MPRL E&P

OUR NEW REALITY:

IMPACT ASSESSMENT

FOR INTEGRATING **SHIFTING FOCUS/ INTEREST** OF KEY **STAKEHOLDERS** IN KEY **DECISION MAKING** PROCESS

2022

CSR & Communications Department

Abstract

We surveyed our community beneficiaries in the project location, Mann Field, to determine how CSR interventions have benefitted them and if there is a change in prioritization of their needs due to the pandemic and prevailing socio-economic situation in the country. The results of the survey concluded that communities showed a high level of satisfaction and appreciation to CSR projects in their villages. We then provided a set of strategies to better address outstanding challenges in strengthening some existing CSR Programs while planning to implement similarly beneficial ones in future.

Table of Contents

01.	Executive Summary	04
02.	Background	08
03.	Study Rationale	11
04.	Study Design and Methodology	14
05.	Research Findings	18
06.	Analysis and Recommendations	42
07.	Way Forward	45
08.	Conclusion	49
09.	Annexure	51

01. Executive Summary

MPRL E&P has invested in a Corporate Social Responsibility (CSR) Program in Mann Field since 2012 to obtain a social license to operate and create shared value for host community, which is made up of 14 villages living nearby the operations since the discovery of the asset in 1989.

At the end of the fiscal year 2021-2022, in accordance with its CSR Policy and objectives, the CSR & Communications Department undertook a CSR impact assessment exercise in Mann Field with the objectives to gather feedback from the target beneficiaries and community stakeholders involved in the process of implementing CSR initiatives, to assess the projects in terms of effectiveness and satisfaction, and to identify corrective measures for better implementation, execution and impact of the CSR interventions by MPRL E&P in Mann Field.

Through this study, we intended to map the existing state of Myanmar's economy and draw attention to the opportunities offered by the demand-side stakeholders in the CSR space while discussing challenges in our implementation mechanism as well as community engagement with the CSR initiatives since the onset of COVID-19 and political crisis in the country.

The impact assessment methodology included the designing of a stakeholder engagement plan and questionnaire. Focus group consultations with beneficiaries including Village Administrators, Village Development Committees, former vocational trainees, farmers, horticulturalists, women group, men group and Community Volunteers were carried out at a community function hall with mask mandate in place. Household interviews and site visits were also made in all the villages. Under the primary research, both quantitative and qualitative data was collected during 28-31 March 2022 in Mann Field. To ensure impartiality in the assessment exercise, the Communications team conducted focus group discussions and key informant interviews on behalf of the CSR team while assisting in household survey collection as well.

Study Findings

The impact assessment study of the CSR projects in Mann Field has yielded three key findings.

How communities get knowledge on CSR initiatives having been undertaken by MPRL E&P

The communications and information sharing with communities is effective in enabling the communities to understand how the CSR Program addresses their needs and create a positive attitude to the co-existence.

Benefits and advantages of CSR initiatives for the communities in Mann Field

It was observed that the beneficiaries conveyed their profound gratitude for fulfilling their needs, which is definitely proof of meaningful and transparent implementation of CSR interventions by MPRL E&P. The recorded responses clearly indicate that CSR Program has brought about many visible benefits and advantages to the communities and are well perceived within the communities.

Continuing needs and some inconveiences facing the communities

The beneficiaries were overwhelmingly in favor of a CSR Program that continues to help tackle their social and economic challenges. There was a strong interest in the CSR initiatives and having an active voice in the CSR Program to ensure the initiatives are sustainable and their continuing needs are effectively addressed.

Recommendations

These findings were then analyzed to create the following recommendations to serve as guidance for future CSR interventions in Mann Field.

To continue and strengthen publicity of the CSR initiatives after a period of low activity

There is a perceived need to understand CSR activities among the communities. It is critical to maintain effective communications that ensures community stakeholders receive information that is relevant their needs and builds positive attitudes towards the CSR Program, Mann Field and MPRL E&P.

To facilitate enhanced coordination among community stakeholders who are key to sustainability and effectiveness of the CSR interventions such as community volunteers and village authorities

Village administrators and village development committee play an irreplaceable role in identifying local needs and opportunities and finding solutions alongside their fellow villagers. Variations in village leaders' interests and efforts are attributable in differing performance levels in CSR initiatives among villages as noted frequently during the discussions. Capacity building initiatives should be resumed with an eye to addressing critical development areas and closing the engagement gaps among community volunteers and village authorities.

To undertake similar CSR activities that are effective and beneficial to the communities

In this constrained economic era, businesses choose to withdraw their presence in communities as it is hard to justify non-core business activities. However, stakeholder needs have obviously intensified and some businesses maintain or even expand their CSR activities in communities as a natural experiment of implementing a CSR Program in an increasingly uncertain macro-economic environment. For MPRL E&P, its CSR Program is a strategic one with a long time horizon, dedicated resources, necessary adjustments and lots of routinized activities, which means it is very much likely to endure a low point in the economy.

"Our waste management system is even better than the one in Minbu Town because it collects and disposes waste on a regular basis at a tiny monthly fee and helps keep our homes and surroundings clean and reduce fire hazard in summer months. It is so beneficial that we are afraid that the system might not be sustainably maintained."

Focus Group Discussion Participant

02. Background

When Myanmar set off its political and economic reforms back in 2011 with an incoming multiparty democracy election, there was a growing consensus among business community about the benefits of leveraging a corporate sociality responsibility program as a key project entry as well as market entry tool.

It is evident that, through such a program, businesses can deliver social and economic advances while capturing insights about local community mindset and the wider business environment. CSR is not a mandate in Myanmar but there is a pull from the government for companies to contribute to local community development and responsible business practices are publicly encouraged.

There already is a strong culture associated with giving back to community in Myanmar. Companies have to build upon that a program that addresses basic social needs, integrates the values and expectations of the local community and sets long-term strategic goals, with features of an understanding for local context, community engagement and consultation, transparency and accountability.

CSR Policy and Objectives

MPRL E&P as a long-term investor in the country's energy sector strives to conduct its business operations in line with the highest standards in governance, social and environmental responsibility that reflects our values and expectations of our stakeholders, including government, communities and employees.

Corporate social responsibility is a core value embedded in the way we conduct the day-to-day business. We are committed to improving quality of life in our project affected communities by creating positive contributions in terms of basic infrastructure, education facilities, health, livelihoods, skills and capacity development. In addition to these, we do shortlist other forms of interventions such as donations and disaster relief under the governing principles of transparency, accountability, inclusiveness, equality, dialog and compliance with national laws and regulations.

We have achieved our objectives in the following ways:

- Establishing a guideline for provision of CSR interventions through a dedicated portion of the company's budget
- Implementing CSR interventions in letter and spirit via appropriate procedures and reporting

Key Features of CSR Policy

Implementation Mechanism

The CSR and Communications Department carries out multi-stakeholder needs assessment activities in Mann Field on a yearly basis to develop a CSR work program. The CSR and Communications Department makes use of the services of internal teams, external

organizations and third-party consultancy firms in carrying out CSR projects and surveys, seeking professional guidance on project design and implementation, assessment and due diligence processes whenever applicable.

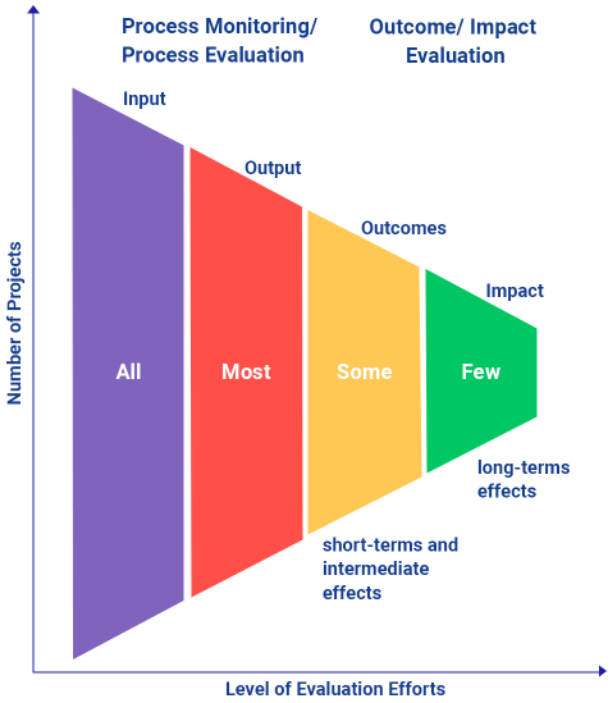
The CSR and Communications Department implements its interventions in a combined method of direct implementation and through the involvement of communities as well as local and regional organizations, either private or public. MPRL E&P engages with government departments, government technical training schools, private training centers, non-profit organizations and local welfare societies in order to leverage their capacity and create a multiplier effect of the CSR initiatives.

Pilots are designed and implemented in order to ensure community involvement, capacity development and sustainability of a project. Technical knowledge transfer is encouraged whenever possible in addition to input support to facilitate transformation of subsistence agriculture into a modern, productive one.

Monitoring and Review Mechanism

The whole CSR work program outlines goals, rationales, timelines and measurable parameters. Each CSR intervention has a set of key performance indicators. Given its long tradition of strategic and professionally managed CSR initiatives, a review exercise is not new and there is an abundance of expertise on this in the company.

Monitoring & Evaluation Pipeline



Reporting Framework

The CSR and Communications Department monitors progress of CSR projects along with CSR spend and develops monthly, quarterly and bi-annual reports to communicate internally and externally.

Overall CSR performance as well as thematic areas are reported through sustainability reports, UNGC Communication on Progress reports, quarterly OGM reports and livelihood development program reports, among others.

"We are aware that the PCC for Mann Field will expire by 2024 and we wish MPRL E&P can secure an extension so that the communities continue to benefit from its CSR projects."

Household Survey Participant

03. Study Rationale

We would like to discuss two business studies conducted by related organizations operating in Myanmar because the challenges cited by the wider foreign and domestic business community in the country have reflected our own experiences and the studies best offered how the impacts from COVID-19 and political crisis have been evolving since they were first felt, basically the context within which we have had to operate.

In April 2021, foreign chambers of commerce in Myanmar conducted a joint survey which indicated that the business impacts of the military takeover were harsher than COVID-19 lockdowns and restrictions. Nearly 13 percent of all the 372 companies participated in the survey had ceased their business operations since the February 2021 event while a third had reduced their business activities by 75 percent. The survey report shed light on a range of looming economic impacts as a result of the event: terminations of employment and reduction in salaries, a reduction in purchasing power and standards of living among working population across the country. The sudden onset of a new political reality has forced many in the business to reassess economic outlooks for the coming years as protests, worker strikes and military actions reduced mobility and disrupted critical public services including banking, logistics and Internet access. In addition, the country's economy and its oil and gas sector in particular have become a repeat target by pro-democracy campaigners and CDM camp who keep demanding foreign investors to pull out until a democratic government is installed.

By the same token, the World Bank's Myanmar Economic Monitor which was released on 26th January 2022 estimated that Myanmar's economic activity remains low with a bleak overall outlook. Despite stability in some areas of the country, the forecast remains consistent with a critically weak economy, around 30 percent smaller than it used to be prior to

COVID-19 and the political crisis. The report highlighted the improvement in near-term economic outlook largely depends on COVID-19, the ongoing instability, persistence of foreign exchange and financial sector constraints, disruptions to electricity, logistics and digital connectivity, which remain 'extremely worrying' according to the bank.

As we all may have been aware, mobility has recently recovered to 2020 levels and this might have supported the service sector but people's income and employment have not fully recovered yet, leading to a weak overall consumer demand. At any rate, businesses continue to be affected by both weak demand and supply, reporting acute reduction in profits and sales, cash-flow shortages, inadequate access to banking, electricity and Internet services. The WB report emphasized the ongoing economic pressures will increase vulnerability and food security among the country's poor, the share of which is expected to have twofold compared to pre-COVID-19 level. Myanmar's farmers continue to be challenged by surges in input costs, depreciation of kyats, limited access to loans and logistics, which could all lead to heightened food security risks in the country.

In short, the February 2021 events continue to keep a tight rein on Myanmar's economy and it is expected that unemployment and a lack of training and education for months will diminish human capital and skills and productive capacity in the long term, according to the report.

In our community impact assessment, we aimed to understand how communities in Mann Field have been impacted by the country's new realities and identify particular areas where needs become more acute, for instance, healthcare and capacity building. We also intended to explore opportunities and best practices as observed by the community beneficiaries as regards our CSR initiatives in Mann Field. At this opportunistic juncture for CSR and community engagement, this study put forward conclusions and recommendations for moving forward and fortify the available space.

"I wish MPRL E&P continues to support us with many other socially beneficial activities."

Key Informant Interviewee

04. Study Design and Methodology

The current study aims to assess the impact and satisfaction level among the stakeholders of village communities in Mann Field. To conduct the assessment, we adopted a five-step approach.

The activities undertaken during each step are explained in the table below.

Steps	Activities
Project commencement	• Preliminary discussion via Team App among CSR & Communications Team • Understanding CSR initiatives implemented in the communities, current and past ones
Research design and data collection	• Major tool for quantitative data collection is household survey (n=15%) • Key tools for qualitative data include focus group discussions followed by key informant interviews • Site visits
Data analysis and interpretation	• Creating data tables and analysis • Preparing findings and recommendations
Report writing	• Writing the impact assessment report with layout and design elements added

The methodology of the impact assessment focused on the impacts of the CSR interventions against a five-point evaluation criteria below:

1. **Relevance:** the extent to which the objectives of the intervention are consistent with the needs of beneficiary communities.
2. **Efficiency:** the measure of how resources and input are converted to results.
3. **Effectiveness:** the extent to which the project's objectives are achieved.
4. **Impact:** positive, negative, primary and secondary long-term effects of an intervention, directly or indirectly, intended or unintended.
5. **Sustainability:** the probability of continued benefits after the project period.

As part of the research steps, a stakeholder consultation plan was prepared to identify the category and number of stakeholders to be interacted during the field days. Required prior appointments were sought from the stakeholders by the two coordinators at the CSR field office. To ensure a level of impartiality in the process, the Communications team stepped in as facilitators for focus group discussions and key informant interviews.

The effectiveness and satisfaction as to CSR interventions were assessed on both quantitative and qualitative terms. In quantitative terms, number of projects and number of direct beneficiary were evaluated while in qualitative terms, extent of knowledge and perception of CSR interventions, community engagement and involvement as well as sustainability of the projects were evaluated. The qualitative assessment of impact was predominantly at the disposal of the judgement of those undertaking the study.

Proper recording, such as signatures of stakeholders, meeting minutes, photographs and audio recording, survey forms and data entry sheets were maintained. The study concluded with a set of findings and recommendations to further guide MPRL E&P to rationalize and improve its CSR interventions and expenditures in coming years.

The following projects and initiatives have been implemented under the CSR Program and assessed under the study:

1. Putting together functioning community-level infrastructure such as water tanks, culvert and drainage through community consultation and involvement;

2. Provision of safe school infrastructure such as hand-wash stations, water filtration units, renovation activities, classroom furniture and green initiatives in local schools;

3. Provision of preventive free-of-charge health care services for the medically under-served in four centrally locations within the 14 villages;

4. Supporting livelihoods of smallholder farmers through technical assistance and input in cooperation with Department of Agriculture (Minbu) and Livestock Breeding and Veterinary Department (Minbu);

5. Vocational skills training and educational partnership programs for youths in cooperation with regional resource organizations;

6. Supporting women-led small business groups through skills training and other assistance;

7. Setting up a self-help waste collection system with the support of community volunteers;

8. Protecting community rights through an effective well-functioning OGM and

9. Providing timely and relevant information and maintaining open communications channels with communities.

We thank MPRL E&P for always listening to our needs in terms of education, livelihood, health and infrastructure and fulfilling them. As a result, everyone can see how our life has improved in both essence and form.

Household Survey Participant

05. Research Findings

Initial themes from focus group discussions and key informant interviews

The discussions were conducted to assess knowledge, effectiveness and satisfaction associated with the CSR interventions. Each group was asked a standard series of questions regarding the CSR projects and what changes they believe would improve the overall CSR Program in Mann Field.

Three broad themes emerged from the discussions:

How communities get knowledge on CSR initiatives having been undertaken by MPRL E&P

In Mann Field, there are a few self-help women's and men's groups actively involved in local social affairs. The villagers earn their living as shop owners, government servants, agriculture and livestock, and general workers. They have access to loans, water, electricity, waste, healthcare and grievance system.

Then stakeholders were asked how they get to know about CSR interventions. Many cited CSR Field Staff, community volunteers, notice boards, and community meetings as their sources of information regarding CSR projects implemented by MPRL E&P.

Some knew through observation of the projects being implemented in their community or by personally contributing to the project, for instance, as masons in construction of school fences or renovation of school buildings.

Other were direct beneficiaries of the CSR initiatives such as OGM and educational partnerships.

Benefits and advantages of CSR initiatives for the communities in Mann Field

The recorded responses clearly indicate that CSR Program has brought about many visible benefits and advantages to the communities and are well perceived within the communities.

Concerning the CSR projects completed for local schools, the communities noted development of a greener and recreational environment for the schoolchildren through the green schoolyard pilot programs, a safer and dignified environment for studies while acquiring essential hygienic practices such as washing hands.

In terms of agriculture and livestock, horticulture farmers expressed thanks for supporting them with input at zero cost and a training on making fish amino acid fertilizer which effectively has increased their yields and corresponding income. Similar to agricultural knowledge sharing sessions, the seed loaning initiative seems to be highly beneficial for farmers and it ensures quality seeds for farmers without cost burden.

Vaccines for chickens and cows have effectively prevented untimely deaths from seasonal diseases while animal husbandry training courses have enabled the trainees to learn how they can raise their poultry in a systematic ways in place of their traditional

knowledge. They do not have to call a vet every time they want to vaccinate their poultry as they can do it on their own after the training too.

The communities were satisfied with the vocational training programs for under-privileged local youths as they witnessed how they secured employment after completing the trainings. The training opportunities have also become very popular with community youths through words of mouth.

They cited the waste management program and Mobile Clinic program offering them improvement in quality of life amidst facing financial, mobility and security challenges. They noted that there is no discrimination among the 14 villages and all their needs have been addressed on equal terms.

They also expressed appreciation for the Operational Grievance Mechanism for farmers in the communities, which has enabled them to voice their concerns or complaints directly to the field personnel and receive a satisfactory answer during the set timeframe.

Continuing needs and some inconveiences facing the communities

Some of the requests coming from the communities include to support soil quality testing devices, to support more farmers in seed loaning program, to support more vaccines for vaccinating chicken in the communities, to provide tonic injections for the animals, to conduct more vocational training for youths as well as support in finding employment, to organize refresher courses for former trainees to boost their capacity, to open new mobile clinic session in two additional villages (one for Aye Mya and another for Nan U and Auk Kyaung) and to strengthen fee collection for the waste management system under the auspices of village administrators.

A highlighted inconvenience during the discussions was that it is no longer safe to report oil leakages through the OGM given the current situation in the country. However, it was found that the communities remain confident in the mechanism.

Labor cost is another recurring inconvenience among farmers when using natural pesticides to control pest in their field – natural pesticides are required to be applied to the plants around two to three times until it achieves a desired effect of keeping pests away through hired labor but unexpected changes in the weather condition can give rise to pest outbreaks which could only be controlled by one-time use of chemical pesticide.

In the same way, increases in raw material prices and logistics costs have forced some of the home-based small businesses run by former vocational trainees out of business. While some other hold the line, they voiced a need for further skill trainings to boost their business prospects such as product packaging, supply chain and mass production in the region.

Respective communities expressed a strong desire for opening more clinics to enhance accessibility to the free healthcare, specifically in Aye Mya, Nan U and Auk Kyaung Villages.

They expressed difficulty in mobility to the clinic in other villages and sometimes they were unable to see the doctor although they came to the clinic as there were too many patients from its own village.

Due to the ongoing instability, it has become even harder for communities to have a sustainable supply of electricity and fresh water. Electricity and fresh water are definitely out of the incumbent CSR work scope while it seems that communities see the CSR team as someone who can convey these messages to responsible local authorities on their behalf given we do engage with MOGE, local and township authorities where appropriate.

Overall, the participants were largely in favor of a robust CSR Program that continues to help tackle their social challenges. There was a strong interest in the CSR initiatives and having an active voice in the CSR Program to ensure that the initiatives are sustainable and their continuing needs are addressed.

Findings from Primary Research

Background Characteristics of Household Survey Respondents

A third of respondents engaged in agriculture as their main livelihood activity and 13% of them who worked as daily laborers were found to be employed in the agri sector. The rest were government employees, shop owners, livestock breeders and self-employed.

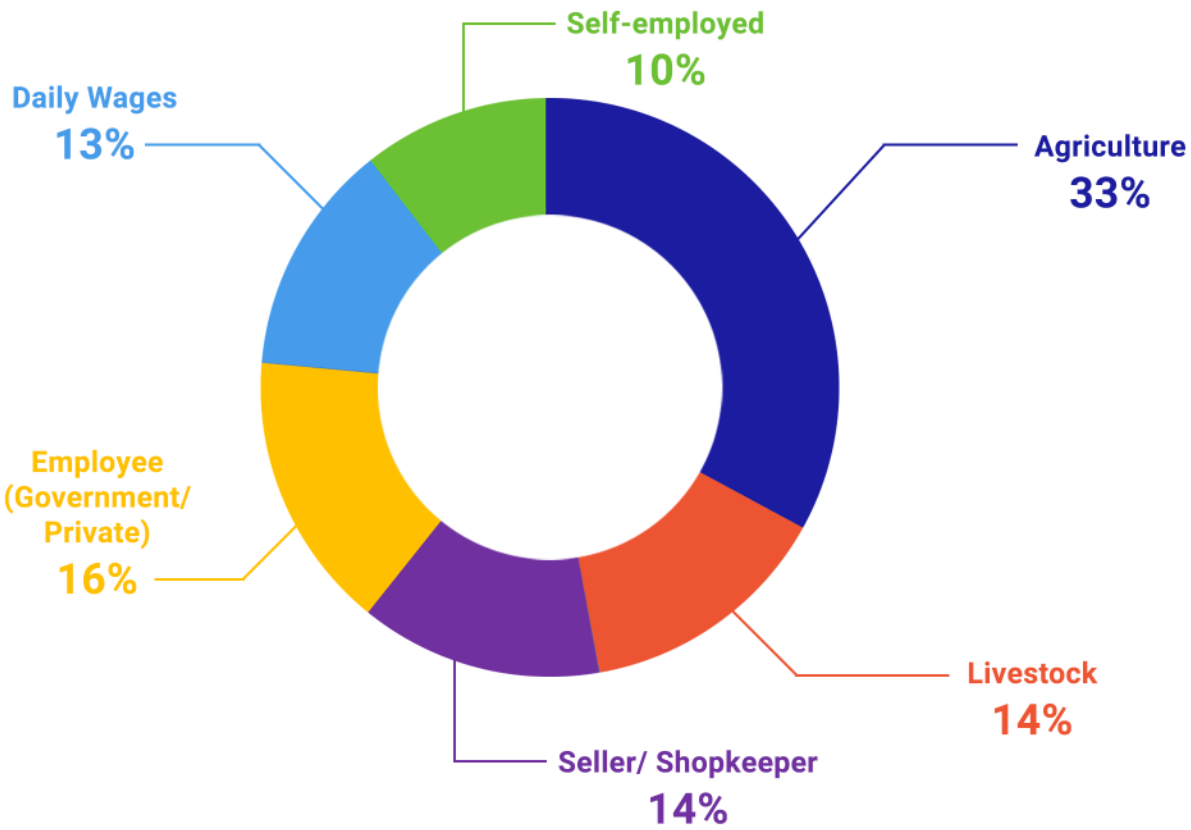
Respondents named four entities including MPRL E&P who were undertaking development projects in the communities:

1. MPRL E&P (CSR)
2. MOGE (CSR)
3. Microfinance organizations (Pact, LOLC, SATHAPANA)
4. Government (Rural Development)

Characteristics	Frequency (#)	Percentage (%)
Village		
Auk Kyaung	40	9%
Aye Mya	31	7%
Chin Taung	9	2%
Kywe Cha	43	10%
Kyar Kan	15	4%
Let Pan Ta Pin	42	10%
Let Pa Taw	29	7%
Lay Eain Tan	22	5%
Makyee Chaung	5	1%
Mann Kyoe	58	14%
Mei Bayt Kone	65	15%
Nan U	21	5%
Pauk Kone	23	5%
Ywar Thar	20	5%
Age Group		
18 Years and Below	5	1%
19-34 Years	72	17%
35-44 Years	96	23%
45-54 Years	108	26%
55-64 Years	75	18%
65-74 Years	50	12%
75 Years and Over	17	4%
Occupation		
VDCs	3	1%
CBO/NGO	2	0%
Staff (Public/Private)	28	7%
Farmers	238	56%
Tailoring/ Shopkeeper/ Seller	44	10%
Dependent	56	13%
Daily Wages	21	5%
Retired	10	2%
Others	21	5%

Education		
University	32	8%
High School	64	15%
Middle School	113	27%
Primary School	197	47%
Monastic Education	13	3%
No Education	10	2%

Main Livelihoods of the Respondents

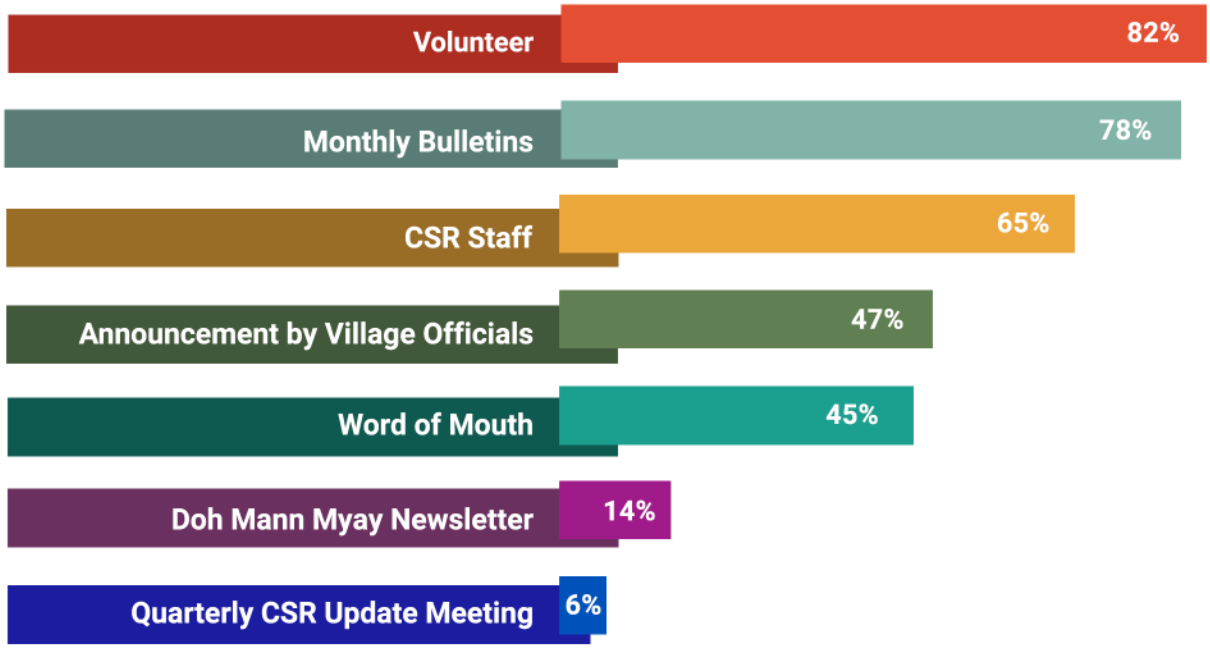


(a) CSR Communications

82 percent of respondents heard about MPRL E&P's CSR activities via community volunteers while 78 percent read the monthly bulletins posted on the noticeboards.

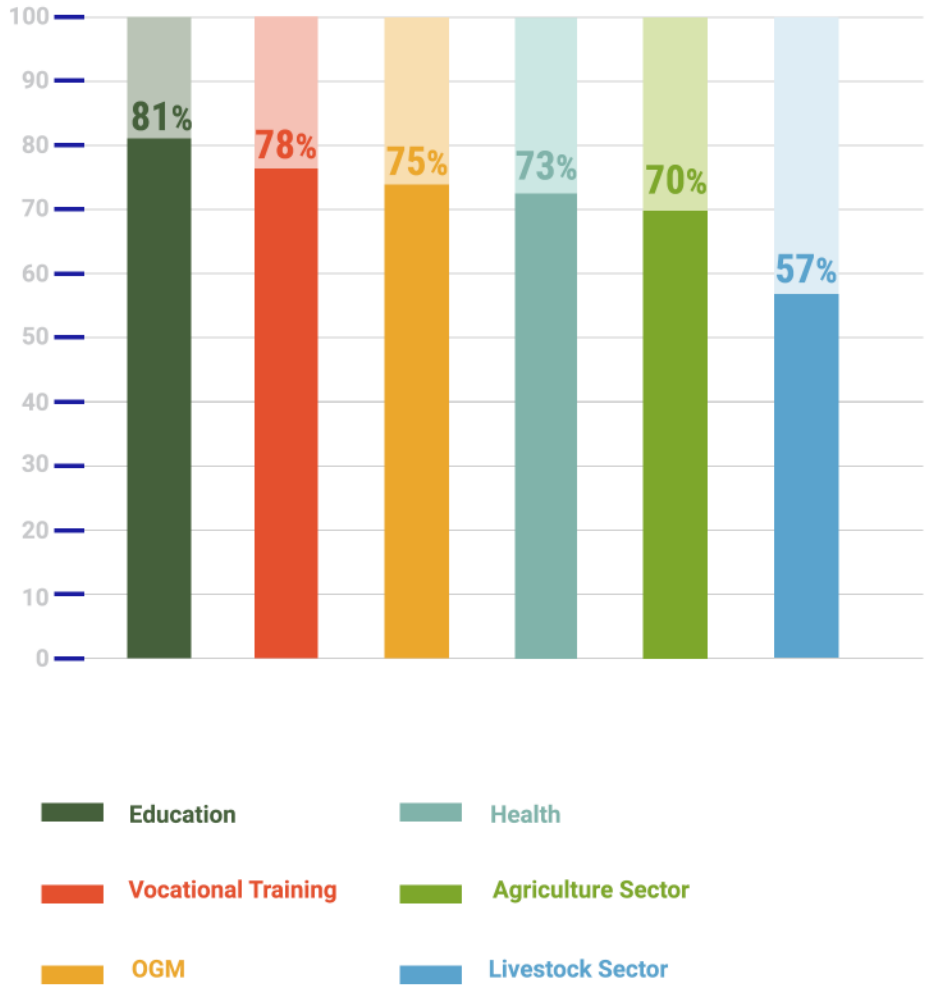
As much as 45 percent knew about CSR activities by word of mouth communication.

Only 6 percent of respondents said they knew by attending quarterly meetings, which only Village Development Committee members can access together with Village Administrators.



(b) Knowledge of MPRL E&P's CSR Activities

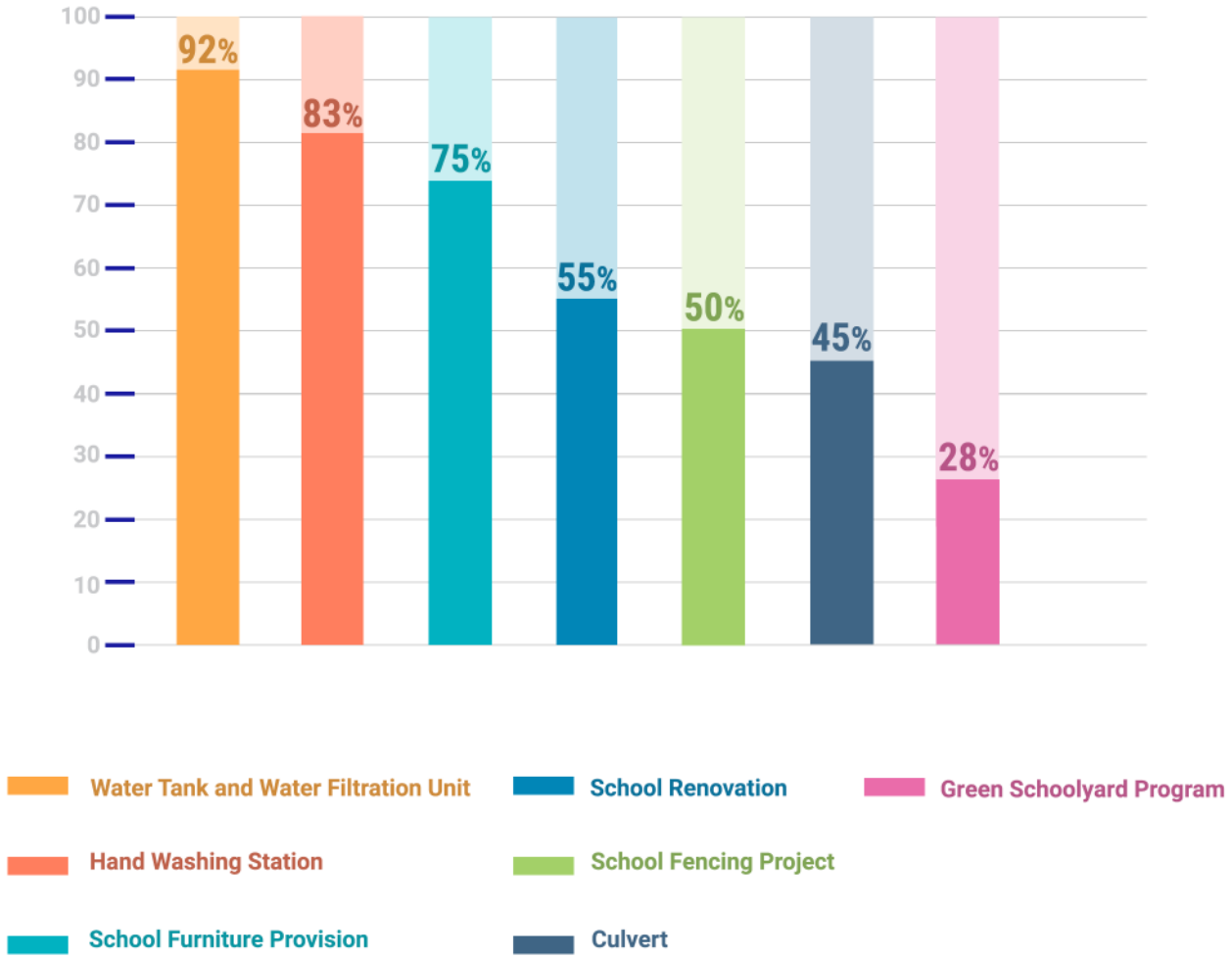
Almost all respondents could name at least one CSR activity implemented by MPRL E&P in Mann Field. More than 80 percent of them were aware of educational partnership programs for community youths and as much as 57 percent named livestock initiatives, which were only initiated during the last fiscal year.



(c) School Infrastrcuture Projects

More than 90 percent of respondents knew provision of water filtration units and handwash stations in schools by MPRL E&P's CSR Program. Two key impacts from these initaitives voiced by respondents included that children no longer had to carry drinking water bottles to schools where they had access to clean drinking water and they had been free from water-borne diseases. 28 percent of respondents were able to name the green schoolyard program, which too was only initiated in the last fiscal year as pilot projects in two community schools.

As regard benefits of a wide range of infrastrcture projects for local schools, respondents underscored an improved learning environment for schoolchildren in terms of safety, security and dignity as well as personal hygiene knowledge and practice.

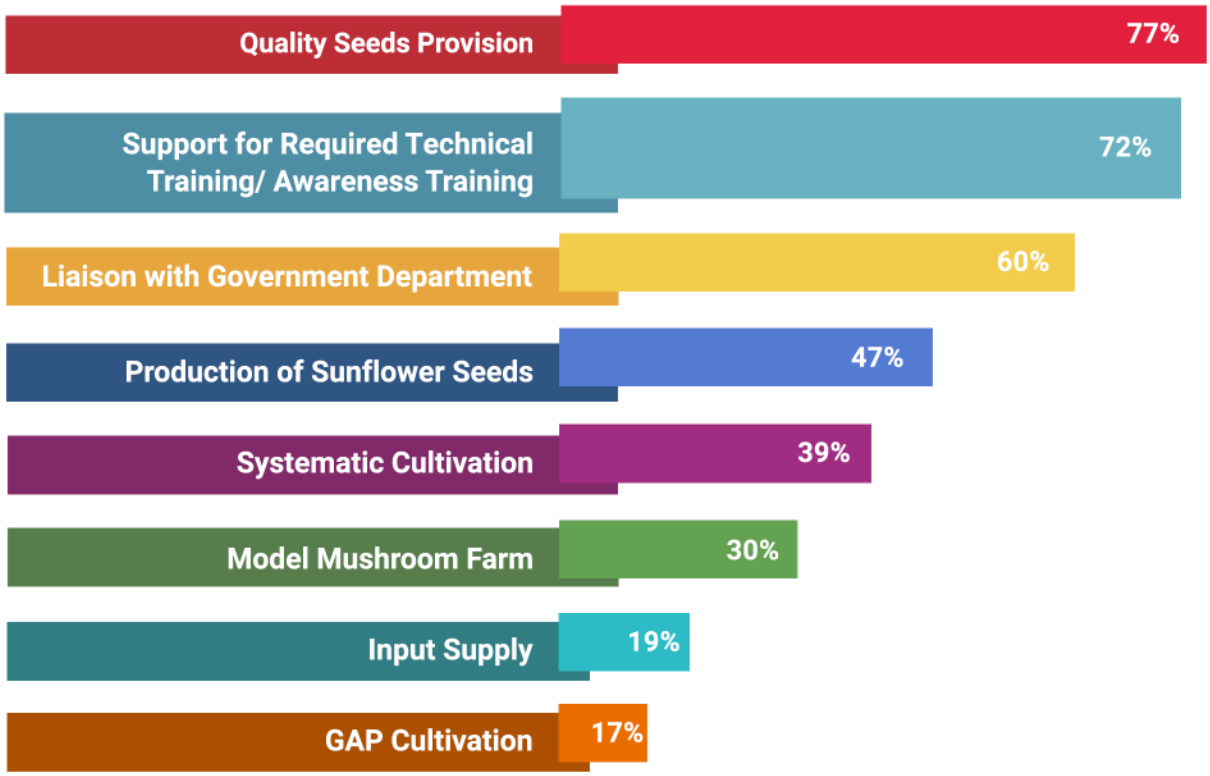


(d) Agriculture & Livestock Initiatives

85 percent of respondents could name at least one agricultural and livestock initiative by MPRL E&P's CSR Program to support smallholder farmers in the communities. The most known initiative was seeds loaning program and technical training sessions followed it, 77 and 72 percent respectively.

Only 17 percent of respondents could name GAP cultivation given implementation of the initiative depends largely on farmers' interest and at the moment it is limited to Lay Eain Tan and Let Pan Ta Pin Villages.

15 percent of respondents who were from Nan U and Aye Mya Villages, where majority were government employees, did not know the initiatives, which is normal.



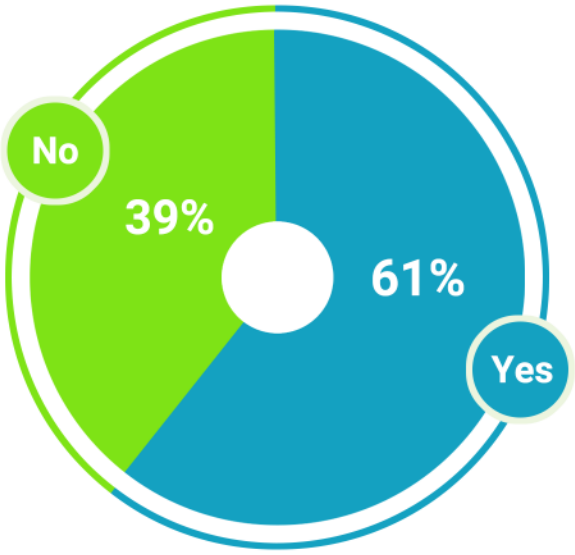
Seeds Loaning or Seeds Bank Program

61 percent of respondents knew the program and they said it distributes quality seeds to farmers. Here too, respondents from Nan U and Aye Mya Villages did not know about the seeds bank program.

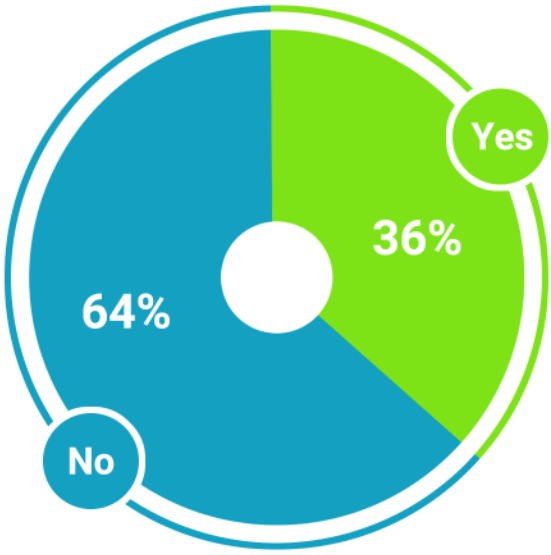
36 percent of respondents were found to have particiated in the program. They cited increased yields, profits, less worries for input costs when growing season comes as benefits from the program for them.

Some other farmers who were unaware of the program showed interest in the program and asked questions about it. It is natural because farmers spend their time tending their farms by leaving home in early morning and returning only at dusk, very likely to miss CSR activities of the day in the village.

% of Respondents Know the Seeds Bank Program



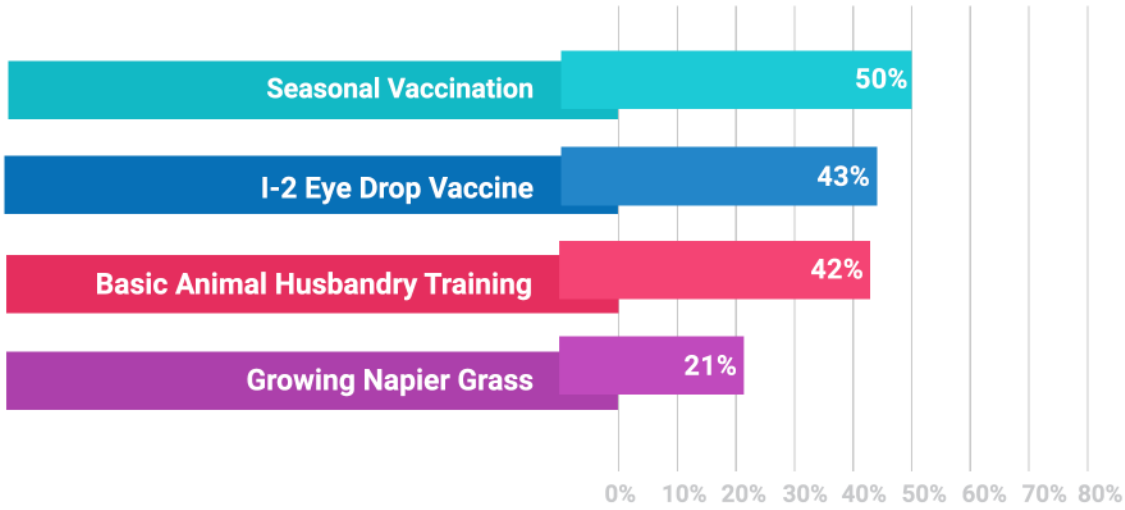
% of Respondents Involved in Seeds Bank Program



Livestock Initiatives

The livestock activities, which were only initiated in the fiscal year 2020-2021, were known by more than half of respondents, 61 percent to be exact, and as much as 50 percent of respondents knew livestock innoculation campaigns.

15 percent of respondents turned out to be beneficiaries of the livestock initiatives and they said their livestocks were prevented from seasonal deaths such as cows from blackleg disease and chickens from flu.



The best scenario is for MPRL E&P to continue operating Mann Field because it is a company well familiar with our development needs. We know we can count on it for our needs. The company has already implemented many beneficial projects up to now. Therefore, we want to express our heartfelt thanks to U Moe Myint.

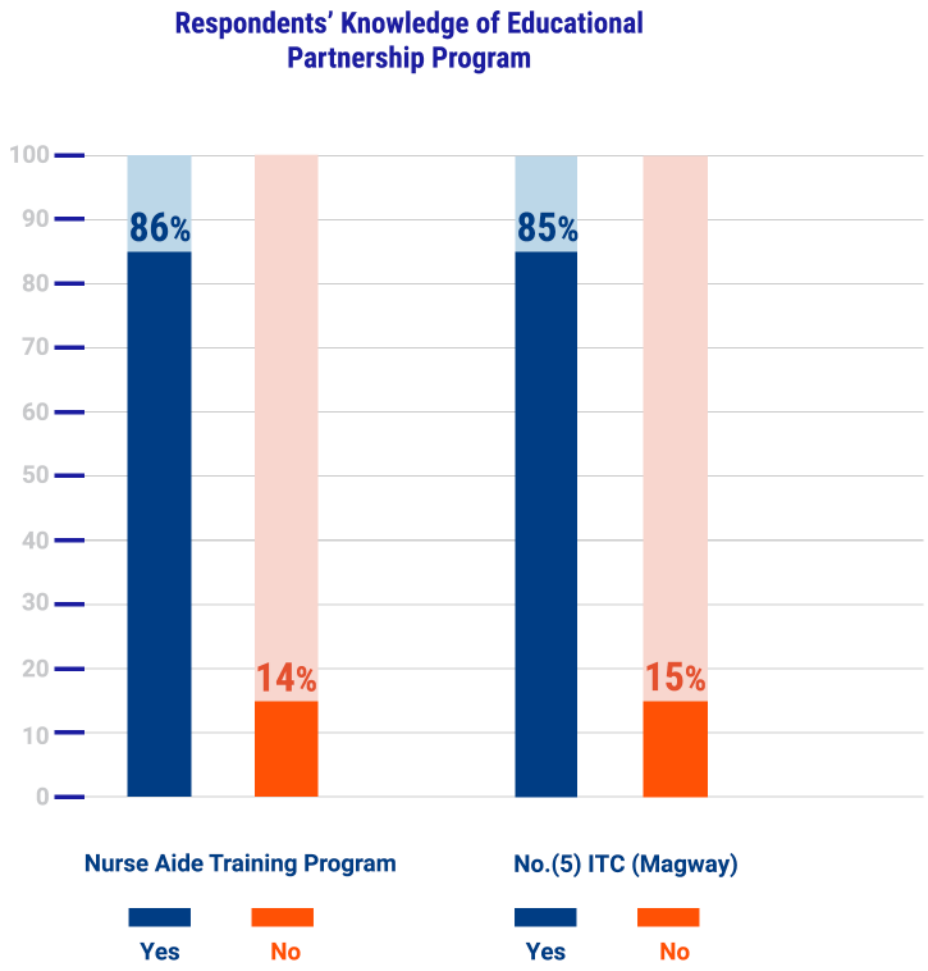
Household Survey Participant

(e) Educational Partnership Program

85 percent of respondents were aware of the educational partnerships with No. (5) Industrial Training Center (ITC - Magway) and Ayeyarwaddy Nurse Aide Training Center (Minbu) for local youths and they heard about them either through word of mouth or the CSR Field Team's public address using a loudspeaker.

As much as 57 percent of respondents could name a relative or a fellow community member who had received such a scholarship from MPRL E&P's CSR Program.

When asked if they thought the program benefitted local youths, they said the program benefitted local youths most by opening job opportunities, as well as enhancing their communication skills and networking.



(f) Vocational Trainings

92 percent of respondents knew the sewing training provided by MPRL E&P's CSR Program while 88 percent were aware of the soap making training and 74 percent foodstuff making training respectively.

Only 23 percent of respodents knew of the bamboo products making training, which was primarily targeted for community members from Pauk Kone Village where it is their main livelihood activity.

Among respondents, 7 percent had attended a vocational training provided by MPRL E&P's CSR Program. When asked if they have started as a result of the training, 71 percent replied yes. Then they explained about their experience and current situations as follows:

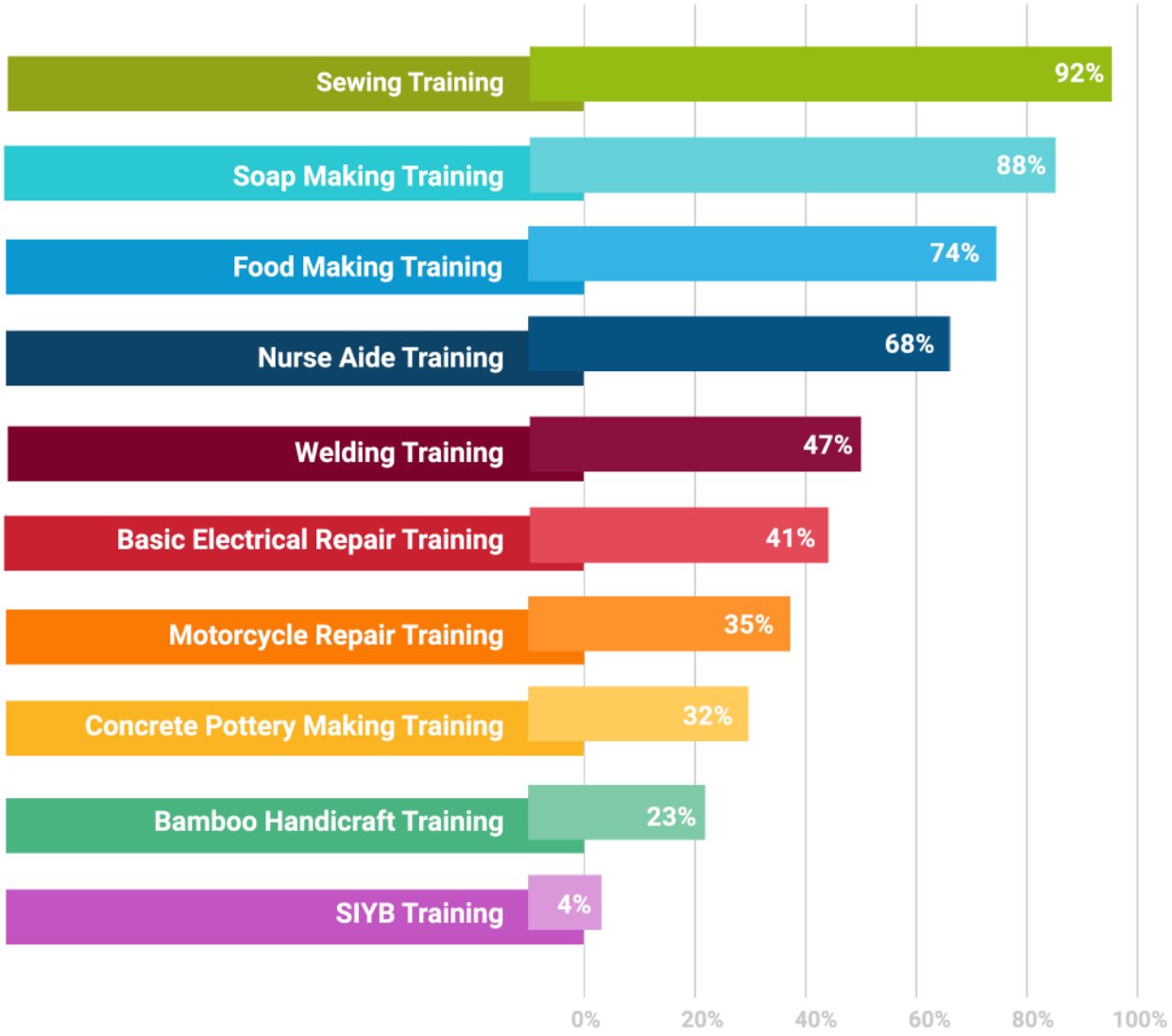
01. Majority of former trainees of the soap making training have started their own business and they are facing a range of challenges currently including rise in raw material prices, difficulty in purchasing and transporting them, and inability to compete in the market. (One respondent said while they could sell a 100 litre bottle of soap for MMK 1,000 at least, competitors are selling it at MMK 500-600 by a motorbike.)

02. As regards packaging, more attractive bottle for shampoos and soaps are expensive and instead they use drinking water bottles and as a result their products fail to appeal buyers among many choices on the market.

03. COVID-19 is the main culprit affecting these startups.

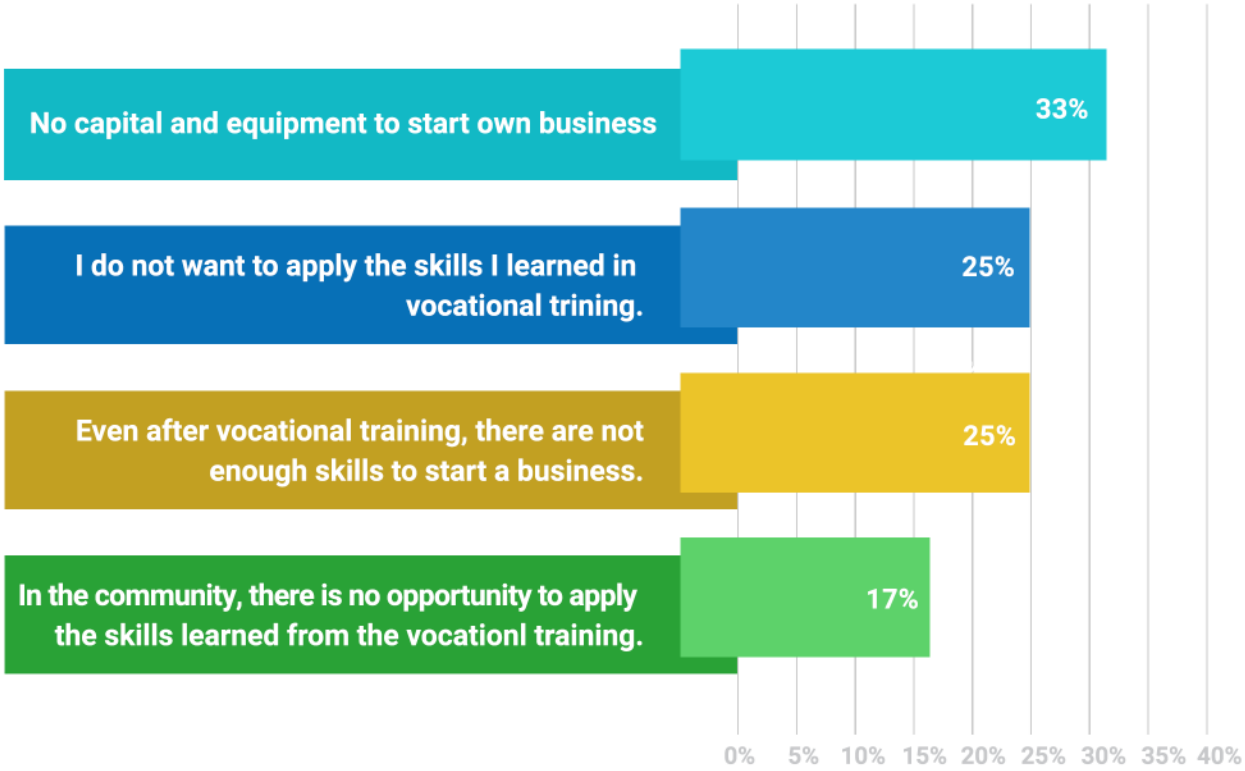
They said they were able to focus on starting their cottage industry thanks to the vocational skills trainings by MPRL E&P's CSR Program, earning an additional income with which they could support their family.

Those who completed the soap making training have shared their knowledge with others in the community and as a result many household can produce soap for their own use, without the need to buy it.


Sewing Training
92%
Soap Making Training
88%
Food Making Training
74%
Nurse Aide Training
68%
Welding Training
47%
Basic Electrical Repair Training
41%
Motorcycle Repair Training
35%
Concrete Pottery Making Training
32%
Bamboo Handicraft Training
23%
SIYB Training
4%
0%
20%
40%
60%
80%
100%

Reasons for not Starting a Business

There are multiple reasons why some of those who had completed the vocational trainings do not start their own business for income generation. Most cited a lack of capital and eqiupment as the main reason.

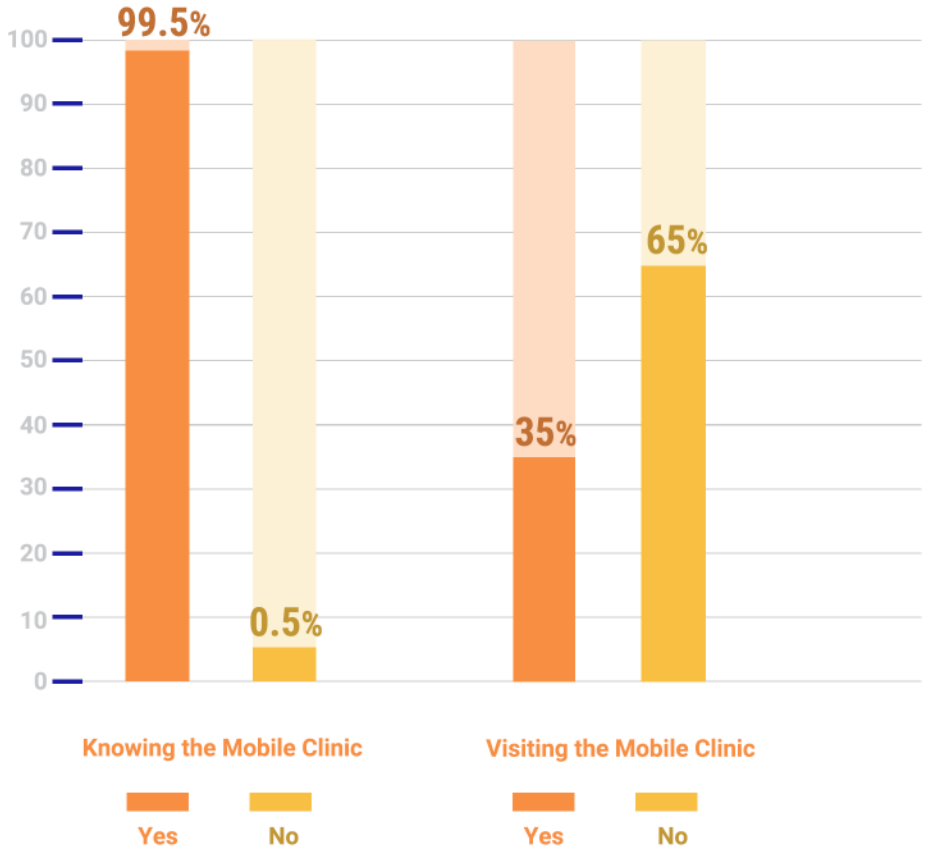


Now that we are having an economic hardship, the Mobile Clinic serves as a place for us to rely entirely on for our healthcare needs without having to spend a penny. We witness how MPRL E&P has addressed community needs in good faith and its field staff are very community-minded too. That's why we want MPRL E&P to continue operating Mann Field.

Household Survey Participant

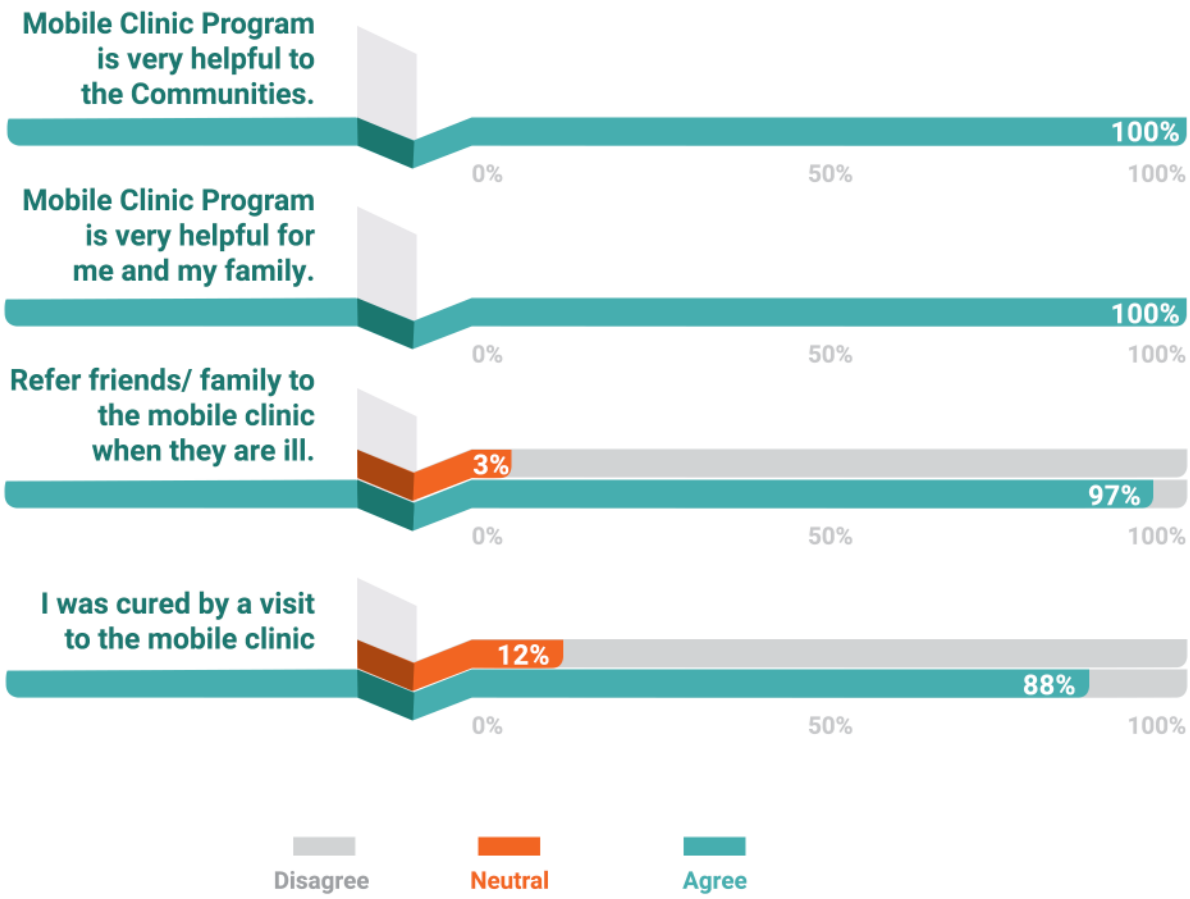
(g) Mobile Clinic

Almost all respondents, 99.5 percent, knew the Mobile Clinic and majority said they heard about it through public address using a loudspeaker. Others knew it through their family members who visited the Mobile Clinic or via word of mouth. They themselves visited the Clinic in their own village too. A third of respodents said they had visited the Clinic.



Then respondents voiced how the Clinic benefits them:

- 100 percent of respondents said the Clinic benefits for themselves, for their family and for the whole community.
- 88 percent said their illnesses were cured by visiting the Clinic and 97 percent said they would recommend their family members to visit the Clinic if they fall ill.
- There were none who answered no to the above statements.



Respondents continued to talk about positive things and suggestions for the Mobile Clinic.

Positive Notes

The Mobile Clinic uses good medicines which effectively cure the patients' illnesses. Majority said they felt better within a short period of time.

The free of charge services benefit elderly and children as well as for poor people in the communities.

Patients with chronic diseases such as diabetes and hypertention can access medicines regularly to control their diseases and prevent further implications.

The doctor and clinic aides were friendly and supportive to the patients.

Suggestions

Except for respodents from the four villages (Kywe Cha, Lay Eain Tan, Let Pan Ta Pin and Kyar Kan) where the Mobile Clinic currently runs, other respodents suggested opening a clinic session in their village too. Although they have community health centers, it is neither free of charge nor uses good medicines.

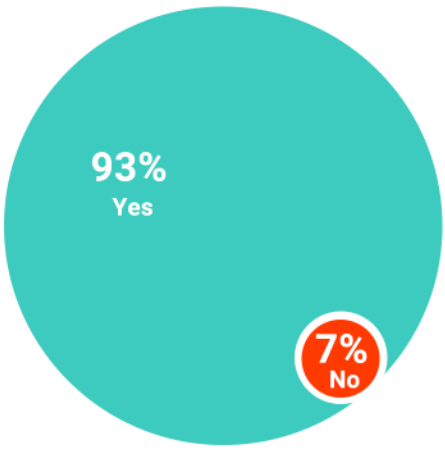
Each clinic session limits the number of patients the doctor can see during the set period and as a result there were instances where some patients had to return home after coming to the Clinic and unable to see the doctor as all the slots had been filled.

There were also suggestions to provide mediciens for two weeks as some elderly patients have difficulty in visiting the Clinic again.

(h) Waste Management Program

93 percent of respondents said they utilize the waste collection truck run by Community Volunteer U Thein Naing with the support of MPRL E&P's CSR Program. Just 7 percent said they do not use it because they rarely live in the village, they produce only a small amount of waste which they dispose by burning in their own backyard and sometimes take it to their farm.

Percentage of Respondent Using Waste Collection Service

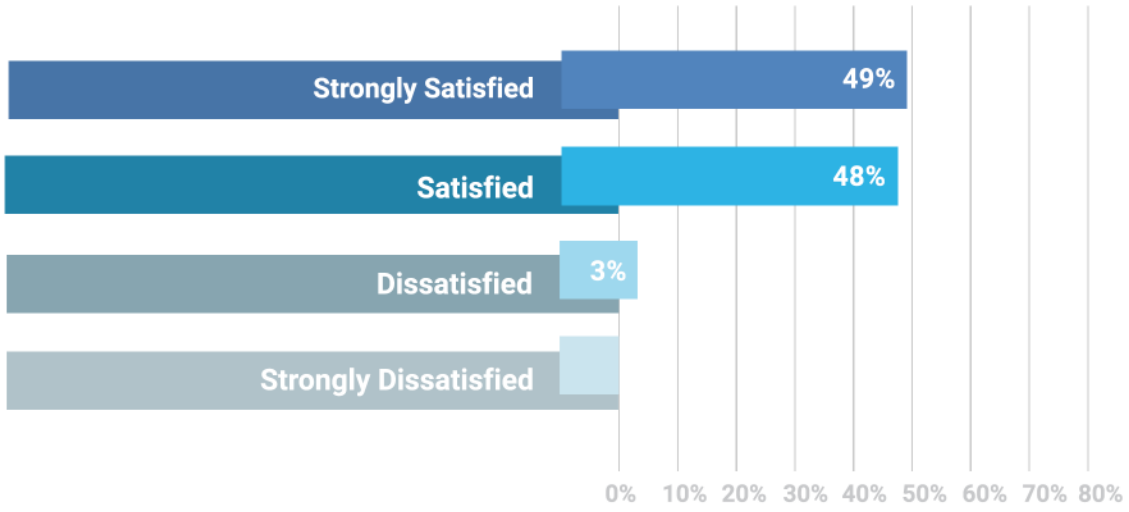


97 percent of respondents said they were satisfied with the waste management program and only 3 percent said they were not.

When asked if the waste truck arrives on time for waste collection as per the schedule, 3 percent said no. They replied so because the waste truck did not arrive in their villages regularly and it did not pick waste from door to door.

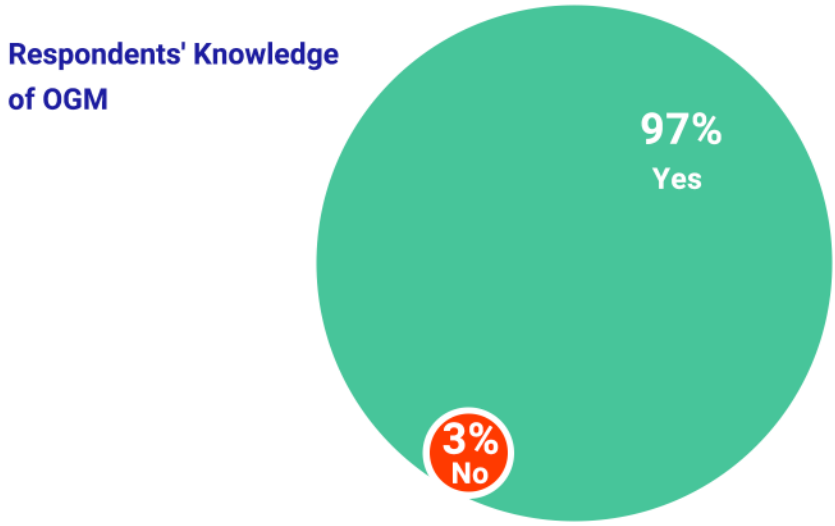
As regards the benefits, respondents said it keeps the villages clean and they no longer have to worry about fire hazards. In addition, trash is no longer burned in the villages and the neighborhood no longer suffer from bad air quality. Trash is not dumped in the Mann Creek too and as a result the Mann Creek water gets cleaner. Likewise, the communities gain a good waste disposal habit.

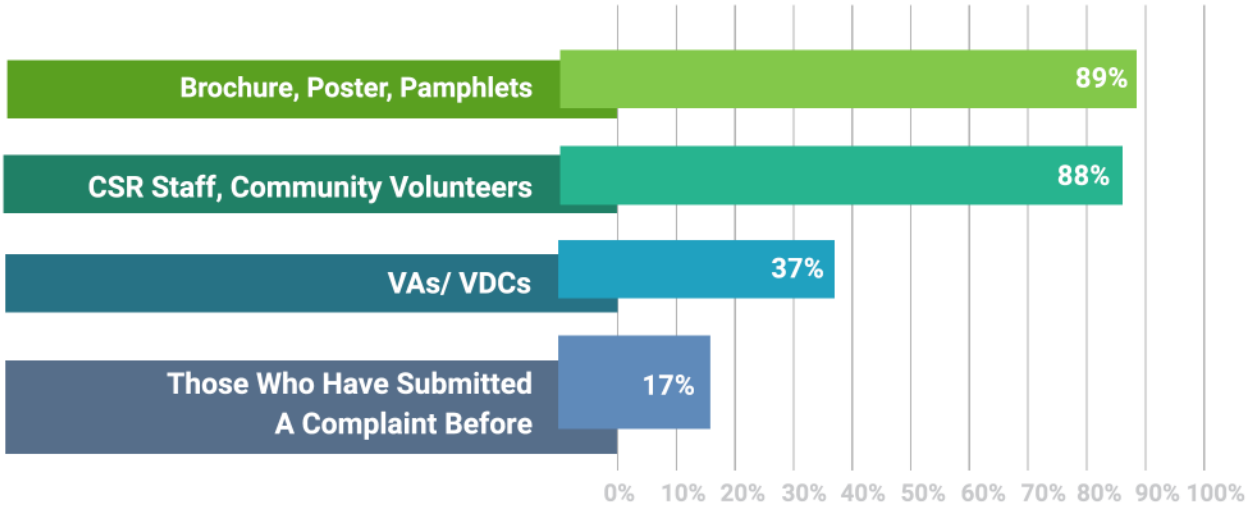
% of Respondents' Satisfaction on Waste Collection Service



(i) Operational Grievance Mechanism (OGM)

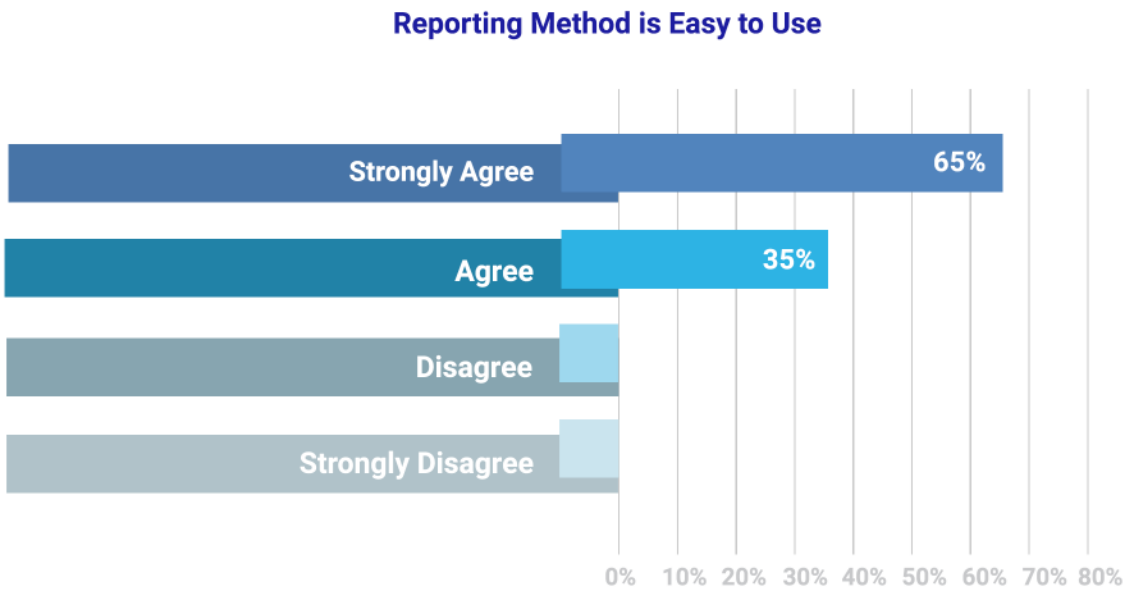
97 percent of respondents knew the OGM. Those who knew about or had heard of OGM were then asked how they knew about the OGM. It turned out that 89% knew through brochures, pamphlets and posters, while 88% did so through community volunteers and CSR Staff.

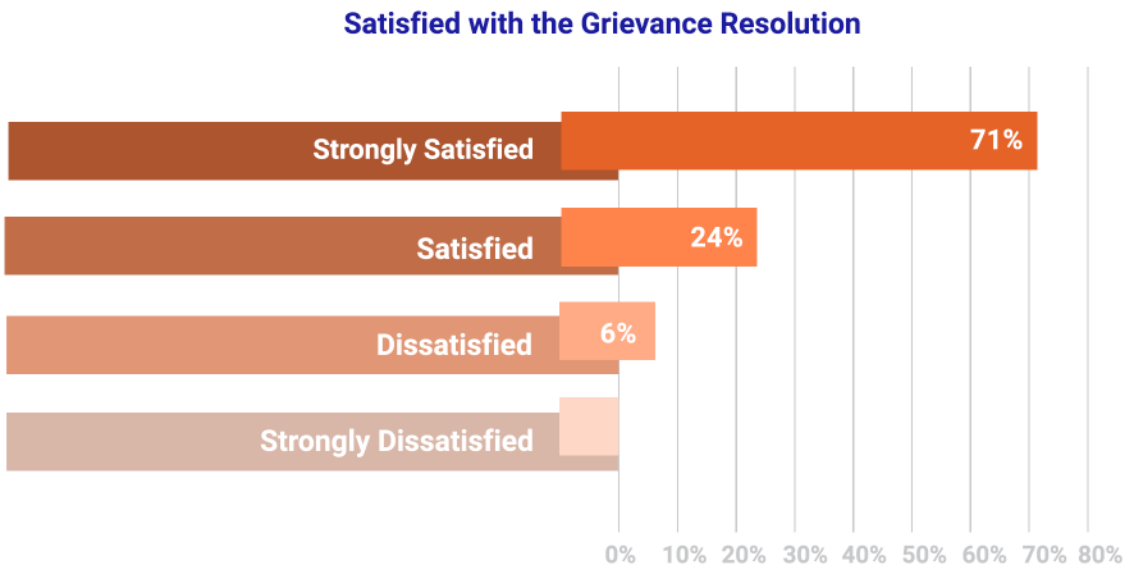




When asked if they had submitted an OGM case, 4 percent said yes. When asked if they found it easy to submit a complaint, all of them said yes.

When asked if they have been satisfied with the resolution, one respondent said no because the complaint (electricity wire issue) he submitted was being settled in his absence.





During the survey, some community members voiced that they were aware of the pilfering cases where minor cases were caught red-handed while large scale plunders were overlooked. In their small villages, they knew who were committing the minor cases of pilfering out of dire poverty and they were convinced those people had no intention to make the company go bankrupt through their act. That's why they decided to turn a blind eye to them. They themselves wanted to resume their normal life and they were undergoing both pandemic and coup fatigue.

Here, we would like to express our special thanks to the Field Operations Manager and his team for their continued support in enabling the OGM to remain well functioning amid an unsafe and insecure enviornment out of good will and sense of duty.

"Vaccination has prevented our livestock from being perished by seasonal illnesses."

Focus Group Discussion Participant

06. Analysis and Recommendations

This section analyses the above-described findings to present the opportunities for future investments in sustainable livelihoods and tackling social challenges the communities face as they recover from the pandemic. Our recommendations are as follows:

To continue and strengthen publicity of the CSR initiatives after a period of low activity

There is a perceived need to understand CSR activities among the communities and using a loudspeaker to communicate CSR with the local communities is found to be an effective method among many others. It is critical to maintain all effective communications that ensures community stakeholders receive information that is relevant their needs and builds positive attitudes towards the CSR Program, Mann Field and MPRL E&P.

Further, the communications initiatives should focus on the community stakeholders who have the greatest influence on the project as well as local and regional authorities to ensure they take the company's point of view into account if they are to consider introducing a new policy related to the project. This means making the CSR communications more targeted with key messages going forward.

It is worth emphasizing and communicating the fact that except for scaling down due to COVID-19 related restrictions and lockdown, MPRL E&P continues or even enlarges its CSR activities amid unfavorable conditions largely due to the strong community and management support. This can help employee engagement as well as attracting new talent for upcoming growth plans.

To facilitate enhanced coordination among community stakeholders who are key to Sustainability and effectiveness of the CSR interventions such as community volunteers and village authorities

Given the current political situation which engenders village and town administrators to stay a low profile to avoid becoming a target between contesting political actors, we need to look into how we can work out a village participation model that is key to design, implementation and sustainability of CSR interventions in Mann Field.

As a matter of fact, villages are given a great opportunity to manage their own governance and development for enhancing welfare and life quality of their members. Village administrators and village development committee play an irreplaceable role in identifying local needs and opportunities and finding solutions alongside their fellow villagers. Variations in village leaders' interests and efforts are attributable in differing performance levels in CSR initiatives among villages as noted frequently during the discussions. Capacity building initiatives should be resumed with an eye to addressing

critical development areas and closing the engagement gaps among community volunteers and village authorities.

To undertake similar CSR activities that are effective and beneficial to the communities

In constrained economic era, businesses choose to withdraw their presence in communities as it is hard to justify non-core business activities. However, stakeholder needs have obviously intensified and some businesses maintain or even expand their CSR activities in communities as a natural experiment of implementing a CSR Program in an increasingly uncertain macro-economic environment. For MPRL E&P, its CSR Program is a strategic one with a long time horizon, dedicated resources, necessary adjustments and lots of routinized activities, which means it is very much likely to endure a low point in the economy.

Businesses are required to carefully consider which of their resources are most suited to the current emergency. Making a pause and reflecting a more thorough and innovative CSR model will produce better results. As a starting point, it has been a successful effort to both support vulnerable communities and reward key players such as volunteers from the communities.

"There is a former vocational trainee group who faces difficulty in continuing their small business due to a rise in raw material prices and transportation cost. Some others need to enhance packaging of their products to make them look more attractive and appealing to customers."

Focus Group Discussion Participant

07. Way Forward

Our Limitations

We have to recognize our own limitations in figuring out our way forward.

Safety and security: It is hard to mobilize village and township authorities for conducting annual joint needs assessment on which our CSR Program is based. We do not know when we will be able to resume this indispensable activity for the CSR Program.

Political camps create a divide between the community members themselves and given this it is hard to say if the Village Administrators can truly represent their villages and identify their needs.

In this context, the community impact assessment can serve as a venue for identifying existing local needs and plan appropriate actions at our end.

Manpower: Unemployment is on the rise and we are receiving dozens of applications for a vacancy but it is a costly and time-consuming process to identify a suitable candidate. It is even harder for finding and retaining someone who fits in with our organizational culture.

Budget: In this era of COVID-19 and unprecedented geopolitical events, economies continue to be suppressed and the oil prices could see a new boom and bust cycle.

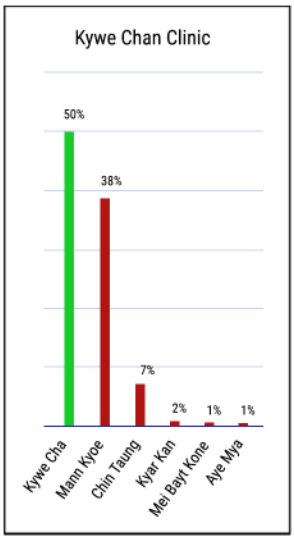
Coordination: Coordination is another area that has been weakened by reduced mobility, political divisiveness and lack of security and safety.

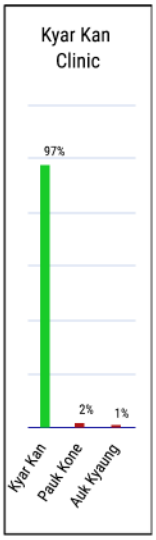
Our Priorities

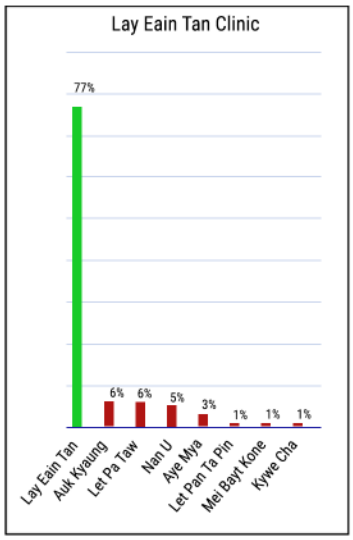
Then we have come up with the following three priorities for the fiscal year to meet the basic needs of the community beneficiaries:

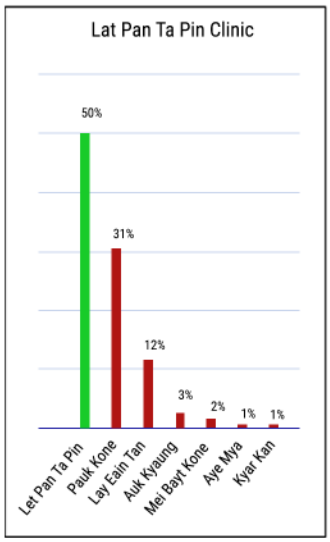
Projects	Descriptions
Drinking Water Pilot Project	Concerning access to water, the underlying issue is wherever a water well is drilled in Mann Field, it is salty and undrinkable, suitable only for washing. MOGE provides piped drinking water to Aye Mya and Nan U Villages where majority are their employees, and Lay Eain Tan, Auk Kyaung and Let Pa Taw Villages as well on a regular basis. It also provides Pauk Kone and Let Pan Ta Pin but it is not a regular service. There are other five villages excluding MaKyee Chaung and Ywar Thar without access to MOGE's drinking water pipeline. This entails people in those villages have to spend a lot of time fetching water and the elderly living alone will have difficulty in accessing drinking water. Therefore, we are planning to tackle this issue through a pilot project.
New Mobile Clinic Sessions: **1. Aye Mya Village** **2. Nan U and Auk Kyaung Villages**	At the moment the Mobile Clinic runs in four villages and we are in the process of planning to address amplifying healthcare needs in the communities where we have witnessed the dire socioeconomic consequences from the pandemic and political situation. We will open a 'truly' mobile clinic session in Aye Mya Village where many current and former MOGE employees reside and another session for Nan U and Auk Kyaung Villages on every other Wednesday.

Projects	Descriptions
	The external doctor from Magway will soon reach the end of his contract period with us and the two Camp Doctors will start running the clinic sessions alongside health education delivery. Running the Mobile Clinic with Camp Doctors is a great way to enhance our brand image and visibility and in order to strengthen the program integrity, we are planning to mobilize Village Administrators for necessary check and balance. The below figure presents an analysis of patient coverage by the current four sessions of the Mobile Clinic for information purpose. Except for Kyar Kan Village sessions, the other three sessions in Kywe Cha, Lay Eain Tan and Let Pan Ta Pin Villages extend their medical coverage to the rest of the communities.









Projects	Descriptions
Vocational Trainees	In a perfect world, every one we provide skill trainings will become employed. However, this is not the case and in NGO world, it is known that if 5 percent of them find employment at the end of the training, it can be called a success story. In this regard, we aim to provide selective assistance to ensure single person enterprises make ends meet and become mass entrepreneurs who use local inputs, solve local challenges and hire 5 workers or more. At the moment, the existing women's business groups are doing day-to-day business activities largely by word of mouth instead of the social media pages out of fear of being backfired. We are looking other similar venues to market the products effectively although we do not have Staff with marketing knowledge and skills at the moment.

08. Conclusion

Corporate Social Responsibility or CSR, widely supported in Myanmar, has proven to be a much-needed strategic area for businesses in their desire to uphold their social responsibility in line with stakeholder expectations and international norms or to ensure social acceptance prior to their market entry and project operations. However, CSR has undergone certain lows and highs in the macroeconomic environment and in the age of COVID-19 and political instability in countries like Myanmar community needs have amplified and continuation of a strategic CSR Program is the way forward for businesses instead of the other way round.

At organizational level, meaningful engagement with host communities that we support can lend to more impactful CSR activities. In addition, the encouragement and enablement of collaborations with other stakeholders and relevant organizations as well as vibrant communications of CSR can lead to a better utilization of limited resources and can increase the CSR Program's effectiveness and efficiency. In this regard, among others, healthcare, waste disposal, livelihood and skills training have emerged as key areas for future intervention in the CSR domain in Mann Field.

"The Mobile Clinic is very effective in treating patients due to its high-quality medicines and its compassionate and friendly doctor."

Key Informant Interviewee

09. Annexure

CSR Focus Group Discussion Questions and Summary Answers

Question #1: In what ways do you learn about CSR actvities undertaken by MPRL E&P in Mann Field?

1. CSR Staff
2. Community Volunteers
3. Noticeboard
4. Community meetings
5. Through observation and use of the facilities and services provided
6. Own involvement in the projects

Question #2: What are the benefits of water filtration units and hand-washing stations installed in local schools by the CSR Program?

1. School children's access to safe drinking water
2. Gaining handwashing practice at school and home
3. No outbreak of cholera

Question #3: What are the benefits of providing school furniture, renovating school buildings and basic village infrastrcuture such as drainage and water tank?

1. Improved standard and facade of village schools
2. Safe and enjoyable learning environment for children
3. Improved wellbeing of communities, transport and water access

Question #4: What kind of impacts does the seed bank project have on community farmers through loaning of quality chickpea, sunflower, sesame and tomato seeds?

1. Access to quality seeds for farmers
2. Higher yields and incomes
3. Requested soil testing equipment
4. Requested land preparation techniques
5. Requested to make more seeds available for new farmers who want to loan

Question #5: What are the positive results of fish amino acid fertilizer making training and natural pesticide making training?

1. Fish amino acid fertilizer good for plant health and production of flowers and fruits
2. Bigger fruits produced with brighter color and in more quantites such as chickpea, tomato, lime, rose
3. Suitable for human consumption and human health in general
4. Cannot afford cost of hiring labor to spray natural pesticide as per recommended schedule of DoA to create necessary effect for pest control/outbreak
5. Required to use chemical pesticide available in the market for adhoc pest control
6. Fish rare in summer to produce fish amino acid fertizlier
7. Products sourced from volunteers currently
8. Improvement in income although it sometimes depends on market conditions

Question #6: What are the benefits from vaccinating community livestock and training courses on animal husbandry (chicken, cows)?

1. Animals now suffer less from seasonal illnesses due to vaccination on time
2. Those who attended the training can now vaccinate their livestock on their own
3. Traditional animal raising knowledge to systematic one
4. Needed refresher courses to strengthen and upgrade knowledge
5. Needed more vaccine stock as more interested in vaccinating their livestock

Question #7: What kind of job opportunities do the educational partnerships with No. (5) ITC (Magway) and Ayeyarwaddy Training Center create for youths?

1. Advantage for youths from poor background to gain skill training and upgrade their living standard
2. Stronger chance to find a decent job after completing training at ITC (Magway)
3. All youths who completed the trainings can put their skills into practice and secure job opportunities
4. Can gain skills and become employed other than agriculture
5. Should produce more trainees

Question #8: What are the challenges facing former vocational trainees who can no longer stay in business within the context of COVID-19 and political situation?

1. Some quit their business when their family moves away and they have to accompany
2. Aye Myit Tar Group no longer produces their food products because of the rise in raw material prices such as potato and cooking oil
3. Many in community can now produce soap and shampoo on their own so no need to buy from producers who need to find new markets
4. Cotton bag producers doing relatively well although the business is slow
5. Marketing skills needed to make products look more attractive in appearance on market stands

Question #9: What are the benefits of the Mobile Clinic Program in Mann Field which has been resumed recently after suspension due to COVID-19?

1. Doctor is patient and good at treating patients and presciption of suitable medicines
2. Quality medicines given which are even not available or prescribed at private clinic in town due to high prices
3. Great for both children and elderly due to accesssiblity and effective treatment
4. Due to limitation in number of patients the doctor can see in a day, some have to return home without being able to get treatment after coming to the clinic
5. Requested a sessoin each for Aye Mya Village and Auk Kyaung Village as they are further away from where the sessions are currently running or there are more elderly without family members who can assist visiting the clinic in another village

Question #10: How effective is the community-led waste collection system in Mann Field? How satsified with the service provider U Thein Naing, community volunteer of Kywe Cha Village?

1. The best system available in town, far better than the municiple waste collection service in Minbu
2. Villages become cleaner looking and some old garbage dumps just outside the villages have gone out of sight
3. No need to worry about fire outbreaks especially in summer months from illegal garbage dumps outside the villages
4. Volunteers have to collect service fees from households, which is a small amount,

but the involvement of village administrators can help get rid of free riders and ensure more involvement of households in the system

5. Afraid the system might be unsustainable once the company exits Mann Field

Question #11: What are the benefits of the Operational Grievance Mechanism (OGM) for communtiy farmers? How easy is it to use the OGM and satisfied with the solutions it has provided?

1. Farmers can raise issues with the company any time without fear for repercussion
2. Easy to communicate CSR Staff to report issues and oil leakage and eletrical hazard cases have been handled well
3. No health impacts so far from oil leakages which is good
4. Challenging to report oil pilfering cases through the current formal system due to risk of being targeted by perpetrators in a community where everyone knows everyone else

Photo Records of Focus Group Discussions (FGDs)

Day 1 – 28th March 2022

FGD with Village Administrators and Village Development Committee members (Group 1)

Day 1 – 28th March 2022

FGD with Village Administrators and Village Development Committee members (Group 2)

Photo Records of Focus Group Discussions (FGDs)

Day 1 – 28th March 2022

FGD with Female Volunteer Group

Day 2 – 29th March 2022

FGD with Male Volunteer Group

Photo Records of Focus Group Discussions (FGDs)

Day 2 – 29th March 2022

FGD with Women Group of Former Vocational Trainees

Day 2 – 29th March 2022

FGD with Men Group of Former Vocational Trainees

Photo Records of Focus Group Discussions (FGDs)

Day 3 – 30th March 2022

FGD with Women Group - Lay Eain Tan and Nan U Villages

Day 3 – 30th March 2022

FGD with Farmer Group: GAP seasame, sunflower, chickpea and horticulture

Photo Records of Key Informant Interviews

Key Informant Interviews with Community Volunteers, Village Administrators, former MOGE CSR Coordinator, Horticulture Farmers, and DoA Staff

Photo Records of Household Survey

Photo Records of Household Survey

Photo Records of Household Survey