received Training-of-Trainers on the OGM process in order to disseminate information to community members.
• Volunteers are delivering information session on the OGM process to member of at least 50 percent of households in all communities.
OGM Campaign
FY 16 - 17
Goal of the OGM Campaign (Improved engagement between MOGE,MPRL E&P and the 14 communities in Mann Field.)
- Sessions: 36
- Participants: 855
2016
KAP Survey
FY 16 - 17
A knowledge, attitude and practices (KAP) survey of 420 households was conducted to assess level of community awareness on the basic functioning of and attitudes toward the OGM as well as current practices and barriers.
- Almost 60 % of respondents (n=262) reporting knowing about or having heard of the OGM.
OGM Campaign
FY 17 - 18
Goal of the OGM Campaign (Improved engagement between MOGE,MPRL E&P and the 14 communities in Mann Field.)
- Sessions: 42
- Participants: 3123
2017
KAP Survey
FY 17 - 18
A knowledge, attitude and practice (KAP) survey of 350 households was conducted in October 2017.
- Almost 80 % of respondents (n=279) reported knowing about or having heard of the OGM.
OGM Campaign
FY 18 - 19
Goal of the OGM Campaign (Improved engagement between MOGE/MPRL E&P and the 14 communities in Mann Field.
- Sessions: 16
- Participants: 1872
2018
KAP Survey
FY 18 - 19
A knowledge, attitude and practice (KAP) survey of 340 households was conducted in October 2018.
- Majority of the respondents 87% (n=291) said they have heard or know about OGM and the rest 13% (n=45) answered "No"
2019
KAP Survey
FY 19 - 20
A knowledge, attitude and practice (KAP) survey of 350 households was conducted in January 2020.
- 96% (n=331) had heard Operational Grievance Mechanism. Compared to previous fiscal year, the result increases from 87% to 96%.
OGM Campaign
FY 19 - 20
Goal of the OGM Campaign (Improved engagement between MOGE/MPRL E&P and the 14 communities in Mann Field.
- Sessions: 1
- Participants: 2081
2020

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.





U Win Maung
Mei Bayt Kone Village

"I learnt about MPRL E&P's OGM by attending an information session held in my village and through the Community Volunteer. I leveraged the latter in order to inform the company that I needed to get rid of an old boiler sitting in my land plot for a very long time. I am thankful for the effort put together by the company personnel in removing the old boiler with much difficulty. Now I can plough my land freely and grow my crops without any physical barrier. I would like to suggest that the company personnel continue to support us whenever we seek consultation in similar issues in future. Thank you!"







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 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.







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

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 2021)

153 Number of Cases Field	**153** Number of Cases Addressed
7 Average Time to Feedback (days) Target 14 days	**9** Average Duration to Closure (days) Target 30 days
100 % Satisfied with the Process (Target 50%)	**98** % Satisfied with the Outcome (Target 50%)
1 Average Time to Acknowledgement (days) Target 1-3 days	





U San Htay
Kyar Kan Village

"Initially, I received anecdotal information about the OGM via a conversation among fellow farmers in my village. Then I gained some hard facts through the OGM Awareness Raising Campaigns. Aware that I can submit a complaint to the company directly, I decided to contact the Community Volunteer and requested to remove six old iron stumps in my farmland which interfered with ploughing. The Community Volunteer and the CSR Field Staff coordinated to help me get necessary documents and signatures in submitting my complaint to the company. So the process was completed smoothly. Today the six old iron stumps are gone and I can grow crops in my farmland as long as it stretches. Therefore, our family earn some extra income from the crops. Feeling satisfied with the outcome, I would share my experience with the OGM with other farmers who encounter similar issues in their land."









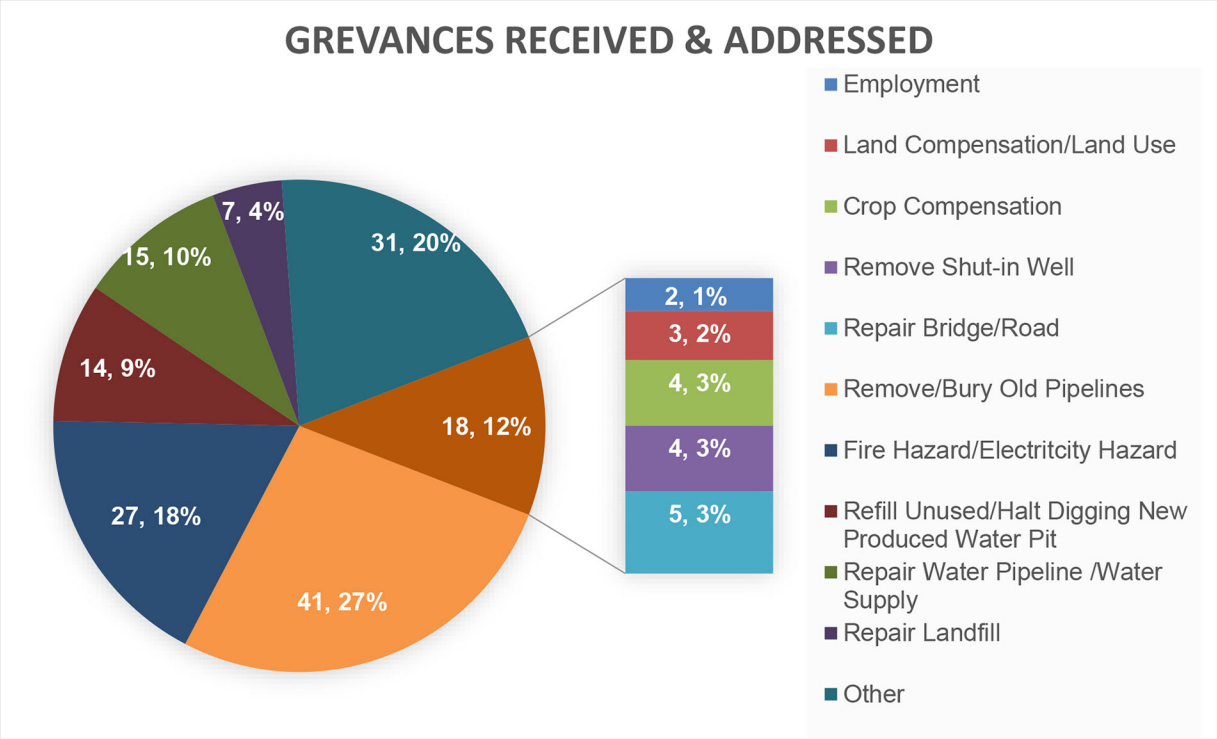


Figure2. Grievances Received and Addressed (September 2014 – December 2021)

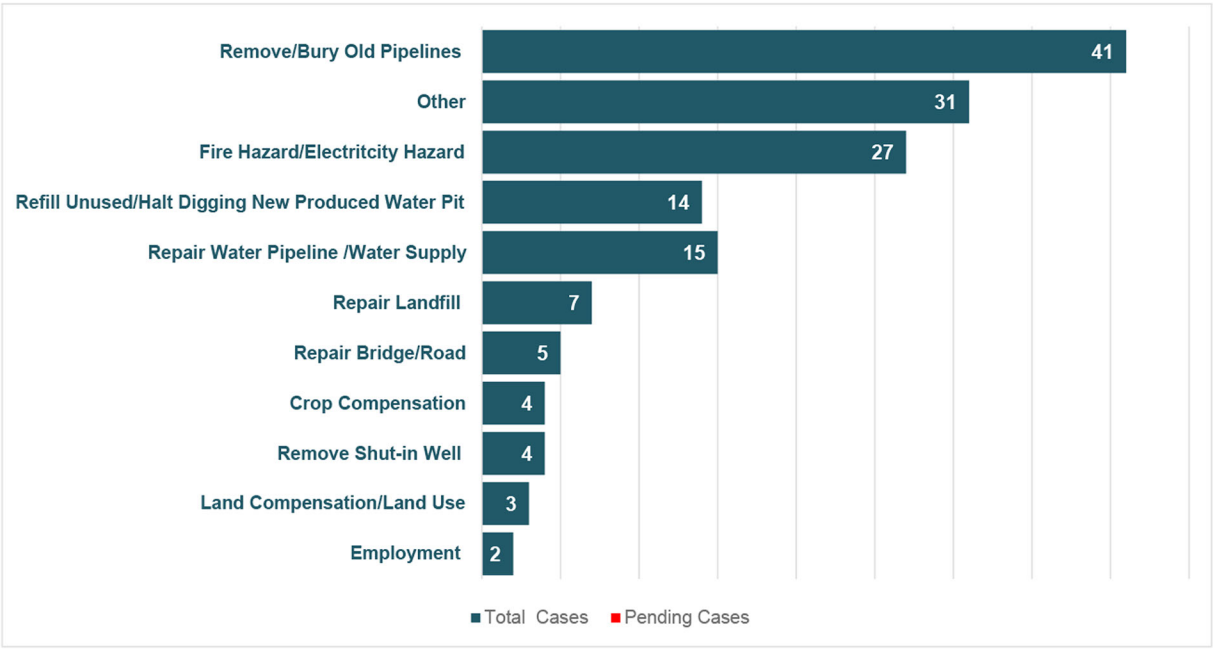


Figure 3. Total and Pending cases, by type: September 2014 – December 2021



Daw Hla Hla Win
Chin Taung Village

"I always attended information sessions and community meetings organized by the CSR Team in Mann Field. I also read the CSR bulletins regularly posted on the community noticeboards, so I am well aware of the OGM. One day, I found a tree branch had fallen on the electric cable wire connected to the well number 52 located nearby my farmland, which might cause electrical hazard, and I immediately contacted the Community Volunteer from my village. Staff from MOGE Electrical Department appeared shortly, inspected the scene and removed the tree branch efficiently. Due to their prompt action, there is no longer electrical hazard for farmers, goats and cattle passing by my farmland, making me feel happy."





6. Current Challenges

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



U Htun Hla Aung
Village Administrator
Mann Kyoe Village

"As the Village Administrator, I offer the farmers in my village information and advice related to the OGM and I would sign off their complaint forms, acknowledging that the information is correct and I am informed of its submission to the company. Sometimes when the nature of complaints cannot be solved by the company, I, together with the CSR Field Staff, would explain why the company cannot deliver the resolution to the complainant until they can understand and accept the explanation. Because the company has put the OGM in place in Mann Field, we can directly reach the company personnel and solve the issues instantly—whether it is oil spillage or water pipeline leakage or electrical hazard, reducing damage to life and property. Consequently, the OGM has brought about many good things to the communities living nearby the operations."

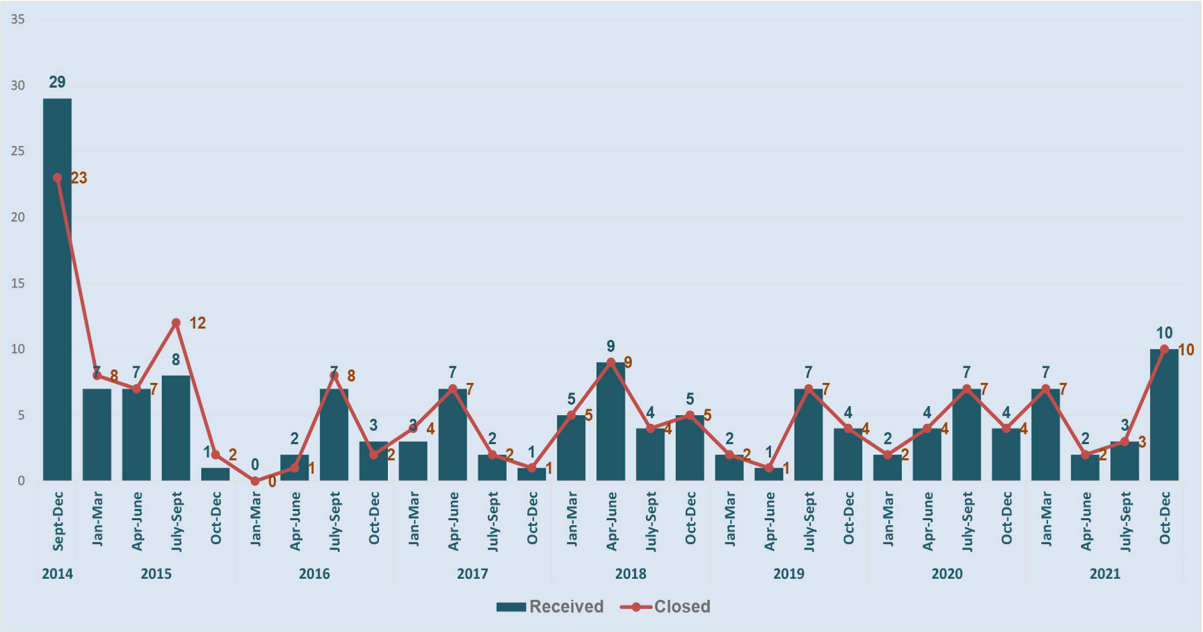


Figure 4. Received and Closed Cases by Quarterly September 2014 – December 2021



Ma Kyi Kyi Myaing
Community Volunteer
Kyar Kan Village

"I assist community members who want to submit a complaint about an oil pipeline that spills or about old electric cable wires that need to be fixed or replaced in filling in necessary documents and informing the CSR Field Staff of the complaint. As a Community Volunteer, I had contributed to the organization of the OGM Awareness Raising Campaigns for the communities over the past four years. Through these activities, I have strengthened my relationship with my fellow community members, gaining their trust and confidence. The OGM is a very beneficial tool for the community stakeholders in Mann Field, and I hope it will exist as long as the operations do."

Overview of OGM (FY 2020–2021)



20

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

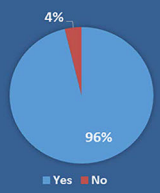
20 Cases received in this Fiscal Year

Category	# of Case
Fire hazard/electrical hazard	7
Others	4
Remove/bury old pipelines / repair oil pipelines	5
Repair bridge/road	1
Repair landfill	1
Repair water pipeline/Water supply	2
Total	20

KPI

- % of complainants satisfied with the OGM process, YTD *(Target 95%)* — 100
- % of complainants satisfied with the OGM Outcome, YTD *(Target 90%)* — 98

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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