

# How responsible investment contributes to economic development in Myanmar: The role and contribution of international investors

Prepared by MCRB for dialogue between Myanmar Investment Commission and international companies

22 June 2018, Yangon

# Our companies welcome Myanmar's economic reforms

**We particularly welcome the priority the Myanmar government has placed on responsible investment:**

## **December 2016 Investment Policy:**

- "...Responsible and mutually beneficial foreign investments are welcomed."...“Local and foreign investors shall comply with the principles for responsible investment and business conduct, including environmental and natural resources matters on an equal basis and in a non-discriminatory manner at all times”.

## **2016 Myanmar Investment Law and Dec 2017 Rules :**

- Objective: to develop responsible investment in the interest of the Union and its citizens which does not harm the natural or social environment Art.3(a)
- MIC duty to advise Myanmar government on policies to develop responsible business Art.24(d)
- **Investor obligations** (Art 65) :
  - operate responsibly by abiding by the law and best international standards
  - avoid damage to natural/social environment/cultural heritage;
  - pay compensation;
  - respect ethnic customs traditions;
  - regulate employee behaviour;
  - obtain all necessary permits under other laws;
- Annual sustainability reporting for projects with MIC Permits (Rule 196)



# International investment in Myanmar is a partnership for long-term sustainable growth

Responsible investment, and its products and services, underpinned by business' commitment to respect human rights, and to build capacity and transfer knowledge, contribute to many SDGs



For example

- Creation of quality and inclusive jobs leading to increased incomes
- Tax revenues
- Services such as telecoms to promote education, health and good governance
- Energy security for electrification
- Better nutrition and consumer health
- Transparency contributing to governance reform
- Partnerships with government and NGOs

# Our companies make a significant economic contribution in Myanmar.....

**Total** Myanmar has operated in Myanmar since 1992 and is currently invested in 7 offshore blocks. Production from M5-M6 blocks contribute 50% of Myanmar domestic gas consumption. 95% of TEPM workforce are Myanmar nationals. Moattama Gas Transportation Company has been #1 tax payer in Myanmar every year since government published lists.....**Chevron** has invested in the Yadana gas field with TOTAL; together they have helped spur economic growth and the development of Myanmar's energy sector.....Currently, **Total, Chevron, Shell, Eni** and **Woodside** are exploring in a number of blocks and appraising prospects. These prospects have the potential, in the event of commercial discoveries, to support energy security and contribute to the growth of the Myanmar economy.....

**Telenor** created employment for 110,000 people by end 2015, and has to date paid 385 billion Myanmar kyats (US \$0.3 billion) to the Government in taxes, licenses and spectrum fees.....**Heineken** has invested \$70million in a greenfield brewery and wastewater treatment plant in Yangon, directly employs over 400 people and is in the top 10 International commercial tax payers in Myanmar.....**Coca-Cola** in Myanmar has invested more than US\$200 million in its local operations, with 1,500+ direct employees and approximately 30 billion kyat in tax payments to the Myanmar government.....**H&M** sources from 40 manufacturing units (mostly Chinese FDI) which employ 43,000 workers (90% women, an estimated 20% of whom are from Rakhine). The majority of garments are for European market.....**Unilever** has a pan-national presence with 3 factories and around 100 distribution centres, bringing the latest global technology and leading brands to Myanmar. To date, Unilever has created job opportunities for more than 1500 people.... **Nestle's** factory started operating in November 2017. The company employs 160 in its factory and 100 in its offices, and distributes its products countrywide through the 9 branches of its local partner Myanmar Distribution Group.

# Our operations in Myanmar are guided by international principles.....

.....including the three pillars of **2011 UN Guiding Principles on Business and Human Rights (UNGPs)**



## 1. STATE DUTY TO PROTECT HUMAN RIGHTS

- Government ensures **rule of law including protection of human rights**, which creates **enabling environment** for responsible business
- e.g. laws which prohibit discrimination, land and labour, environment and safety laws which protect human rights,, laws which promote freedom of association and expression

## 2. CORPORATE RESPONSIBILITY TO RESPECT HUMAN RIGHTS

- Our companies have **human rights policies** and a global commitment to respect human rights as defined in relevant UN and ILO conventions
- We consult widely to identify human rights impacts of operations and those of business partners
- We take steps to avoid or mitigate those impacts (human rights due diligence)

Examples in Myanmar:

- factory site due diligence on whether land was acquired in line with human rights
- assessing and encouraging freedom of association, safety, child labour

## 3. ACCESS TO REMEDY

- **Judicial** e.g. law enforcement and prosecution
- **Non-judicial** e.g. Company operational complaints and grievance mechanisms e.g. with fishermen during seismic operations; OECD National Contact Point; grievance procedure under Myanmar Investment Law (tbc)

# We follow applicable laws and international standards

- **2011 OECD Guidelines on Responsible Business Conduct for Multinational Enterprises**
  - Include guidelines on disclosure, human rights (based on the UNGPs), Employment and industrial relations, environment, anti-bribery and corruption (ABC), consumers, science and technology, competition, taxation
  - Apply to companies headquartered in OECD countries
  - Will be a reference point for the OECD's 2<sup>nd</sup> Myanmar Investment Policy Review in 2018
- **World Bank/IFC Performance Standards** and Environmental Health and Safety (EHS) Guidelines
  - These are mentioned in Myanmar's recent Production Sharing Contracts, and draft EIA guidelines
- Sustainability reports use **Global Reporting Initiative (GRI)** standards, also used to fulfil **UN Global Compact** reporting requirements
- **Laws in our HQ countries** for example **criminalising corrupt payments** by businesses overseas e.g. UK Anti-Bribery Act, US Foreign Corrupt Practices Act
- .....and of course all applicable Myanmar laws!



# Oil and gas companies also participate in other initiatives in Myanmar....

- **Myanmar Extractives Industries Transparency Initiative (MEITI)**



- TOTAL is on MEITI Multi-stakeholder Group (MSG)
- All companies contribute data to Myanmar EITI reporting



- **Voluntary Principles on Security and Human Rights (VPSHR)**

- A local implementation working group was created in May 2018 to promote and implement the VPSHR in Myanmar, led by VPSHR members TOTAL, Shell, Chevron and Woodside, with the involvement of ENI
- In 2015, companies engaged directly with national/local Myanmar government, the Myanmar Navy and UNHCR to discuss maritime security including the potential for encounters with people in distress at sea, based on VPSHR principles. Oil and gas companies operating in the Bay of Bengal developed a protocol for handling people and vessels in distress at sea.

# Why do we seek to operate responsibly?

- To align our operations with the **values** of our companies, including commitments to international standards such as the UN Guiding Principles on Business and Human Rights
- Companies must **comply** with legal and permit requirements (Myanmar Investment Law, EIA and environmental laws, labour laws etc)
- It makes **good business sense** because it:
  - Reduces the potential for conflict with local stakeholders e.g. employees, trade unions, local communities
  - Builds a 'social licence to operate'
- **Our stakeholders** - shareholders, employees, business partners, such as banks and joint venture partners, as well as others such as home governments (OECD member countries), media and NGOs - **expect our companies to conduct business responsibly**





# We integrate operating responsibly into our business by:

- Promoting business integrity and combatting bribery and corruption
- Respecting human rights
- Promoting diversity and inclusion
- Promoting good employment practices and employee-employer dialogue
- Improving safety performance, awareness and training, including for consumers
- Managing environmental, health and social impacts to a high standard
- Promoting better health for employees, their families and communities
- Skills transfer and training for young people
- Building local capacity of employees, subcontractors and SMEs in supply chains
- Investing in local communities
- Responding to humanitarian and natural disasters and enabling our employees to do so

See Annex for examples of how our companies seek to operate responsibly in Myanmar



# However, investors need an enabling environment to be able to invest responsibly.....

.....Challenges in Myanmar include:

- Legal framework
  - Lack of clarity, complexity, red tape
  - Gaps in protection e.g. occupational safety and health
  - Awareness and enforcement
- Corruption and business integrity
- Legacies
  - Land acquisition
  - Community conflicts
  - Environmental impacts
- Risk of association with human rights abuses, particularly in areas affected by conflict, or discrimination, in law or in practice



# Today we face enhanced risks.....

## Business risk caused by:

- Impact of the situation in Rakhine and other conflict areas on the Myanmar government's ability to reform, protect human rights and provide a stable investment climate in which to do business responsibly
- Higher political risk rating for Myanmar reduces net present value (NPV) of investments, which potentially affects investment decisions

## Operational risk, for example:

- Possibility of oil and gas operations encountering people in distress at sea from refugee trafficking boats
- Challenges in conducting stakeholder/EIA consultation in conflict affected areas
- Interruptions to telecoms networks due to conflict

## Stakeholder risk with questions from:

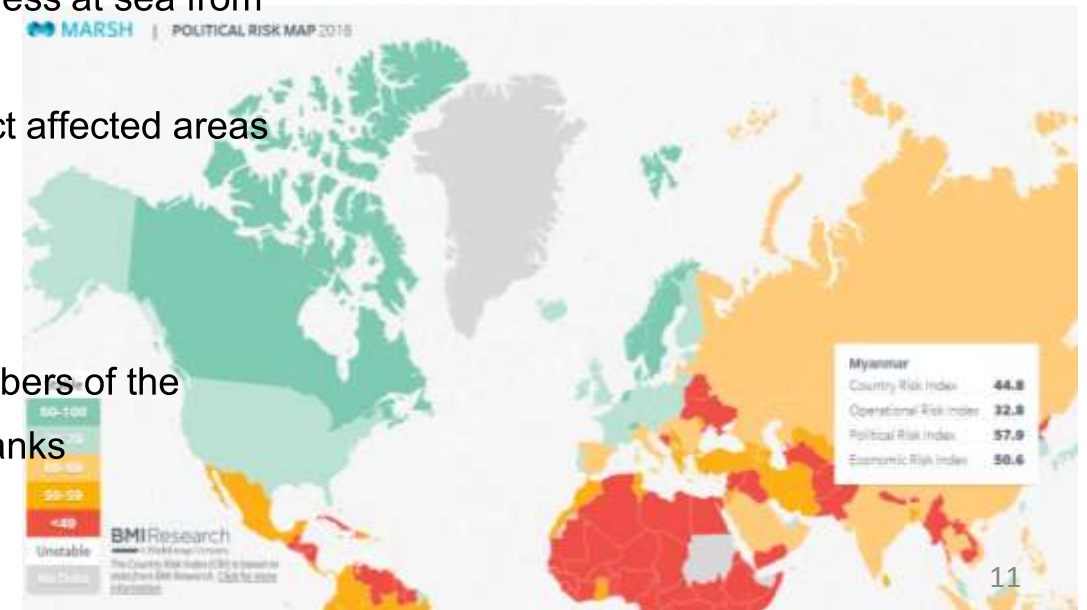
- Shareholders e.g. resolutions at AGMs, letters to the Board
- Finance partners e.g. Government/multilateral institutions, members of the Principles for Responsible Investing (PRI)/Equator Principles Banks
- Customers e.g. garment brands, tourists
- NGO campaigns and the media



## NO BUSINESS WITH GENOCIDE

The "No Business With Genocide" campaign is built around the simple proposition that corporations should refrain or withdraw from doing business with regimes that engage in genocide or crimes against humanity.

This campaign is part of the movement to end genocide and crimes against humanity by building a grassroots global constituency willing and able to put effective and timely political and economic pressure on governments that engage in or consider committing genocide and/or mass atrocities.



# Our companies are responding to these risks by...

- Maintaining our ongoing due diligence, to ensure that we can:
  - operate safely and responsibly in Myanmar, in line with international standards such as the UN Guiding Principles on Business and Human Rights
  - continue to create value/benefit for Myanmar people and our shareholders
- Maintaining regular/continued engagement with business partners and other stakeholders, including the Myanmar government,
- Replying, as necessary, to calls from shareholders, investors and members of the public to reconsider the company's investment in Myanmar, which may include issuing public statements
- Welcoming the Myanmar government's commitment to implement the recommendations of the Rakhine Advisory Commission, chaired by Dr Kofi Annan, which called for 'an economically prosperous, safe and secure Rakhine State, where all communities enjoy the rights and freedoms they deserve'

# We want to work with government to build an enabling environment for responsible investment by:

- 1. Continuing public-private sector dialogue (PPD)**, including supporting the government's Sustainable Development Strategy (MSDP3.3) objective to 'Improve the Enabling Environment for Investment'. In line with its 'duty to protect' under the UN Guiding Principles on Business and Human Rights, we encourage the Myanmar government to:
  - Focus on effectively regulating and protecting what matters e.g. occupational safety and health, effective Environmental Impact Assessment processes, and meaningful monitoring
  - Address regulatory and red tape which can hinder businesses' ability to operate responsibly and respect human rights
  - Ensure protection of human rights such as freedom of expression, association and non-discrimination, which are all necessary to promote responsible business practices (SDG16)
- 2. Building a common understanding of responsible business conduct**, creating shared value, conflict sensitivity and the respective roles of government and business, and sharing that knowledge with other foreign and Myanmar investors, government, and other Myanmar stakeholders
- 3. Ensuring that businesses contribute to sustainable economic growth, inclusion and tolerance** in Myanmar through their conduct and actions as employers, and through supply chains and business partners

# To achieve these three goals, we therefore propose a series of Responsible Business Workshops to:

- Highlight and discuss the business case for adopting and upholding responsible business practices in Myanmar
- Build practical understanding and awareness of what this means, and share companies' experience and good practice
- Show how business can contribute to wider societal attitudes regarding respect for human rights, and inclusion: 'Business for Peace'
- Identify and discuss challenges for doing business responsibly in Myanmar, and compile ideas with participants to be shared with government, business and other stakeholders e.g. development partners, in support of public-private dialogue



# Responsible Business Workshops: Who, how, where and when?

- An ongoing series of **breakfast seminars** and/or **half-day workshops**, possibly starting on **5 July** with a breakfast seminar in cooperation with the OECD to launch their new '**Due Diligence Guidance on Responsible Business Conduct**' which was adopted May 2018
- **Target audiences** for the Responsible Business Seminars/Workshops would be:
  - staff from Myanmar and foreign businesses – various sectors and sizes – including beyond Yangon
  - Government officials, from DICA and beyond (either as invitees to business workshops, or separately)
- **Content** should be adaptable and relevant to different sectors and business sizes including SMEs. Workshops should be inclusive and aimed at staff working in Myanmar and foreign businesses (for topics, see next slide)
- **Guest speakers** will be drawn from companies with particular expertise, and experts e.g. from the OECD, ILO and other organisations
- **Delivered in collaboration** with MCRB, and with other potential partners including interested companies (foreign local), Chambers of Commerce (UMFCCI and international), business associations, international organisations e.g. ILO, OECD, Myanmar government, Anti-Corruption Commission, and subject-matter experts.
- **We would greatly value the partnership and participation of MIC and DICA!!**



# Responsible Business Workshops: Topics

Our preliminary ideas for workshop topics include:

BUSINESS  
INTEGRITY

- Anti-corruption and compliance
- Codes of business conduct and whistleblowing
- Product stewardship and responsibility to customers and consumers
- Human rights due diligence

PEOPLE

- Health and safety
- Employment and labour relations
- Diversity, inclusion and non-discrimination

PLANET

- Efficient stewardship of natural resources (energy, water etc)
- Environmental management systems
- Community engagement and development

COMMUNITY

- Governance and 'do no harm' in corporate philanthropy and humanitarian assistance
- Building local business and community capacity
- Responsible marketing
- Responsible use of social media

We welcome your suggestions on these topics or others that we should consider.....





## In conclusion, we ask the MIC to:

- Convey the messages from this presentation to the Myanmar government, so that Ministers and officials deepen their understanding of the Government's legal and policy commitment to responsible investment, how companies approach investing responsibly, and the challenges of doing so in Myanmar.
- Encourage all Ministries to work with business on public-private dialogue and consultation, in order to build a conducive climate for responsible investment. This includes:
  - taking all necessary steps to meet the government's duty to protect human rights, thereby enabling business's responsibility to respect human rights
  - improving consultation, transparency and the ease of doing business in Myanmar, thereby reducing compliance and corruption risks for companies
  - recognising the valuable role that the media and civil society organisations play in ensuring responsible investment through pressing for accountability of government and business, and remedy for grievances.
- Send a clear signal to all companies, both Myanmar and foreign, of the government's expectations in terms of responsible business.
  - For example, the MIC could adopt more detailed guidelines on responsible investment to support Myanmar's Investment Policy, referring to the UN Guiding Principles, and possibly also the OECD Guidelines on Responsible Business Conduct.
- Work with our companies to raise awareness of what responsible and inclusive business means and build capacity in government, business and wider society to put this into practice.

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Tack!

Thank you!

Cheers!

Merci!

Dank je!

Takk skal  
du ha!

Grazie!

## **Annex: What does it mean to operate responsibly?**

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Some illustrative examples from our company operations  
in Myanmar

# Promoting business ethics, integrity and compliance: Telenor, Unilever and Heineken



Ethics & Compliance  
hotline - *Speak up!*

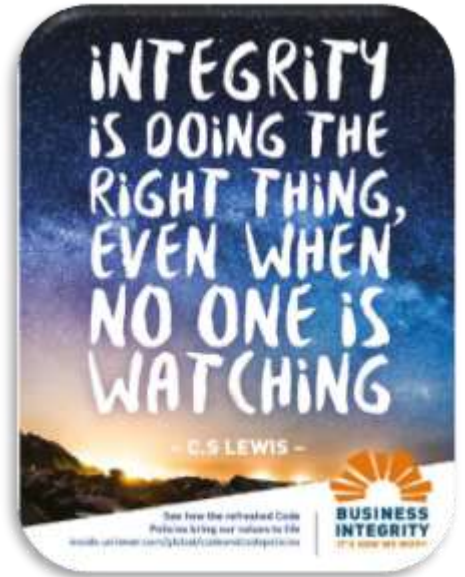


- Telenor is committed to integrity and transparency
- Code of Conduct defines our corporate ethics and ensures we operate in accordance with applicable laws and regulations, and internationally recognized human rights standards. All employees shall be committed to follow the Code of Conduct.
- All vendors are committed to Telenor's Code of Conduct through signing Agreement on Business Conduct (ABC).
- Code of Conduct and ABC defines **zero** tolerance policy to corruption
- Direct hotline to Oslo to report breach of compliance
- Ethics and Compliance Officer at country and Group level



## Code of Business Principles

UNILEVER adheres to the highest business operating standards. The Code of Business Principles sets out the standards required from all our employees and is at the heart of our company culture



HEINEKEN [Speak Up](#) service is available for all employees and business partners to confidentially and anonymously submit business conduct concerns.

All are investigated and necessary action taken.

# Respecting human rights: Chevron

**Chevron's Human Rights Policy** is consistent with international standards, and is informed by the United Nations Guiding Principles on Business and Human Rights. Our **Corporate Human Rights Policy**, management processes, community investment programs, and participation in voluntary initiatives work together to reinforce our commitment to respecting human rights.

Chevron has a longstanding commitment to respecting human rights wherever we operate. Chevron's support for universal human rights is a core value in **The Chevron Way** and key to how we "get results the right way."



The policy is shaped around four areas: employees, security, community engagement, and suppliers. Key elements of the policy are as follows:

## Employees

We treat all of our employees with respect and dignity and promote diversity in the workplace. Our company policies and procedures adhere to applicable domestic laws and are consistent with ILO core labor principles.

## Security

We protect personnel and assets and provide a secure environment in which business operations can successfully be conducted. Our guidelines and management processes on security in our areas of operations are consistent with the Voluntary Principles.

## Communities

We recognize that our operations have the potential to affect the well-being of the communities in which we work. That is why Chevron has a process that applies to capital projects within our operational control, and which provides a systematic and risk based approach to identifying, assessing and managing potentially significant impacts, including human rights issues. Early engagement with communities and key stakeholders is integral to planning, as it helps the project develop appropriate impact mitigation plans during the early stage of project development.

## Suppliers

We expect our suppliers to treat their employees and to interact with communities in ways that respect human rights and are consistent with the spirit of our Human Rights Policy. We require that our key suppliers adhere to all domestic laws and encourage them to align their practices with the International Labour Organization's (ILO) core principles. These principles include the freedom of association, the right to collective bargaining, the elimination of forced and compulsory labor, the abolition of child labor, and the elimination of discrimination in the workplace.

# Respecting human rights: TOTAL



TOTAL first **Human Rights Report** in 2016, **update published April 2018**  
**TOTAL ranked 1st oil & gas major** in the Corporate Human Rights Benchmark. TOTAL reserves the right to express to governments, when necessary, our belief in the importance of respecting HUMAN RIGHTS.

# Embedding human rights in the operational model: Eni

## Before Operations

1. **Environmental Social and Health Impact Assessment (ESHIA)**
2. **Human Rights Impact Assessment by Independent 3<sup>rd</sup> Party (Danish Institute For Human Rights)**

### Outcomes - Areas of attention

- Environmental & social potential impact
- Land management
- Occupational safety potential impact
- Working conditions

### Action Plan

- Land Access Management procedure
- Local workers
- Significant Company (Eni) Supervision
- Grievance Mechanism implementation

## During Operations

- **Land Management Action Plan:**
  - Public Consultations
  - Permit to access
  - Compensation Measurements
  - Compensation Ceremony
- **Social audit** of labor conditions
- Deployment of Eni personnel to supervise Contractor and Sub-contractors activities
- **Grievance Mechanism**



## After Operations

### ESHIA/Human Rights Follow Up Assessment

- Positive Outcomes: used as case study for the upcoming operations
- Critical Outcomes: remedial actions to be implemented and closed in shortest time possible, with lessons learnt for future projects

### Benefits:

- ❖ creates trust in communities about company activities
- ❖ Enhances company reputation
- ❖ Avoids permanent damage in the operations area

# Requiring employees and suppliers to follow Codes of Business Conduct: Heineken, Unilever and Nestle



In order to ensure that Nestle staff and partners were aware of human rights issues in Nestlé Myanmar's daily operation, Nestle organized a one day training by the Danish Institute of Human Rights, with case studies and exercises covering:

- What are human rights?
- Why are human rights important in business?
- Challenges and opportunities in Myanmar



1c. HEINEKEN Policy on THE USE OF SOCIAL MEDIA



## Unilever: Responsible Sourcing Policy

Unilever's Responsible Sourcing Policy sets out the requirements with suppliers to ensure we do business in a manner that improves lives of workers across our supply chain, their communities and the environment.

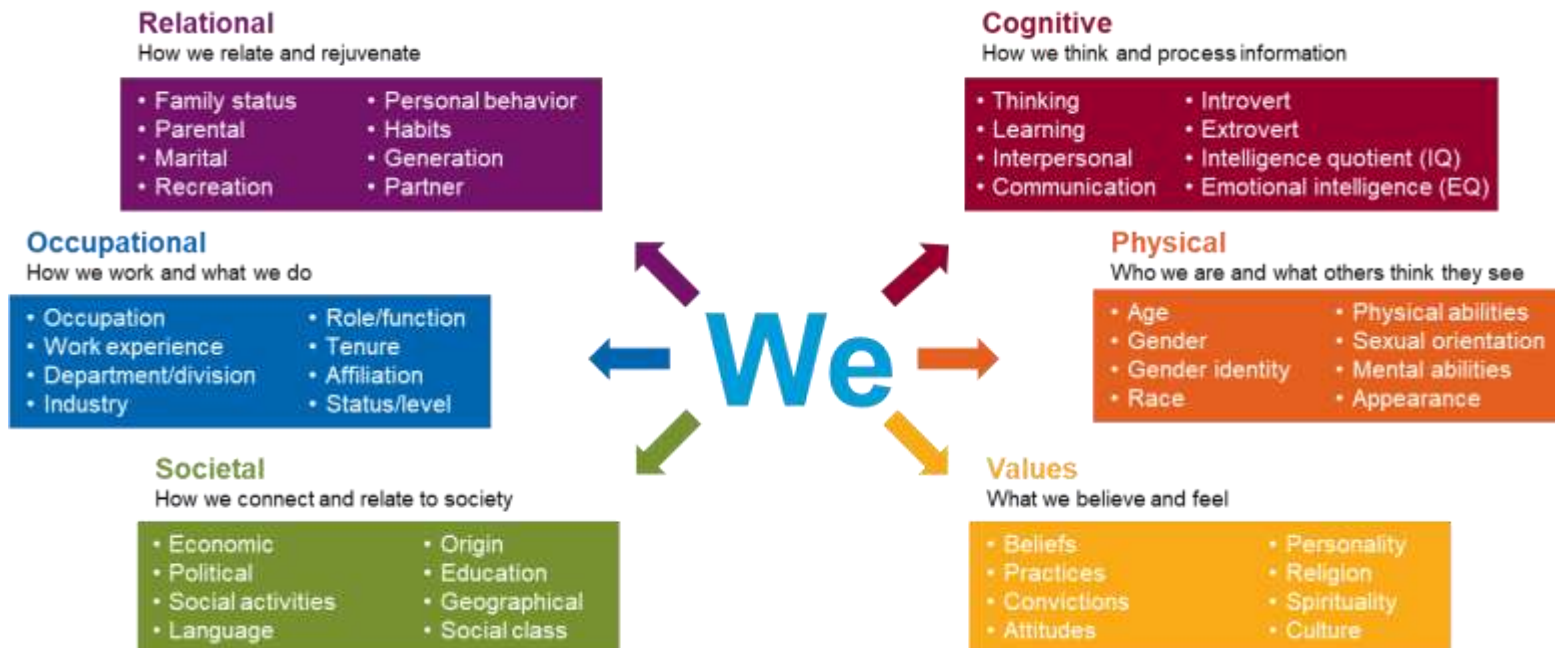




# Diversity and inclusion: Chevron and Unilever

At Chevron, we learn from and respect the cultures in which we operate. We have an inclusive work environment that values the uniqueness and diversity of individual talents, experiences and ideas.

**Diversity** means understanding that each individual is unique and that we recognize our individual differences. **Inclusion** is our commitment to creating a work environment where everyone has an opportunity to fully participate in creating business success and where each person is valued and respected for his or her unique skills, experiences and expertise.



Unilever programmes enabling diversity and inclusion and overall wellbeing



**DIBs**  
Diversity. Inclusion. Belonging.



**Employee Assistance Program**



**MAPS**

**Equal Pay** **MATERNITY AND PATERNITY SUPPORT**

**Equal Opportunities**



*Unilever Myanmar aims to be a gender balanced organization*

# Celebrating diversity: TOTAL E&P Myanmar



- TEPM celebrates “World Day for Cultural Diversity for Dialogue and Development” bi-annually.
- Management encourages staff to plan the day to provide ideas to understand and address diversity issues in the workplace and in society at large.
- Our celebration in 2017 began with a message from our Group CEO, a panel discussion by staff who had international assignments sharing their experiences followed by open discussion by all staff on “How do we live in harmony among different genders, nationalities and cultures”.
- Food stalls of different nationalities such as Myanmar, Shan, Dawei, French, Indian, Russian, Indonesian, Norwegian etc etc ... were served in an open house, and a cultural costumes contest also created a dynamic atmosphere.

# Partnering to improve labour relations for decent work in the garment industry: H&M



Project aims to contribute to reduction of poverty and empowerment of women in Myanmar by improving labour relations, social dialogue and gender equality in the garment industry:

- Assist employers and workers in selected enterprises to build sound labour relations practices, including collective bargaining, through training programmes with a particular focus on identifying and overcoming barriers to women's participation in social dialogue
- Deliver a health education programme targeted at women workers.
- Support employers' and workers' organizations at sectoral level in developing practices of bi-partite social dialogue through capacity building for each party at sectoral level, again with a focus on gender issues



**20** production units will participate in the project

**3** years project from 2017 – 2019

**79** production units involved in Baseline assessment

**16** units involved in detailed Gender Assessment

**US\$ 2.46 MILLION** co-funded by H&M and SIDA, implemented by ILO

# Safety performance, awareness and training: Heineken

## For employees & contractors



- Implement global standards of safety: HEINEKEN Life Saving Rules
- Personal Protective Equipment provided for employees and contractors
- Road Safety Alert training for employee drivers
- Responsible Drinking Policy 'Cool@Work'
- Zero tolerance of drink driving

## For communities & wider public



### Making Myanmar Roads Safer campaign

- Road safety partnership with Government: RTAD & RTP
- Education on driving rules
- Animations, billboards & films
- 44,000 Facebook fans
- Providing support materials to National Road Safety Council

# Responsible stewardship of water resources: H&M and Heineken



US \$1.5 million wastewater treatment plant, water pipeline and onsite clinic (with nurse).

- Undertook community consultations on pipeline and effluent
- Undertook EIA for wastewater treatment plant & pipeline with Myanmar Engineering Society
- Monitoring water effluent
- Decreasing water usage in brewery annually – 33% decrease 2017 vs 2016



- 10 H&M units used a total of 434,892 cubic liter of water in 2017 for mainly washing and printing processes.
- All waste water generated is treated and used for other purposes e.g. gardening
- All H&M suppliers need to send waste water to authorized industrial waste water treatment plant if available. If not, suppliers need to have their own Effluent Treatment Plant (ETP) to treat waste water generated from production process.
- H&M conducts thorough assessment of ETP. These should attain Green grading, the highest H&M standard

# Promoting better health: Unilever and Nestle



Scale up Lifebuoy/ Signal school program: Reach 20 million consumers by 2021



## Contributing to a healthier future : Nestlé

Increase awareness of the importance of a balanced diet for children's health

- Provide nutrition knowledge to 1,500 mothers
- Schools in Yangon, Mandalay and Mawlamyaing

## Freeing Children from Cavities

**Signal**

UNILEVER  
**SUSTAINABLE  
LIVING PLAN**  
SMALL ACTIONS. BIG DIFFERENCE.



Live, Learn,  
Laugh School  
Program



**World Oral Health  
Day**  
Partnership with  
Myanmar Dental  
Association

## Handwashing To Prevent Diseases



School of 5  
Program



Midwife  
Program



Global  
Handwashing  
Day

# HSE awareness campaign: Eni

Focus ALL WORKERS (Company, Contractor, Subcontractors) **on safety and health risks** and potential **environmental impacts** connected with **operations**

Promotion of Eni **Health Safety and Environment (HSE) Golden Rules** to be followed during working activities to raise awareness on safety at site

**Promotion of leadership** in Health and Safety with Local and Central Government Authorities

To convey **awareness** and **positive message** to **local communities** affected by the project

**Safety Program - safety starts at home**

initiative to develop a safety culture, starting from daily home activities and transferring this awareness to the operations site



# Building local capacity of SMEs in our value chain: Coca-Cola

## Upstream:

- Supplier Guiding Principles, which are built in to all contracts with suppliers, set expectations in terms of human and workplace rights, business integrity, EOSH, with checks and audits on practices
- Training for local suppliers on responsible business practices, including anti-bribery, labor rights, occupational health & safety, with more to come in 2018. 100 people representing 60 suppliers were trained.



## Downstream:

- Coca-Cola 'Leht Li' Business Skills training program in partnership with the International Labour Organization and the Ministry of Industry's Dept of SME Development.
- Advanced modules include information on labor rights and laws in Myanmar to increase awareness and understanding in this important area.
- 3,000+ SME and retailers reached to date with the aim to reach 20,000 through the year 2020.





# Employee/subcontractor training, skills transfer: H&M



During a 15 month period in 2017-2018:

- > 400 Management Staff and more than 600 workers directly trained on various social programs like child labour prevention and remediation, social dialogue, labour/legal laws, compliance & sustainability standards, cultural issues etc
- Around 50 management staff directly trained on waste water management, effluent treatment plant assessments, chemical management
- Nearly 35,000 workers indirectly trained by factory management on various topics
- > 2,544 hours spent on preparing and implementing this training



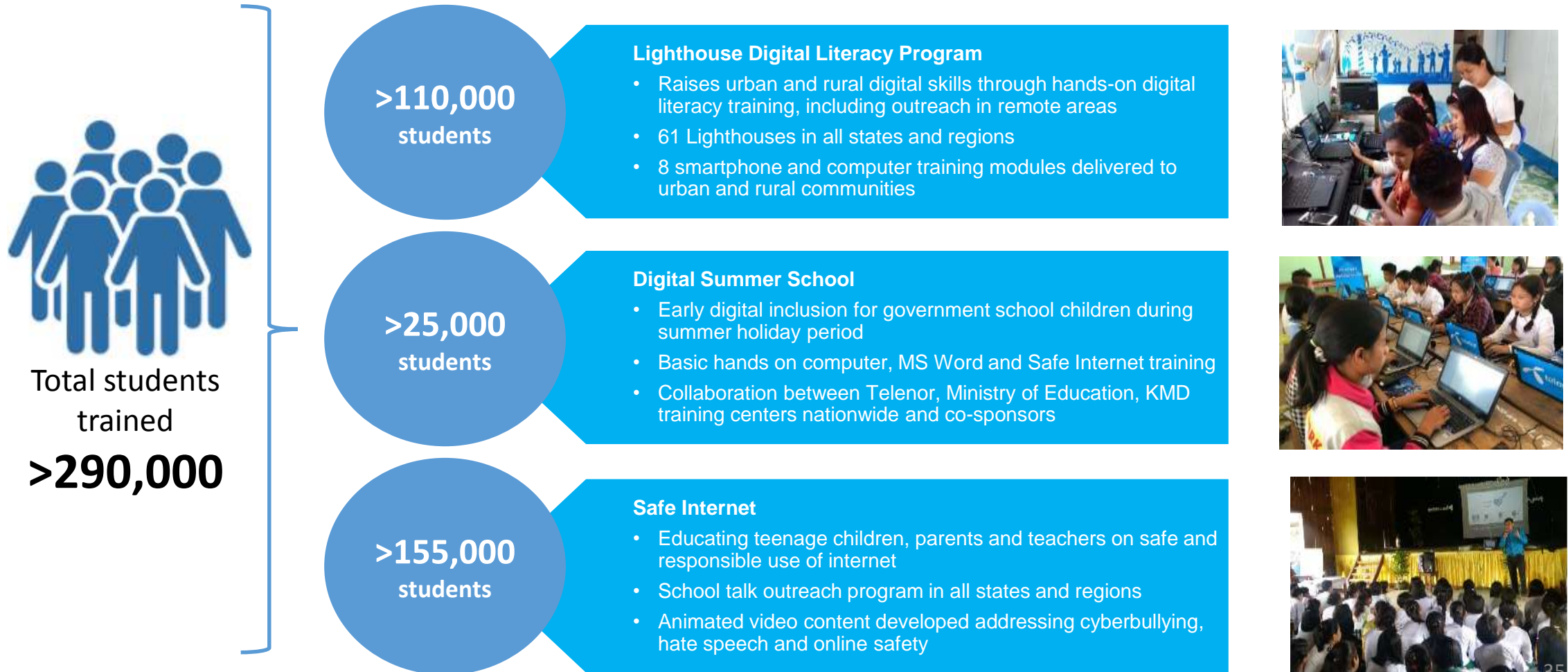
# Knowledge transfer to MoEE/MOGE Employees: Eni

Eni has sponsored a training programme:

- Master in Energy, Environmental Management and Economics (MEDEA), at Eni Corporate University (Milan)
- Master in Health, Safety and Environment & Quality System, at Eni Corporate University (Milan)
- Master in Integrated Petroleum Geosciences, at Perugia University
- Technical courses in Myanmar:
  - Reservoir Geology
  - Reservoir Seismic
  - Health, Safety and Environment & Quality System
  - Production Optimization
  - Field and Plan Performance Monitoring



# Reducing inequalities (SDG10) through upgrading digital skills: Telenor



Telenor Myanmar has invested heavily in building digital skills so that Myanmar citizens can be a part of the digital workforce and become digital consumers. See the Digital Myanmar report to support the government's digital economy roadmap (see <http://bit.ly/DigitalMyanmar>).

# A few examples of how we invest in local communities.....

- **Chevron's** social investments in Myanmar over the past 20 years have focussed on **improving access to health and electricity and empowering women**, working with NGO partner, Pact, on sustainable health programs in Myanmar's Dry Zone region since 2003. The program has reached **more than 1.25 million people** across **1,476 villages** in **13 townships**; The Village Health Development Fund provides improved access to health care to **815,128 people**; the Sustainable Health Improvement and Empowerment (SHINE) which focuses on reducing the incidence of disease, especially TB, HIV and malaria has trained more than **10,717 community health volunteers** to ensure sustainable health improvements in communities; More than **15,448 women** have engaged in saving and empowerment programs, earning 19 percent interest on savings. The **Ahlin Yaung Program** has provided 100,000 people with access to renewable energy sources
- **Shell Myanmar** has several social investment programmes in Myanmar including a partnership with Pact, a non-profit organisation, to provide access to sustainable energy for around 20,000 people in Myanmar in 2017. The livelihoods of around 35,000 people have improved since the start of the programme in 2015.
- **Woodside's** social investment programmes in Myanmar include an early childhood development programme in Ayeyarwady Region, and capacity building partnerships with Patheingyi University in Marine Science, and Yangon Technological University in petroleum engineering.
- **Eni Foundation** supports the Myanmar Government to fight malnutrition through improvement of food security, nutrition and health status of population living in 3 townships of Magway Region with links to Eni's operations. These focus on agriculture extension services, safe water supply/sanitation and primary health care in line with National Programmes. An MoU (2017-2020) was signed by Eni Foundation and Ministry of Health and Sports and witnessed by the Ministry of Agriculture Livestock and Irrigation



Credit: Chevron



Credit: Shell

# Our companies respond to humanitarian and natural disasters and enabling our employees to do so

- Together, companies have made significant financial responses to humanitarian crises in Myanmar such as Cyclones Nargis and Komen, the 2015 flooding, the crisis in Northern Rakhine in both Myanmar and Bangladesh, as well as more local needs e.g. fire and flood relief close to our operations.
- Many companies have global partnerships with UN agencies and international NGOs such as Save the Children, the Red Cross and PACT. These organisations are well placed to respond to humanitarian crises and promote development in Myanmar, including in Rakhine state.
- Working with these organisations ensures that company funds for humanitarian relief and community development go to organisations and humanitarian efforts that are based on international humanitarian principles and are consistent with our companies' business integrity requirements.
- Furthermore, some companies e.g. Telenor are able to use their business operations to support humanitarian relief

# Responsible business and disaster relief : Telenor

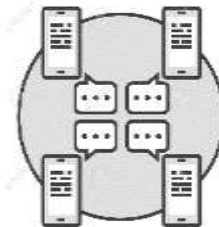
As a national telecoms operator, Telenor Myanmar's infrastructure and customers are vulnerable to natural disasters. Our primary objective is to ensure that our network is as disaster resilient as possible so it remains operational for relief workers, family and friends of the affected to communicate with the disaster stricken areas. Our secondary objective as a responsible operator is to donate funds for food and non-food emergency relief for disaster affected people via our internationally recognized disaster relief partners and our own staff and suppliers.

1

*High network disaster resilience, rapid restoration in case of disaster-related downtime*



**Restore network**



**~99% Uptime**



2

*Food and non-food emergency relief in annual monsoon floods and strong whirlwind victims*



**>MMK 800m**



**~150,000 beneficiaries**

