

CSR PRACTICE AT ENERGY SECTOR PROCUREMENT IN
BANGLADESH: A CASE STUDY ON GAS TRANSMISSION PIPELINE
PROJECT UNDER GAS TRANSMISSION COMPANY LTD. (GTCL)

Submitted by

Iqbal BaharFaroque

MPSM, Batch 15

ID No # 17382035



Masters in Procurement and Supply Management

BRAC Institute of Governance and Development

BRAC University

April 2018

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Under the supervision of

Syeda Salina Aziz

Senior Research Associate, BIGD, BRAC University
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CERTIFICATE

This is to certify that Mr. Iqbal BaharFaroque, a candidate for the degree of Master in Procurement and Supply Management registered with BRAC Institute of Governance and Development of BRAC University has successfully completed his thesis entitled “CSR practice at Energy Sector Procurement in Bangladesh: A case study on gas transmission pipeline project under Gas Transmission Company Ltd. (GTCL)” under my supervision.

To the very best of my knowledge, the research study is an original piece of work by the candidate. This research work has never been submitted previously to any other University or Institution for the award of any degree or diploma.

Syeda Salina Aziz
Senior Research Associate, BIGD
BRAC University



Dedicated to

My father late Mohammad Abdul Latif Faroque

&

mother Sazida Begum Siddiqua

TABLE OF CONTENTS

Cover Page			
Inside Cover Page			
Certificate from supervisor			
Declaration			I
Acknowledgement			II
Acronyms			III
Abstract			IV
Chapter 1		Introduction	1
1.0	Introduction		1
1.1	The Concept of Corporate Social Responsibility (CSR)		2
	1.1.1	Defining Corporate Social Responsibility (CSR)	2
	1.1.2	Converting CSR into Practice	2
	1.1.3	Connection between Corporate Social Responsibility (CSR) and Public Procurement	3
1.2	Energy Sector		4
	1.2.1	Understanding Energy Sector	4
	1.2.2	Brief Scenario of Petrobangla and Energy Sector in Bangladesh	4
	1.2.3	Background of GTCL	4
	1.2.4	Gas Transmission Pipeline Project	5-6
1.3	Rationale of the Study		6-7
1.4	Scope of the Study		7
1.5	Objectives of the Study		7
1.6	Limitations of the Study		8
1.7	Contribution of the Study		8-9
Chapter 2		Literature Review	10
2.0	Introduction		10
2.1	The Key CSR issues		10
	2.1.1	Environmental Responsibility	11-12

2.1.2	Human Rights	12-13
2.4.3	Equal Opportunities	13-14
2.1.4	Diversity	14-15
2.1.5	Corporate Governance	15-16
2.1.6	Sustainability	15-16
2.1.7	Impact on Society	16
2.1.8	Ethics & Ethical Trading	16-17
2.1.9	Biodiversity	17
2.1.10	Community Involvement	17-18
2.2	Empirical Studies on Corporate Social Responsibility (CSR) practice at Energy Sector Procurement in Bangladesh	18-19
Chapter 3 Research Design & Methodology		20
3.0	Research Chronology	20
3.1	Defining the Research Problem	20-21
3.2	Determining the Research Design	21
3.3	Deciding on Sampling Design	21
3.4	Developing the Questionnaire	22
3.5	Deciding on data collection method	22-23
3.6	Data Analyses	23
Chapter 4 Findings & Analyses		24
4.0	Introduction	24
4.1	Overview of the Responses of GTCL employees	24
4.1.1	Respondents' (Buyer) position in GTCL	24
4.1.2	Respondents' (Buyer) Job Experience in GTCL	25

	4.1.3	Respondents' (Buyer) Gender	25
4.2	Findings and Analysis on Data Received from GTCL employees		26
	4.2.1	Perception of GTCL employees on CSR	26
	4.2.2	Opinion & attitude of GTCL employees regarding CSR	26-34
	4.2.3	Reasons of limited CSR practice at GTCL project	35
4.3	Overview of the Responses of Observation on Contractor, Supplier and Consultant Respondent		36
	4.3.1	Respondents (Suppliers'/Contractors'/Consultants' people) working Experience in their organization	36
	4.3.2	Respondents' Gender	37
4.4	Findings and Analysis on Data Received from on Contractor Supplier and Consultant		37
	4.4.1	Perception of Contractor, Supplier and Consultant on CSR	37
	4.4.2	Opinion or attitude of Contractor, Supplier and Consultant) Perceptions regarding CSR issues.	38-45
	4.4.3	Reasons of limited CSR practice at supplier and contractor organization	46
Chapter 5 Conclusion			46
5.1	Issue –wage present practice, scope of practice and possible means of improvement for future		46-53
5.2	Future Research Agenda		54
Appendix A		References	55-58
Appendix B		Questionnaire	59-75
Appendix C		Responses on questionnaire	76-98

List of Tables

2.1	Empirical Studies on Corporate Social Responsibility (CSR)	18
3.1	Target & Collected Sample	22
4.1	Respondents' position in GTCL	23
4.2	Gender Composition	24
4.3	Responses of GTCL employees on Environmental Issues	28
4.4	Responses of GTCL employees on Diversity Issues	30
4.5	Responses of GTCL employees on Corporate Governance	31
4.6	Responses of GTCL employees on Ethics & Ethical Trading	32
4.7	Responses of GTCL employees on Community Involvement at Project	33
4.8	Responses of Supplier & Contractor employees on Environmental Issues	38
4.9	Responses of Supplier & Contractor employees on Diversity	40
4.10	Responses of Supplier & Contractor employees on Corporate Governance	41
4.11	Responses of Supplier & Contractor employees on Ethics & Ethical Trading	42
4.12	Responses of Supplier & Contractor employees on Community Involvement at GTCL project	43

List of Figures		
3.1	Research process followed in the present study	19
4.1	Respondent Job Experience in GTCL	24
4.2	Familiarity of GTCL employees on CSR	25
4.3	Importance of CSR at Public Sector Compare to Private Sector	25
4.4	Reasons of limited CSR practice at GTCL project	34
4.5	Respondents (Suppliers'/Contractors'/Consultants' people) working Experience in their organization	35
4.6	Gender Composition of Respondent (Suppliers'/Contractors'/Consultants' people)	36
4.7	Familiarity of contractor, suppliers and consultant people on CSR	36
4.8	Importance of CSR for contractor and supplier organization	37
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IqbalBaharFaroque

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ACRONYMS

GM: General Manager

DGM: Deputy General Manager

CPTU: Central Procurement Technical Unit

CSR: Corporate Social Responsibilities

GTCL: Gas Transmission Company Ltd.

EMRD: Energy and Mineral Resources Division

ADP: Annual Development Program

GoB: Government of Bangladesh.

BIGD: Brac Institute of Governance & Development

IMED: Implementation, Monitoring and Evaluation Department

MPSM: Master in Procurement & Supply Management

NGO: Non-Government Organization

WB: World Bank

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JICA: Japan International Cooperation Agency

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The thesis attempted to examine the related issue of Corporate Social Responsibility (CSR) like Environmental Responsibility, Human Rights, Equal Opportunities, Diversity, Corporate Governance, Sustainability, Impact on Society, Ethics and Ethical Trading, Biodiversity, Community Involvement are practicing at energy sector project through which goods, works and services are procuring with 'public fund' in Bangladesh with reference to gas transmission pipeline project under Gas Transmission Company Ltd. (GTCL). Empirical in nature, the study focused on the CSR practice at various project taken using 'public fund' at energy sector of Bangladesh, especially under GTCL. The survey took place among Project Director, Manager (Engineering), Manager (Estate & Administration), Deputy Manager, Assistant Engineer of GTCL, material supplier, pipeline construction contractor, EPC contractor & HDD river crossing contractor and suppliers' employees & contractors' employees. GTCL has its project all over the Bangladesh. Data were captured from eighty-six (86) stakeholders of project under GTCL. The study divided into three phases, at first phase identified the practices of corporate social responsibility (CSR) at project under GTCL. The second phase attempted to find out the scope of practicing of CSR at project under GTCL and measured the gap between the two constructs. Finally, the third phase made an effort to suggest some measures to the authority of GTCL to help the project management to improve its practices of corporate social responsibility (CSR).

To conduct the research questionnaire survey method is used. Forty (40) persons from GTCL employees as buyer representatives and Forty-six (46) persons from suppliers, contractors and consultant representatives are interviewed on approximately identical questions to find out the variance of their practice.

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Acknowledgement			II
Acronyms			III
Abstract			IV
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1.1.1	Defining Corporate Social Responsibility (CSR)		2
1.1.2	Converting CSR into Practice		2
1.1.3	Connection between Corporate Social Responsibility (CSR) and Public Procurement		3
1.2	Energy Sector		4
1.2.1	Understanding Energy Sector		4
1.2.2	Brief Scenario of Petrobangla and Energy Sector in Bangladesh		4
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2.1.2	Human Rights	12-13
2.4.3	Equal Opportunities	13-14
2.1.4	Diversity	14-15
2.1.5	Corporate Governance	15-16
2.1.6	Sustainability	15-16
2.1.7	Impact on Society	16
2.1.8	Ethics & Ethical Trading	16-17
2.1.9	Biodiversity	17
2.1.10	Community Involvement	17-18
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CHAPTER-1

INTRODUCTION

1.0 Introduction

Corporate social responsibility is a company's sense of obligation towards social and physical environments in which it operates (Boundless Management, n.d.)).The definition of CSR is contested and so, for the moment, Moon's definition will suffice: "In essence CSR refers to business responsiveness to social agendas in its behavior and to the performance of these responsibilities" (Moon, 2004, p.2).

At energy sector, various projects are taken by the government of Bangladesh through Petrobangla and their companies like Gas Transmission Company Ltd. (GTCL), BAPEX, Titas Gas T&D Ltd., etc. using public money.

Oil and gas companies face environmental risks, health and safety risks, liability risks, and ultimately, reputational risks the management of which is central to the companies' long-term success(David B. Spence, 2011, p.59). For example, in the BAPEX, the exploration and production of gas; in the GTCL transmission of high pressure gas through cross country pipeline; in the Titas Gas, distribution of gas through populated locality; is often technically challenging. Gas producers tap into unseen, pressurized underground petroleum resources and try to extract those resources safely from the ground. Once extracted, the product is often transported long distances in pressurized pipelines. Every stage of production and transportation need to use a variety of complicated processes at high pressures.(Spence, 2011, p.59).

The infrastructures are constructed through various complicated project. Each and every project of this sector is financed by public money; need to make acquisition and requisition of public land where various interest, rights are involved. The various stages of whole project managed and worked by people either employer or employee or other stakeholders.

The Concept of Corporate Social Responsibility (CSR)

1.1.1 Defining Corporate Social Responsibility (CSR)

Several researchers contend that CSR “was fundamentally an ethical concept” (Buchholz, Evans and Wagley, 1989, p.23). CSR can offer an ethical reasoning stand that discloses the validations for corporate responsibility (Müller, 2006, p.14).

The European Commission refers to CSR as a “concept whereby companies integrate social and environmental concerns in their business operations and in their interactions with stakeholders on a voluntary basis” (Murray, 2003, p.9). Consequently, the CSR idea chains social and environmental responsibilities in cooperation with economic growth and it underwrites to the achievement of broader sustainable development. By relating the way EU describes sustainable development and corporate social responsibility, it comes to the focus the replication of the business-society-environment triangle that, ideally, should be asymmetrical one (Müller, 2006, p.19).

Most important influential entities like Global Reports Initiative (GRI), International Labor Organization (ILO), Organization for European Cooperation and Development (OECD) reached a consensus on CSR, but the concept is far from becoming a widespread value. Although “other cultures and concepts need to be taken into consideration” (Koelbel, 2005, p.19) when defining CSR, corporate social responsibility will be referred to in accordance with the European Unions’ view (Müller, 2006, pp.19-20).

1.1.2 Converting CSR into Practice

The CSR notion can be alive in a broad scope of applies that can vary from commonplace donations to expanded corporate environmental strategies. Kendall (1996:529) suggests that corporate social responsibility is “often applied in reference to such issues as engagement of females and subgroups, impartial behavior to employees, comprehensive environmental practices, overseas trade in support of human rights, and justifiable treatment of

suppliers and distributors.” There are many other ways in which corporations can translate their social responsibility into practice and they will be reviewed in the following paragraphs(Müller, 2006, pp. 20-21).

The most important form of CSR activity is donations. There is the misapprehension that social responsibility associates humanity (Molenkamp, 2006, p.4). Corporate contributions represent the more general umbrella under which CSR activities like employee or company donations, institutional patronage, community involvement, community work and, to a minimal degree, sponsorship are accommodated. Close to the philanthropy sphere are the social tariffs and the free-of-charge services in case of emergency, when the law does not stipulate these measures(Müller, 2006, p. 21).

Allotting codes of conduct and codes of ethics is also a simple form of CSR. These codes include rules for contacting with various stakeholders and set ethical principles(Müller, 2006, p.22).

CSR has become one of the slogans of new era across the world and the corporate as well as government must take care of it. Nowadays, Government has also come as an initiative to control those business activities which makes a harmful effect on the society (Rani.&Hooda., 2013, p.38).

1.1.3 Connection between Corporate Social Responsibility (CSR) and Public Procurement

Public procurement (the purchase by public bodies of goods, works and services from others) has established to be a devoted supporter of political manner(Christopher, 2006, p.1). Factually, we see dependable attempts to link public procurement with the government policy of the day, in areas as varied as national trade policy, sinking unemployment, refining employment conditions, provision for trivial trades, indigenous growth, engagement of disabled workers, and equal pay for males and females, to mention only a few (Christopher, 2006, p.1). With the growing attractiveness of “corporate social responsibility,” it is scarcely shocking, then, that CSR has become connected to the use of public procurement (Christopher, 2006, p.1). The explanation of

CSR is challenged and so, for the instant, Moon's description will suit: "In essence CSR refers to business responsiveness to social agendas in its behavior and to the performance of these responsibilities" (Moon, 2004, p.2).

1.2 Energy Sector

1.2.1 Understanding Energy Sector

Energy is the driving force behind all economic activities and most importantly the economy can be seen as a system of energy flows, as a sequence of energy conversion that culminate in the production of goods and services. Hence economic growth of a country is directly linked to energy growth of the country (Islam, 2011, p.4). Energy is the prime mover of an economy which ultimately contributes to propping up the living standards of the people (Faizullah, 2017).

1.2.2 Brief Scenario of Petrobangla and Energy Sector in Bangladesh

In Bangladesh, energy sector is administrated and controlled by Energy and Mineral Resources Division (EMRD) under ministry of Power, Energy and Mineral Resources. The vision of Energy and Mineral Resources Division (EMRD) is to achieve energy security for the country through supply of sustainable energy services for all at affordable prices and exploit mineral resources in an environmentally sustainable manner. Bangladesh Oil, Gas and Mineral Corporation (Petrobangla), the lead organization in the country's primary energy sector is entrusted with the tasks of exploring, developing, producing, transmitting, distributing and marketing natural gas as well as extracting the country's coal resources has been playing a vital role in fueling the economy.

1.2.3 Background of GTCL

The Gas Transmission Company Limited (GTCL) was incorporated in 1993 as a subsidiary of state owned Bangladesh Oil, Gas & Mineral Resources Corporation (Petrobangla) under Ministry of Power, Energy and Mineral Resources to be the regulated monopoly operator of the Bangladesh national gas transmission grid. Its primary business is bulk transmission of gas.

The vision of GTCL is to gradually create the national gas grid for the uninterrupted transportation of natural gas in a safe, reliable and economical way to the demand centers for ultimate distribution of the same by the marketing companies.

1.2.4 Gas Transmission Pipeline Project

As per provision of Memorandum and Articles of Association and subsequent transmission strategy, GTCL would own operates, maintains and constructs all high-pressure Gas Transmission Pipeline under a phased program. Moreover, GTCL shall solely be responsible for construction of future high-pressure transmission pipeline.

The proposed study will focus only on high pressure gas transmission pipeline project. The high-pressure gas transmission pipeline project included following components

(i) Engagement of Consulting Firm (if applicable):

It is procurement of service. As high-pressure gas transmission pipeline constructions works is a technical works, it may sometimes require engaging consultant.

(ii) Procurements of Material and Equipment:

It is procurement of goods. Various materials like Line pipes, Miscellaneous Fittings, Ball valves, Plug Valves, Coating Materials, Induction Bend, Elbow, Equal Tee, and Reducing Tee etc. need to procure. Key CSR issues like Environmental Responsibility, Human Rights, Equal Opportunities, Corporate Governance, Sustainability, Impact on Society, Ethics & Ethical Trading, Biodiversity and Community Involvement is related here.

(iii) River Crossing by Horizontal Directional Drilling (HDD)

Method: It is procurement of works. Related activities of this are land acquisition, engagement of contractor, contract management etc. Key CSR issues like ethics and ethical trading, environment responsibility, human rights, biodiversity etc.

- (iv) **Installation of MMS/RMS/CGS/TBS:** It is a turn-key or EPC (Engineering, Procurement and Construction) contract. Design of station; procurement of necessary materials and equipment; and installation of station are done by contractor.
- (v) **Construction of High Pressure Gas Transmission Pipeline:** It is procurement of works. Long area is needed to make acquisition and requisition for construction of these types of pipeline. As Bangladesh is highly dense populated area in most cases it is difficult to avoid house, shop, poultry farm, industry, factory, paddy land, fertile land, textile mill, loom, reserved forest, social forest, local tree, garden, ponds, high land, low land, river, water way, rail way, road, various institution etc. at the time of prepare Right of Way (ROW) for construction work of pipeline. Thus, there are related issues like proper resettlement, environmental responsibility, community involvement, impact on society, sustainability and biodiversity are involve here.

The study concentrates mainly on the field works and related issues at construction period of high pressure gas transmission pipeline.

1.3 Rationale of the Study

Inadequate gas transmission infrastructure is a hurdle in Bangladesh's gas sector. A remarkable portion of energy sector investment is going to finance to expand national gas grid through gas transmission pipeline project.

In the same time, Bangladesh seeks to promote sustainable inclusive development. Sustainable development is conceived to be anchored on three pillars, which are to evolve concomitantly on sustainable factors, namely, economic, social and environmental; and to be centered on the human being, implying that the process of sustainable development is necessarily inclusive and should promote unity in cultural and other forms of diversity.

As the aspect of sustainable development is a very pertinent issue and implementation of CSR issues are important for sustainable development. Thus, the proposed study has been planned to assess the present practices of

CSR issues at GTCL projects as Energy Sector procurement. A research like this is essential to assess and improve the practices of CSR issues at Gas Transmission Pipeline Project because it will provide necessary information and analysis which they may use in making supposition about the present situation to improve the situation as well as contribute in the Sustainable Development. It can be further used to draw a comparative picture of CSR with fellow departments including Bangladesh Petroleum Exploration and Production Company Limited (BAPEX), Bangladesh Gas Field Company Limited (BGFCL), Titas Gas Transmission and Distribution Company Limited (TGTDCCL) etc.

1.4 Scope of the Study

The scope of this study is limited to understanding the opportunity of CSR at energy sector procurement context. The target public energy sector organization is “Gas Transmission Company Limited” and target stakeholders are buyers (1st Class officers engaged in procurement and projects of the organization); suppliers of goods, materials and instrument; construction contractors (civil and pipelines); and consultants.

1.5 Objectives of the Study

The study intends to know about the CSR practices in public procurement context in the Energy Sector with a focus on Gas Transmission Company Ltd. (GTCL). The specific objectives are:

1. To review the perception and practice level of Corporate Social Responsibilities (CSR) at Gas Transmission Pipeline project of GTCL as the Energy Sector procurement in Bangladesh.
2. To find out the scope of practices of CSR at Responsibilities at Gas Transmission Pipeline project of GTCL.
3. To find out possible means of improvement in practice level of CSR at GTCL.

1.6 Limitations of the Study

The present study suffers from a number of problems with respect to the measurement techniques being used. The limitations of the study are pinpointed as follows:

1. As this was a non-probabilistic sampling, male and female respondent ratio could not be attained.
2. It is assumed that for the purpose of confidentiality, disclosure of names of the interviewees has not been allowed by the interviewees.
5. The data are collected from field offices of GTCL and it lacks any interview of too large supplier.
6. As this was a voluntary interview, participation from all level of officials could not be ensured.

1.7 Contributions of the Study

The contribution of the study may be summarized under the following categories:

- Contextual contribution: The context of the study is Energy sector of Bangladesh with focus on GTCL. The various aspects of this industry, such as – knowledge on Energy industry, summary of Energy sector in Bangladesh, and the background information on GTCL- have been discussed in the study- which could be considered to be the contextual contribution of the study.
- Diagnostic contribution: Unclipping the probable causes attributive to the results of the present study might be considered as the diagnostic contribution.
- Suggestive contribution: The study has suggested some measures for GTCL to improve the implementation of CSR issues at the gas transmission pipeline project, a high value energy sector procurement of Bangladesh.
- Comparative contribution: Comparison of the collected data of GTCL could be done with the data of other similar departments like

Bangladesh Petroleum Exploration and Production Company Limited (BAPEX), Bangladesh Gas Field Company Limited (BGFCL), Titas Gas Transmission and Distribution Company Limited (TGTDCL) etc.

CHAPTER-2

LITERATURE REVIEW

2.0 Introduction

Corporate Social Responsibility has earned much salience over the last decades in academic literature. The literature offers various interpretations of the concept of corporate social responsiveness. The concept is understood as a process or set of processes on the way a firm approaches its environment. It is argued that business and society are interwoven: society has certain expectations regarding business and therefore the firm has responsibilities towards society. Hence, being a steward of the needs of society is deemed to be a socially responsible, appropriate, and natural act.

The first book acknowledged on CSR is the Social Responsibilities of the Businessman by Howard R. Bowen in the mid-1950s. But, the term CSR came in widespread use in the early 1970s. In fact, it owes its origin due to the globalization which took place after many multinational corporations were formed. In brief, 'globalization' means an increase in international transactions in markets for goods, services and factors of production and a growth in institutions that straddle international barriers. All these developments have brought in force the corporate governance mechanisms to ascertain fairness and transparency as well as social responsibility. Thus, this is how CSR was shaped and came into existence in the corporate world.

2.1 The Key CSR issues

Among the increasing number of issues raised under the overall banner of Corporate Social Responsibility (CSR) this study will examine the following as they are most common in supply chains of a pipeline construction project:

- Environmental Responsibility
- Human Rights

- Equal Opportunities
- Diversity
- Corporate Governance
- Sustainability
- Impact on Society
- Ethics & Ethical Trading
- Biodiversity
- Community Involvement

According to international procurement standard, Corporate Social Responsibility (CSR) is applied equally to anyone who has responsibility for managing the supply of goods or services from an external source (Ethical Business Practices in Purchasing and Supply Management, August 2007, p.2). The project professional has a responsibility to at least be aware, if not have a thorough understanding of CSR, issues in project and to endeavor to ensure that energy sector project does not have a negative social impact on all stakeholders concerned, and that any issues are addressed in a positive manner.

2.1.1 Environmental Responsibility

Until relatively recently, the environmental debate has been one of rhetoric rather than action. It is becoming increasingly difficult for most organizations to refute the general need for environmental protection. Organizations are at the core of the environmental debate and are central to both the cause and the solution.

Organizations have a legal and a moral obligation to the environment. The supply chain is an integral facilitator in supporting the recently signed Kyoto Protocol (CIPS Practice Guide: CSR, 2018, p.4). The Kyoto Protocol is an international agreement linked to the United Nations Framework Convention on Climate Change, which commits its Parties by setting internationally binding emission reduction target (UNFCCC, n.d.). It is well recorded that organizations, in whatever sector,

public or private, spend 50% or more of their turnover on bought-in goods and services. In many, that figure may be 80 or 90% (CIPS Practice Guide: CSR, 2018, p.4). As raw material exploitation, processing and manufacturing moves further back up the supply chain, so do many (though by no means all) of the associated environmental impacts.

2.1.2 Human Rights

The notion of Human Rights violations in the course of business is gaining ground; in fact, organizations are quickly realizing that they are not immune to human rights issues.

Human right is a mixture of interrelated but complex issues such as:

- Slavery: condition in which one human being was owned by another. A slave was considered by law as property, or chattel, and was deprived of most of the rights ordinarily held by free persons (Hellie, 2018)
- Bonded Labor: a system in which a person provides labor in order to pay off debts(Wikipedia, 2018).
- Child Labor: Child labor refers to the employment of children in any work that deprives children of their childhood interferes with their ability to attend regular school, and that is mentally, physically, socially or morally dangerous and harmful (International Labor Organization, n.d.).
- Freedom of Association: Freedom of association encompasses both an individual's right to join or leave groups voluntarily, and the right of the group to take collective action to pursue the interests of its members(Wikipedia, 2018).
- Working conditions: Generally speaking, working conditions cover a broad range of topics and issues, from working time (hours of work, rest periods, and work schedules) to remuneration, as well as the

physical conditions and mental demands that exist in the workplace (International Labor Organization, n.d.).

- Working wages: Working wages is monetary compensation (or remuneration, personnel expenses, labor) paid by an employer to an employee in exchange for work done(Wikipedia, 2018).
- Exploitation:Exploitation of labor is the act of treating one's workers unfairly and for one's benefit. It is a social relationship based on a fundamental asymmetry in a power relationship between workers and their employers. When speaking about exploitation there is a direct affiliation with consumption in social theory. Traditionally, this would label exploitation as unfairly taking advantage of another person because of his or her inferior position, giving the exploiter the power(Wikipedia, 2018).
- Non Discrimination: Discrimination is treatment or consideration of, or making a distinction in favor of or against, a person based on the group, class, or category to which the person is perceived to belong rather than on individual attributes. This includes treatment of an individual or group, based on their actual or perceived membership in a certain group or social category, "in a way that is worse than the way people are usually treated (Wikipedia, 2018).

2.1.3 Equal Opportunities

Everyone shares the right not to be discriminated against. Acts of discrimination take many forms, for example:

- Race discrimination: It is treating someone differently simply because of who they are or what they believe(Wikipedia, 2018).
- Sexual harassment: Sexual harassment is bullying or coercion of a sexual nature, or the unwelcome or inappropriate promise of rewards in exchange for sexual favors(Wikipedia, 2018).

- Equal pay: Equal pay for equal work is the concept of labor rights that individuals in the same workplace be given equal pay. It is most commonly used in the context of sexual discrimination, in relation to the gender pay gap. Equal pay relates to the full range of payments and benefits, including basic pay, non-salary payments, bonuses and allowances. Some countries have moved faster than others in addressing the problem (Wikipedia, 2018)
- Religion: Religion is any cultural system of designated behaviors and practices, world views, texts, sanctified places, ethics, or organizations, that relate humanity to the supernatural or transcendental (Wikipedia, 2018).
- Disability: a physical or mental condition that limits a person's movements, senses, or activities (Oxford dictionary, n.d.).
- Culture: the ideas, customs, and social behavior of a particular people or society ((Oxford dictionary, n.d.)
- Gender: the state of being male or female (The National Center for Biotechnology Information, n.d.).

This will require project professionals to take a proactive approach to purchasing policies and procedures to ensure that equality of opportunity is open for everyone within the supply chain. All contracts with suppliers must not lend themselves to discrimination and suppliers themselves must not discriminate, as they too will have the same duty to promote equality of opportunity.

2.1.4 Diversity

'Diversity' denotes to the idea of variety, an essential feature of the world that we and other species inhabit. In business we see this variability evident in many different ways: a modern economy encompasses diverse sectors and industries, firms come in a variety of sizes and have unlike legal structures, businesses gain finance and other resources from different sources, most firms have a diverse

workforce, with employees of different ages, genders, racial and ethnic groups, religions, sexual orientation and so on. This diversity is both natural and enriching: it provides opportunities and experiences that would be missing from a world where everything was totally homogeneous (CIPS Practice Guide: CSR, n.d., p.7).

As a concept ‘supplier diversity’ is regularly taken to mean any creativity to widen an organization’s supply base, for example by growing the sum of suppliers with whom the organization does trade. While this perception is understandable, it is not totally correct. In the context of the supply chain, supplier diversity (SD) refers to: ‘Initiatives that aim to increase the number of diverse (e.g. ethnic-minority owned; women-owned) businesses that supply goods and services to both public and private sector organizations, either directly or as part of a wider emphasis on smaller enterprises in general.’ (Ram and Smallbone; 2003) (CIPS Practice Guide: CSR, n.d. p.6).

2.1.5 Corporate Governance

Good corporate governance – in essence, the honesty with which a company is succeeded – is a fundamental component of a vigorous CSR management program.

A good corporate governance structure is a working system for principled and values-driven goal-setting, effective decision-making and appropriate monitoring of compliance and performance (CNO Financial Group, n.d.). Through a flexible and dynamic structure, the Managing Director, the management team and the board of directors can interact effectively and respond quickly to changing circumstances, within a framework of solid corporate values, to provide enduring value to the shareholders who invest in the enterprise.

2.1.6 Sustainability

Sustainability is about living and working in ways that meet and integrate existing environmental, economic and social needs without compromising the wellbeing of future generations(The Institute for Research and Innovation in Sustainability in Canada, 2004).

However, sustainability is defined within organizations; Procurement & Supply Management (P&SM) is engaged in this debate in a unique way. No business

function is routinely and professionally engaged in resolving the competing demands of finance, marketing, 'public image', production, legal compliance and so forth. Nor, in most cases, is any other function so well positioned to use its influence(CIPS Practice Guide: CSR, n.d., p.7).

2.1.7 Impact on Society

Corporate citizenship involves the social responsibility of businesses and the extent to which they meet legal, ethical and economic responsibilities, as established by shareholders. The goal is to produce higher standards of living and quality of life for the communities that surround them and still maintain profitability for stakeholders (Investopedia, 2018).

All businesses have basic ethical and legal responsibilities; however, successful businesses establish a strong belief in corporate citizenship, showing a commitment to ethical behavior by creating a balance between the needs of shareholders and the needs of the community and environment(Investopedia, 2018).

The best of the world's organizations is setting high standards of behavior in many aspects of business and wider social conduct. Behind these companies stand millions of small and medium-sized local firms in the value chain that also create jobs and pay taxes. Good corporate citizens have a major impact on how these business partners in turn run their local businesses.

2.1.8 Ethics and Ethical Trading

In a borderless world in which organizations are doing business in diverse cultures, it is necessary to develop core business conduct principles, on which the organization, its employees and suppliers can rely worldwide. (CIPS Practice Guide: CSR, n.d., p.7).

Ethical supply chain management is one of the greatest challenges facing organizations. It is becoming unacceptable for organizations to be unaware of how the workers involved in making their products or supplying their services are treated. The global nature of trade often leads to complexity within the supply

chain; this alone can make ethical trading a daunting task in itself. (CIPS Practice Guide: CSR, n.d., p.7).

Ethics and ethical trading are not simply restricted to activities that occur in developing countries, for example, the tragic deaths of Chinese cockle pickers in England's Morecambe Bay shows that workers in wealthier countries can still be victims of exploitative practices (CIPS Practice Guide: CSR, n.d., p.7).

2.1.9 Biodiversity

Organizations of all types are key ingredients to economic growth and globalization. They are also central to biodiversity loss and strategies to conserve and restore nature. This is not the only area where organizations and biodiversity merge. Organizations are engaging in biodiversity and conservation has developed within the paradigm of CSR as well as other issues highlighted within this study.

Biodiversity is generally discussed in three distinguished forms: habitat diversity; genetic diversity; and species diversity (Australian Museum, 2018).

Suppliers will be involved in meeting the demands of company for energy, materials, goods and services. All these companies will have their own impacts on biodiversity, and the P&SM function has a significant influence in ensuring that organizations within supply chains minimize their impacts on biodiversity and make positive contributions to conservation where possible. Thorough engagement of these issues means, evaluating impact on biodiversity through supply chain and working with suppliers to improve their environmental performance (CIPS Practice Guide: CSR, n.d., p.7).

2.1.10 Community Involvement:

A community involvement program is a process in which community participation is used to improve major decisions during the planning, development and operational stages of a project. A good community involvement program contributes to the best possible development and operating decisions (Government of Alberta - HUA CI Guide 2, n.d.). Success will involve early identification of someone in an organization who has responsibility for the community involvement

program. The amount of time required in this role will vary according to the size and scope of the project. Smaller projects may require only a few hours per week during planning and construction stages, while larger or contentious projects may require one or more days per week.

2.2 Empirical Studies on Corporate Social Responsibility (CSR) practice at Energy Sector Procurement in Bangladesh

Though various studies have been found on CSR regarding at private sector but not many studies have been found in the area on CSR practice at Public Sector of Bangladesh.

Table below depicts the author, the title, the year of publication, and the summary of the ‘quality assessed’ literature that adequately depicted themes that fell within the framework and domain of this study topic.

Table: 2.1: Empirical Studies on Corporate Social Responsibility (CSR)

Literature No.	Author	Title	Year	Summary
1.	MA Miyan	Dynamics of Corporate Social Responsibility – Bangladesh Context	2006	This literature explores CSR’s implications to business activities and community development. It also addresses the prospects and future of CSR in Bangladesh, as well as applications and realities of CSR in Bangladesh.
2.	P Roggekamp	Corporate Social Responsibility in Practice: improving working conditions in Bangladesh	2008	This article linked persistence prevalence of CSR in Bangladesh to poverty, poor economy and weakness of Bangladesh as a nation.
3	K Fukukawa	Corporate Social Responsibility in Asia	2010	This literature reviews CSR in Asia and specifically linked poor governance to poor CSR

				in Bangladesh
4.	RS Porag	Corporate Social Responsibility in Bangladesh: Practice and Perpetuity	2014	This literature explores the findings of a research which assesses the effectiveness of local and MNEs companies in Bangladesh.

However, a very much related study has been done by Mr. Inthaqab Wahid Ruso (2013). He carried out a study on opportunity of CSR in context of public procurement in Bangladesh. The research was aimed to find out the perception level about CSR in public procurement by the major stakeholders i.e. buyers and suppliers and also to make any suggestion for incorporating CSR effectively into the public procurement process.

CHAPTER- 3

RESEARCH DESIGN & METHODOLOGY

3.0 Research Chronology

Research is about creating new contributions to the present stock of knowledge. One of the prime qualities of a good research is that it is systematic (Kothari, 2005, p. 20). A research should be structured with certain steps in a specified sequence under justifiable and well-defined set of rules. Thus, the present study is conducted as per the following chronology.

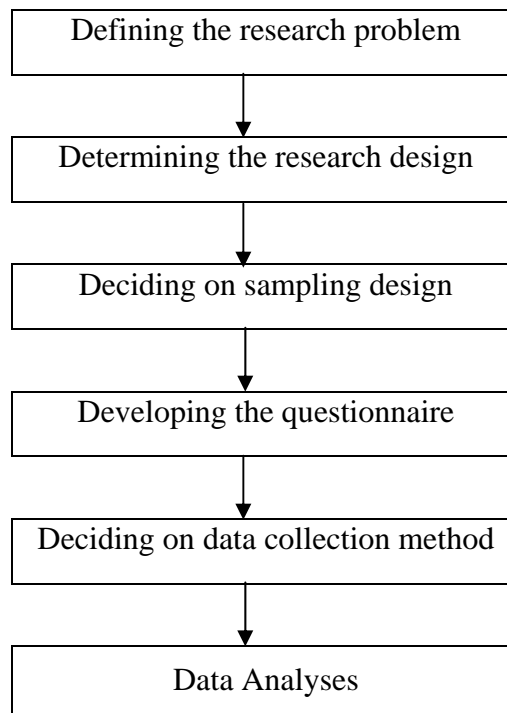


Figure 3.1: Research process followed in the present study

3.1 Defining the Research Problem

In research, the proverb, 'a problem well defined is a problem half solved' is worthwhile (Zikmund, 2002, p. 48). To identify the research area and to define the research problem suitably, there are some methods viz. literature survey, case study, pilot study, experience survey etc. The present study has used all the methods

mentioned above, except case study. After carefully reviewing the literature and conducting pilot study followed by experience survey, the objectives and hypotheses of the study are finalized.

3.2 Determining the Research Design

The research design can be defined as the blue print to accomplish objectives and answer research questions (Cooper & Schindler, 2006, p. 71). There are four approaches to conducting a research– such as observation, focus-group, survey, and experimentation (Kotler, 1994, p. 135). However, no particular approach covers all the variations of research design (Azim, 2008, p. 102). The present study has followed the survey approach since data are collected through a questionnaire.

3.3 Deciding on Sampling Design

Sampling means selecting a particular group or sample to represent the entire population. Sampling techniques are either probability or non-probability (Kothari, 1990, p. 58). In the first case, each member has a fixed, known opportunity to belong to the sample, whereas in the second case, there is no specific probability of an individual to be a part of the sample.

Probability sampling techniques can be either pure probability (simple random sampling) or restricted probability (systematic sampling, stratified sampling, area sampling, cluster sampling, and multi-stage sampling). On the other hand, non-probability sampling techniques include convenience sampling, judgment sampling, quota sampling, and snowball sampling.

The present study has used non- probability technique (Convenience Sampling) for data collection.

3.4 Developing the Questionnaire

"A questionnaire is a structured technique for data collection consisting of a series of questions, written or verbal, to which a respondent replies" (Malhotra, 2003, p. 293).

For the present study, survey method is adopted using a structured and closed-end questionnaire. The questionnaire has three sections. The first section of the questionnaire focuses on the demographic information of the respondents. The demographic part contains information on the respondents' age, sex, education, profession, and income. All the questions are either dichotomous or multiple-choice type. The second section of the questionnaire attempts to explore the perception level of corporate social responsibility (CSR). The third section, as well as the final section, of the questionnaire attempts to explore the overall level of CSR practices. The data related to all the scope and practice items are captured on a 4-point Likert with scale point 1 indicating highly positive to scale point 4 indicating highly negative.

3.5 Deciding on data collection method

The present study has been conducted by taking both secondary and primary data. The data collection of the study has been done in the following manner.

3.5.1 Sources of Secondary Data

For the current study, secondary data have been collected through extensive review of literature. Different books, printed journals, electronic journals, websites, published and unpublished master's theses, and GTCL reports and publications—have been used to collect data relevant to the research objectives. To develop an understanding of the concepts 'Corporate Social Responsibility (CSR)' and 'Energy Sector Procurement', an in-depth desk study has also been conducted. In this context, scholarly online journal sites such as Emerald, SAGE, and JSTOR have been browsed frequently.

3.5.2 Sources of Primary Data

Primary sources through survey and questionnaire will be used for data collection for this research work. Initially, a total of 150 stakeholders of GTCL’s project have constituted the sample size for the present study. However, only 40 GTCL employees as buyer representatives and 46 representatives from suppliers’, contractors’ and consultants’ representatives returned the complete questionnaires. Thus, the analyses of the study have been made on 86 stakeholders’ response.

3.5.3 Duration and Time of Primary Data Collection

The primary data were collected in 45 days’ time starting on 27 November 2017 to ending on 28 February 2018. Data were collected from GTCL’s, suppliers’, contractors’ and consultants’ employees on the basis of non-probability sampling (Convenience Sampling).

Table 3.1 Target & Collected Sample

Sample Frame	GTCL’s employees	Suppliers’ employees	Contractors’ employees	Consultants’ employees
Target Sample Size	50	35	60	5
Collected Sample Size	40	14	30	2

3.6 Data Analyses:

The collected data finally analyzed which is described in the following chapter.

CHAPTER-4

FINDINGS & ANALYSIS

4.0 Introduction

This chapter focuses on the findings and analyses of the study along with necessary explanations. The objective of the study is to evaluate Corporate Social Responsibility (CSR) practices at the Energy sector in Bangladesh with focus on GTCL project. Primarily, the analyses section highlights the demographic profile of the respondents, and then traces the gaps in scopes and practices of CSR issues at energy sector procurement.

4.1 Overview of the Responses from GTCL employees

All together eighty-six responses are collected by questionnaire survey and these are analyzed for representativeness with the population. Afterwards more detail analysis is carried out to investigate the present practice of CSR in public procurement. Also, with suppliers' survey, around thirty-one responses are accumulated. These data are also analyzed for representativeness and both the data of buyer and supplier survey were matched to check whether was any gap between the perception of the buyer and the supplier about CSR in public procurement.

4.1.1 Respondents' (Buyer) position in GTCL

Table 4.1: Respondents' position in GTCL

Sl. No.	Position	No. Respondent	Percentage
1	General Manager	3	7.5%
2	Deputy General Manager	7	17.5%
3	Manager	10	25%
4	Deputy Manager	15	37.5%
5	Assistant Engineer	5	12.5%
	Total	40	100%

4.1.2 Respondents' (Buyer) Job Experience in GTCL

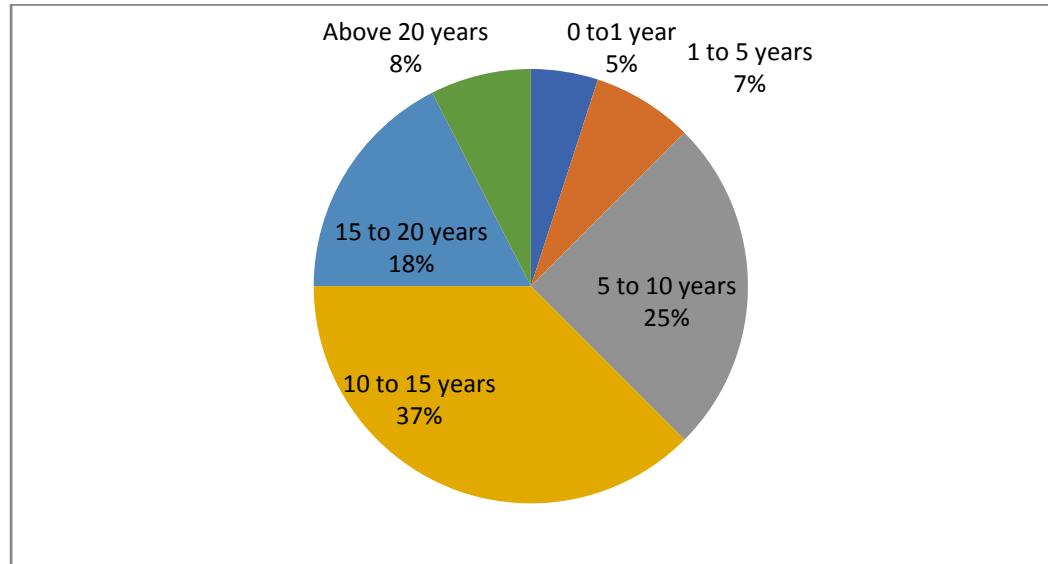


Figure 4.1: Respondent Job Experience in GTCL

From the above tables and charts, it can be said that the interview included officials from different positions and different level of experience have been included in the interview. That way, the survey ensured the diversity and representativeness of the population.

4.1.3 Respondents' (Buyer) Gender

Table 4.2 : Gender Compositin

Sl. No.	Gender	Sample Size	Percentage
1	Male	35	87.5 %
2	Female	05	12.5 %
Total		40	100 %

According to above graph the majority of the respondents are male. Among the respondents, male was 87.5 % and female 12.5 % whereas actual male ratio is 85 % and ratio is 15 %. So, the sample selection in respect of gender representation is acceptable.

4.2 Findings and Analysis on Data Received from GTCL employees

4.2.1 Perception of GTCL employees on CSR

The survey shows that one-fifth of the GTCL employees claim that they know very well about CSR followed by another 60% who know well enough about the theme of Corporate Social Responsibility. Another 19% said to have some idea about CSR whereas mere 1 % said that they do not know what it is about.

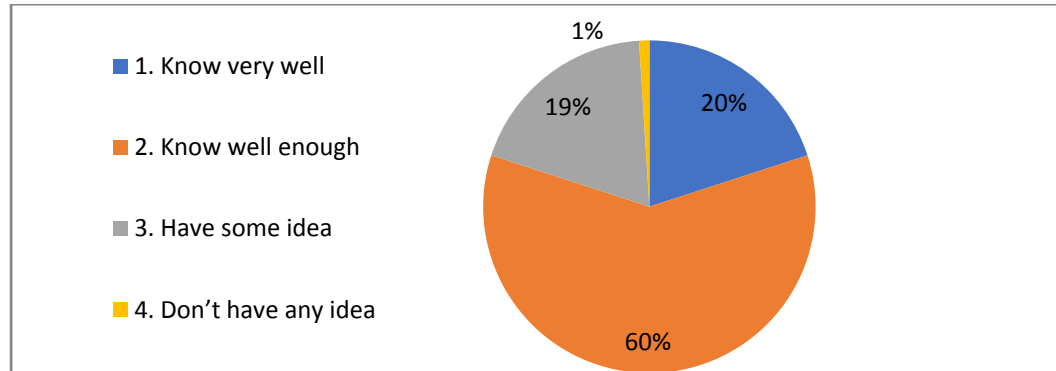


Figure 4.2: Familiarity of GTCL employees on CSR

4.2.2 Opinion or attitude of GTCL employees Perceptions regarding CSR issues:

4.2.2.1 Importance of CSR at Public Sector Compare to Private Sector

At the time of survey when they are asked about importance of the CSR for public sector compare to private sector, half of GTCL employees strongly agreed and 37.5% of GTCL employees somewhat agreed on importance of CSR for the public sector as it is for the private sector. The remaining 12.5% was indifferent regarding importance of CSR at public sector.

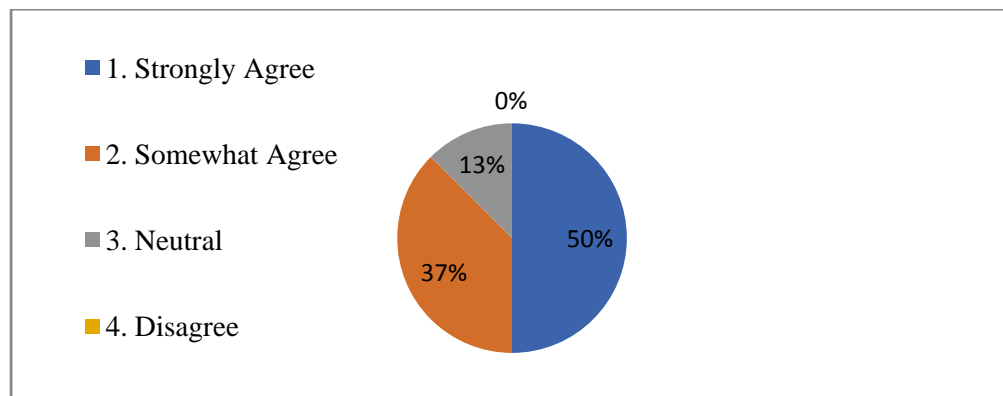


Figure 4.3: Importance of CSR at Public Sector Compare to Private Sector

From the answers of the survey questionnaires collected from the GTCL's employees it is observed that 62.5% employees give high level of importance for adaptation of measures for corporate social responsibility is for enhancing corporate reputation; 50% of GTCL employees give high level of importance of CSR for improving relations with suppliers, institutions, donors and community ; 45% employees give high level of importance and 42.5% of employees give medium level of importance to strengthen the sense of employees, 50% of employees give high level of importance and 40% employees give medium level of importance of CSR measures to increase of the efficiency , 30% employees give high level of interest and 45% employees give medium level of importance of CSR issues for acquisition of commercial benefits, 37.5% employees give high importance and 50% employees give medium level of importance for CSR in organization for identification of reputational risks and 70% employees give medium level of importance of CSR for better access to credit from donor agency. Very few employees were neutral and negligible amount do not give importance of CSR issues for the above benefit.

There are some acts, regulations and documents which help the public procurement to achieve CSR issues. Some of the most important pieces of legal documents and provisions are citizen charter, e-GP guideline and the RTI act of 2009. For instance, public organizations are often monopolistic and citizens are bound to accept/purchase services because there is no alternative. There is no pressure on the service providers to improve their services for which some public representatives have no real urge to serve the people well. Most of the time citizens are not aware of their rights. One way to enhance accountability to the citizens is by introducing citizen's charter. A citizen's charter is a plain simple document that specifies and publicizes the service related commitments of an organization to the citizens.

'The Right to Information Act, 2009' is another crucial issue to enforce CSR practices in public services of Bangladesh. According to Information Commission of Bangladesh - "The basic object of the Right to Information Act, 2009 is to empower the citizens by promoting transparency and accountability in the working of the public, autonomous and statutory organizations and other private

organizations constituted or run by the government or foreign financing with the ultimate aim of decreasing corruption and establishing good governance in our democratic society in real sense.” (Information Commission Bangladesh 2013 online, accessed on 05 March 2013). This Act is known to be a landmark and progressive legislation enacted to protect the rights of the entire population of the land, promoting human rights and ensuring transparency and accountability. Another important document in this regard is the ‘e-GP Guideline’. The “e-GP guideline” has the potential to significantly improve transparency, efficiency and effectiveness in public procurement. Transparent procurement procedures can contribute to a more efficient allocation of resources through increased competition, higher quality procurement and budgetary savings for governments and thus for taxpayers.

75% of the GTCL employees knows very well and 20% of employees knows well enough about 'Citizen Charter' of GTCL and 60% employees strongly agree and 35% employees somewhat agree remaining 5% employees do not agree on addresses the requirements of the citizens adequately.

2.5% employees well familiar, 45% of the GTCL employees are familiar enough and another 45% familiar somewhat and 7.5% not familiar with "The Right to Information Act, 2009"; 50% employees strongly agree and 40% employee somewhat agree about the positive impact of the act on procurement.

82.5% of GTCL employees well familiar with "eGP Guidelines" and their positive impact of them on procurement; 2.5% employees well familiar, 45% employees familiar enough and another 45% employees somewhat familiar with that the eGP (electronic Government Procurement) have more positive impact towards ensuring transparency and good governance in public procurement system and thus help to achieve CSR.

4.2.2.1 Environmental responsibilities

For environmental responsibility issue, 50% of the GTCL employees are well familiar, 37.5% familiar enough and rest 12.5% employees somewhat familiar with the “Environment Conservation Act, 1995” and accordingly consider for

environmental friendly construction materials/processes for GTCL construction projects. But it is not always possible to ensure Rehabilitation process properly. So, there is scope to properly ensure rehabilitation process for project affect people.

When asked about Kyoto Protocol, it seems that GTCL project people have better understanding, 2.5% of GTCL project people reported that know very well followed by another 87.5% who responded that they know well enough, and another 10% claimed to have some idea about the Kyoto Protocol. Similar responses are recorded regarding carbon emission; 7.5% of GTCL project people claimed to know very well, 80% reported to know well enough, and rest 12.5% claimed to have some idea about this. While asked about the practice of energy saving measures in the project, the result is not very positive. Only 2.5% of the respondent said that energy savings measures are practiced in the project, 5% people said those measures exist to some extent, 10% people reports that the measures exist only a little and the overwhelming majority i.e. 82.5% people said do not exist of energy saving measures at their project. 100% people said waste recycling measures doesn't exist at their project. Similar responses are recorded while asked whether the Life Cycle Assessment processes measures exist at their project. For the other environmental measures, responses are given below:

Table 4.3 : Responses of GTCL employees on Environmental Issues

Issues	Exists	Exists to some extent	Exists only a little	Do not exists
Mobility management (carpooling, car sharing)	2.5%	80%	7.5%	10%
Use of environmental friendly product	2.5%	7.5%	10%	80%
Measures of environmental management system (EMS)	2.5%	5%	20%	72.5%
Increasing use renewable energy	0%	5%	10%	85%

4.2.2 .2 Human Rights

The survey shows in matters related to Human rights, there is some degree of familiarity amongst the GTCL employees. For instance, 50% of the GTCL employees are well familiar, 37.5% familiar enough and rest 12.5% employees somewhat familiar with the "Bangladesh Labor Act, 2006". It also finds that 7.5% of the GTCL employees are well familiar, 80% familiar enough, 10% employees somewhat familiar with the "National Child Labor Elimination Policy, 2010". However, it is found that the right issues are hardly practiced in the workplace. About 70% of labors are not properly insured at their projects/works. At the same, there is a huge difference in employment by gender. The %age of female (4%) is very low to male (96%) workforce.

From the survey it is also found that 80% of the GTCL officers never need to assist their bosses in personal works beyond official duty. Only 5% of them said that most of the times they need to assist their bosses beyond official duty. Another 2.5% of the GTCL officers said they rarely need to assist, 12.5% said they sometime need to assist and their bosses in personal work. The responses also show that majority (82.5%) of GTCL employees said that bonded labor never been used in any stage of the project and 80% employees agreed child labor never been used at GTCL project and staff of GTCL has freedom of association. However, when asked about the working condition, it is found that working extra time is a regular practice at GTCL, 85% reported in favor of this. However, only 20% of the respondents are satisfied with the remuneration they get. About the risk involves, 20% of employees think that field work is risky and 30% employees think that field work condition is not secured enough. More than half of the respondents also feel that health and safety policy is not enough or nonexistent. So, there are chances to improve in these issues.

4.2.2 .3 Equal Opportunities

35% of the GTCL project employees strongly agreed, 40% somewhat agreed, 20% neutral and only 5% disagreed with 'all GTCL project employees are equally treated by project authority'. It is also found that respondents generally agree that people from different cultural background are encouraged to join the GTCL projects. Though there are some concerns regarding creating favorable arrangement

for disable people, so project authority may give concentration on ergonomic arrangement if they have any disable persons at project office related work.

4.2.2 .4 Diversity

Table 4.4: Responses of GTCL employees on Diversity Issues

Statement	Strongly Agree	Somewhat Agree	Neutral	Disagree
Fair workplace includes people from every race	35%	40%	15%	10%
Respects individuals and values their differences	10%	15%	42.5%	32.5%
Career development path for all employees	35%	40%	22.5%	2.5%
Employees of different backgrounds are encouraged to apply for higher positions	10%	40%	42.5%	7.5%

GTCL generally viewed as a fair workplace by majority of respondents (35% strongly agreed and 40% somewhat agreed). Even though when asked whether project authority respects individuals and values their differences, only 10% strongly agreed and 15% somewhat agreed. There are also substantial differences in opinion regarding having a clear career progression at GTCL. Also, people tend to disagree when asked whether people from different backgrounds are treated or encouraged equally (See table 4.4)

As gas transmission pipeline construction is highly technical works, technical people are encouraged more than others like accounts, finance and estates peoples as they do the supported works at project.

In regards to supplier diversity, 42.5% GTCL employees strongly agreed, 30% somewhat agreed, 22.5% neutral and 5% disagreed with given preference for the local contractor and suppliers for the projects. So GTCL project people preferred supplier diversity.

4.2.2 .5 Corporate Governance

Table 4.5: Responses of GTCL employees on Corporate Governance

Statement	Strongly Agree	Somewhat Agree	Neutral	Disagree
Organization's policies or procedures encourage diversity	7.5%	47.5%	35%	10%
Organization will take appropriate action in response to incidents of discrimination	7.5%	10%	35%	42.5%
Organization provides an environment for the free and open expression of ideas, opinions and beliefs	7.5%	82.5%	7.5%	2.5%

Majority strongly or somewhat agreed to the statement that GTCL policies or procedures encourage diversity as it follows district, ethnic quota etc., though a substantial 35% remained neutral and 10 % disagreed to that. A substantial majority also remained neutral or disagreed to that statement that 'project authority takes appropriate action in response to incidents of discrimination such as female are not engaged at proper ratio in project work'. People generally believe that GTCL is a place where one can openly express their ideas, opinions and beliefs.

4.2.2 .6 Sustainability

Only 55 %respondents' views that authorities instruct the suppliers to use sustainable packaging, 35 % disagreed to that and 12.5% remained indifferent. Similar responses are recorded against the statement 'project authority always concerned for non-compliance of an environmental or safety issue'.

There is scope to project authority to give more instructs to use sustainable packaging/shipping materials to their supplier or contractor, project authority can be more concerned for non-compliance of an environmental or safety issue.

4.2.2.7 Impact on Society

Only 2.5% of GTCL project people strongly agreed and 52.5% somewhat agreed that disadvantaged people are benefited by GTCL project in some way. Through completion of a project a new area become industrialized and makes opportunity of employment. In most cases there is opportunity to directly involve the local disadvantaged people as unskilled labor, night guard etc. at project construction works.

4.2.2.8 Ethics & Ethical Trading

Table 4.6: Responses of GTCL employees on Ethics & Ethical Trading

Statement	Strongly Agree	Somewhat Agree	Neutral	Disagree
Organization thinks about on time and sufficient payment to their suppliers.	10%	62.5%	5%	22.5%
Authority of organization arranges visits to their suppliers for investigate child labor, slavery and related issues.	10%	17.5%	10%	62.5%
Organization provide training regarding ethics and ethical trading issues	0%	2.5%	10%	87.5%
project authority encourages whistleblower	2.5%	5%	10%	82.5%

From the data, it is viewed that generally GTCL project employees view that project authorities take measures to ensure timely and sufficient payment to contractors and supplies, however majority view that they do not monitor the contractors enough to ensure that human right issues are practiced by the

contractors/ suppliers. Majority also view that there is no training on ethics available in GTCL and there is no encouragement for the whistleblowers to act.

4.2.2.9 Biodiversity

12.5% of the GTCL employees claimed that they know very well regarding biodiversity and another 82.5% know well enough.

4.2.2.10 Community Involvement

Table 4.7: Responses of GTCL employees on Community Involvement at Project

Statement	Strongly Agree	Somewhat Agree	Neutral	Disagree
Community involvement is necessary for gas transmission pipeline project at planning stage	2.5%	40%	10%	47.5%
Community involvement is important for gas transmission pipeline project at construction stage	82.5%	10%	2.5%	5%
Community involvement can improve quality of project work	2.5%	40%	10%	47.5%

From the data, it is viewed that generally GTCL project employees view that community involvement is more important at construction stage than planning stage. However, there is dilemma that community involvement at construction stage can improve the quality of works.

4.2.3 Reasons of limited CSR practice at GTCL project:

Though most of the project peoples have CSR knowledge but limited implementation at GTCL project arises mainly due to lack of institution's assistance, lack of knowledge about CSR, lack of skills and high implementation cost.

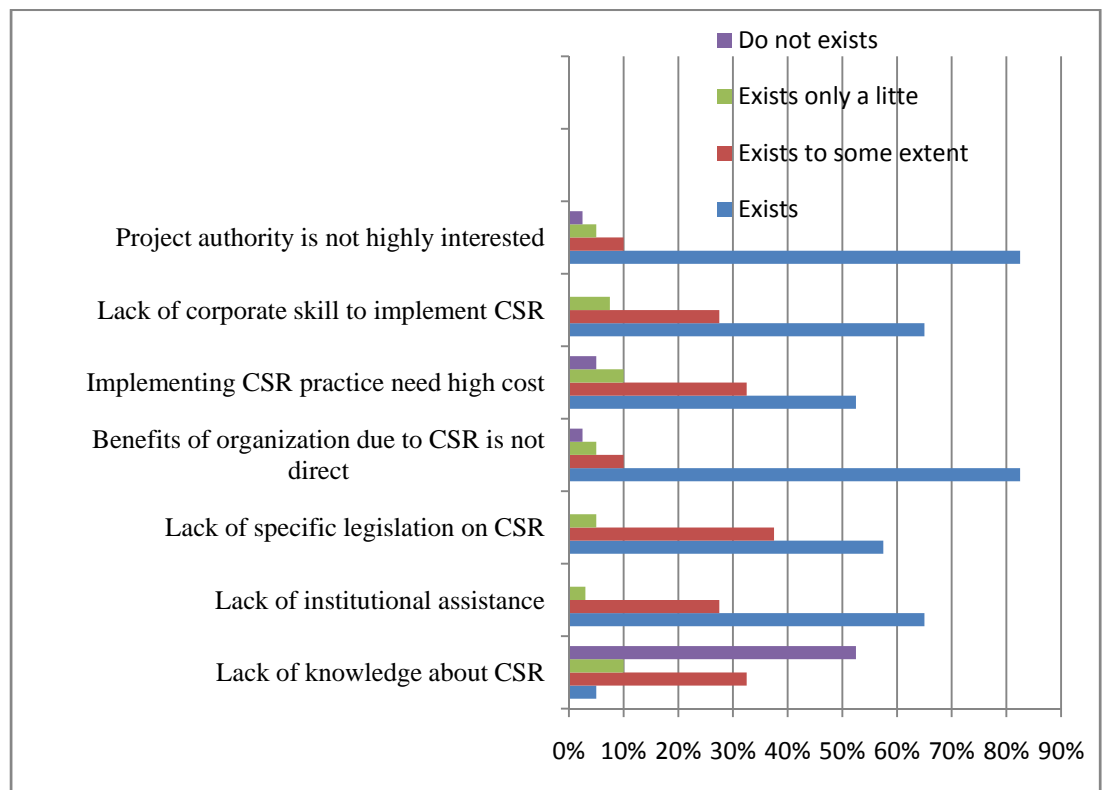


Figure 4.4: Reasons of limited CSR practice at GTCL project

4.3 Overview of the Responses of Observation on Contractor, supplier and Consultant Respondent

4.3.1 Respondents (Suppliers'/Contractors'/Consultants' people) working Experience in their organization

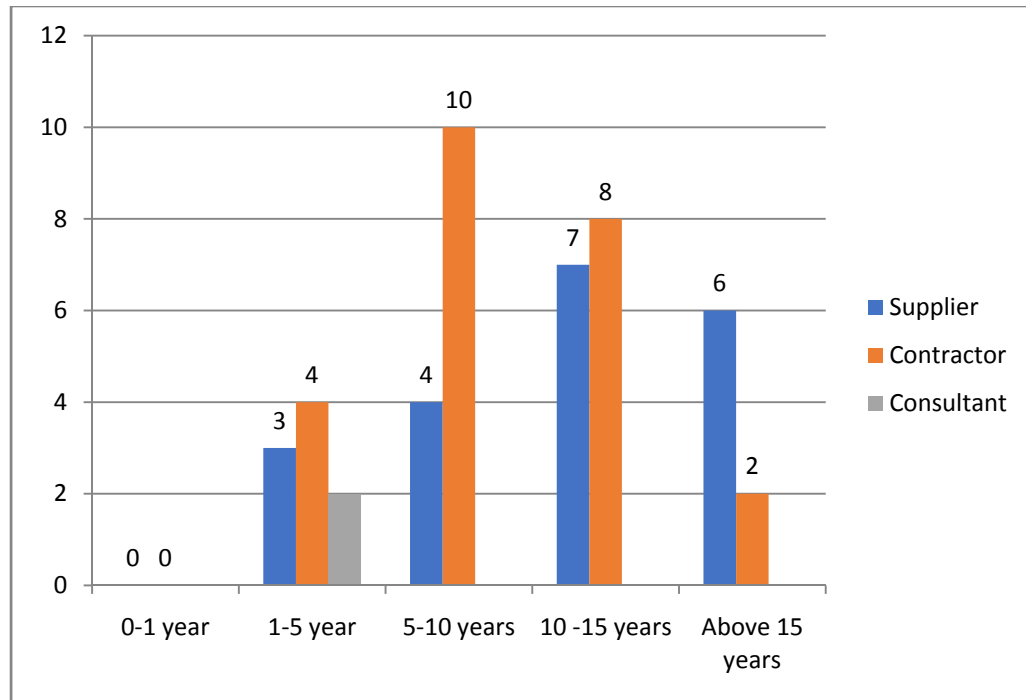


Figure 4.5: Respondents (Suppliers'/Contractors'/Consultants' people) Working Experience in their organization

As seen the figure 4.5, it can be said that the respondents in this category include people with long work experiences as well as short time experience

4.3.2 Respondents' Gender

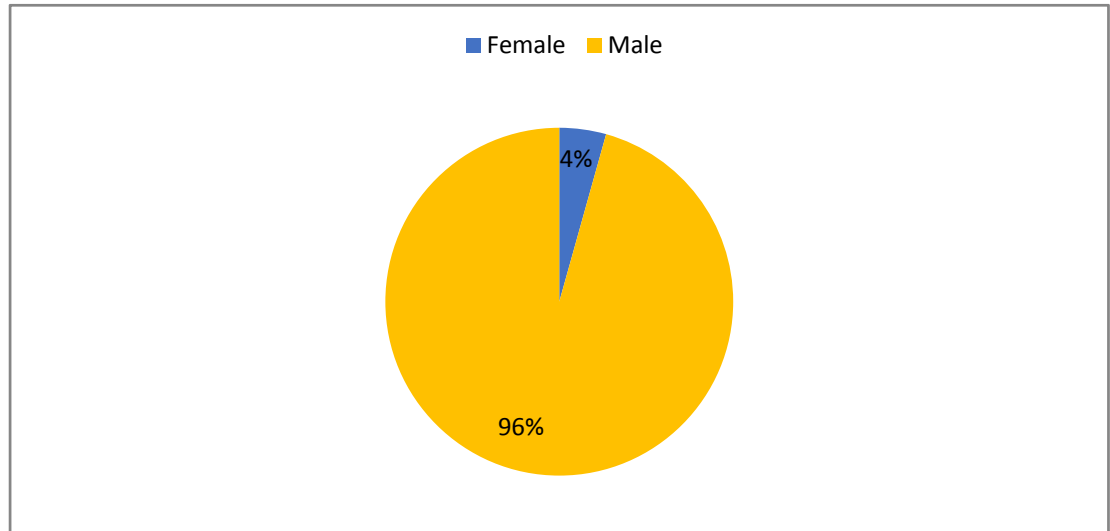


Figure 4.6: Gender Composition of Respondent (Suppliers'/Contractors'/Consultants' people)

According to above graph the most of the respondents are male. This is probably due to a clear bias created by non-probabilistic sampling method and moreover most of the Suppliers'/Contractors'/Consultants' people related to the GTCL are males.

4.4 Findings and Analysis on Data Received from on Contractor, Supplier and Consultant

4.4.1 Perception of Contractor, Supplier and Consultant on CSR about CSR

The survey shows that 19% of the contractors, suppliers and consultants' people claim that they know very well about CSR followed by another 20 % who know well enough about the theme of Corporate Social Responsibility. Another 60 % said to have some idea about CSR whereas mere 1 % said that they do not know what it is about.

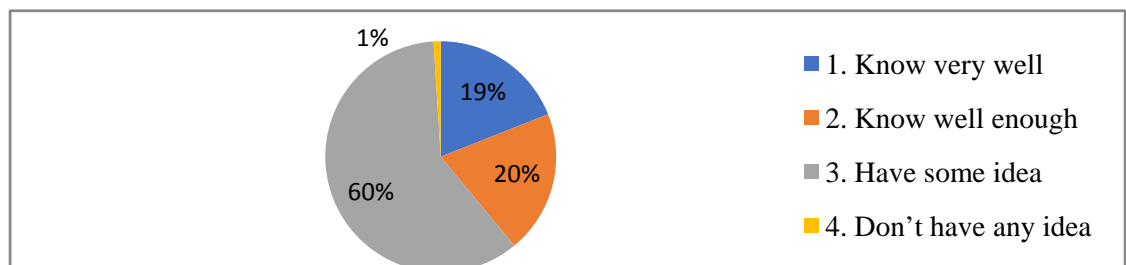


Figure 4.7: Familiarity of contractor, suppliers and consultant people on CSR

4.4.2 Opinion or attitude of Contractor, Supplier and Consultant people regarding CSR issues:

When the suppliers, contractors and consultants people were asked about the level of importance of CSR practice at their organization for the benefits of better access to credit; identification of reputational risk; acquisition of commercial benefits; increase the efficiency; to strengthen the sense of employee; improving the relationship with suppliers, institution, donors and community; enhancing corporate reputation; their replies were as follows:

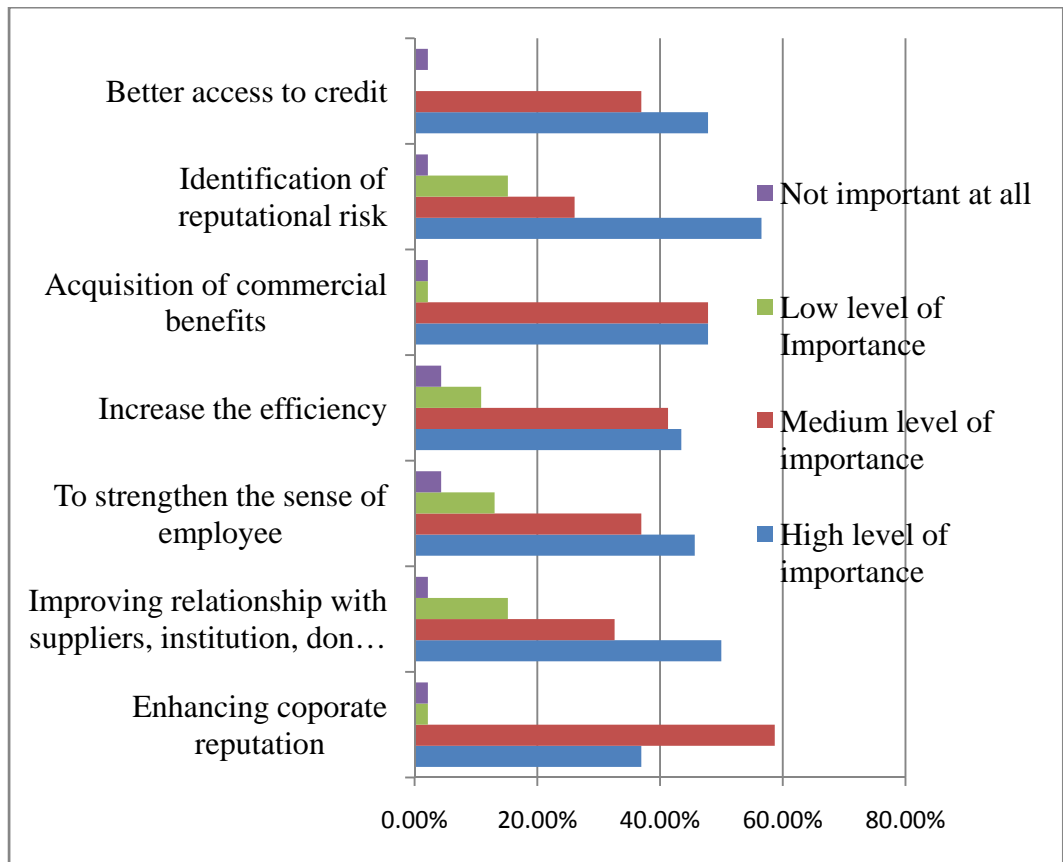


Figure 4.8: Importance of CSR for contractor and supplier organization

Majority view that, CSR practice at the organization have high level of importance for the above-mentioned benefits of their organization. Very few employees were neutral and negligible amount of them do not give importance of CSR issues for the above benefits.

4.4.2.1 Environment Responsibility

When asked about Kyoto Protocol, it seems that contractor, supplier and consultant people have better understanding, 35.95% of them reported that know very well followed by another 47.83% who responded that they know well enough, and another 26.08% claimed to have some idea about the Kyoto Protocol. Similar responses are recorded regarding carbon emission; 47.82% of contractor, supplier and consultant people claimed to know very well, 26.08% reported to know well enough, and rest 15.21 claimed to have some idea about this. While asked about the practice of energy saving measures in the project, 36.96 % of the respondent said that energy savings measures are practiced in the organization, 47.82% people said those measures exists to some extent, 13.04% people reports that the measures exist only a little. 100% people said waste recycling measures doesn't exist at their project. Similar responses are recorded while asked whether the Life Cycle Assessment processes measures exist at their organization. For the other environmental measures, other related responses are given below:

Table 4.8: Responses of Supplier & Contractor employees on Environmental Issues

Issues	Exists	Exists to some extent	Exists only a little	Do not exists
Mobility management (carpooling, car sharing)	43.47%	41.30%	10.86%	4.34%
Use of environmental friendly product	10.86%	39.13%	13.04%	36.96%
Measures of environmental management system (EMS)	10.86%	15.21%	30.43%	43.47%
Increasing use renewable energy	39.95%	47.82%	13.04%	2.17%

From the response of the questionnaires it is established that 89.13% of the contractor companies do not exist code of ethics, 86.95% of GTCL project related other organization do not have social budget, intangible capital budget, no one company has ethic certification SA8000, CSC9000T, 65.21% of supplier companies

has EMAS (Environmental Management System), 95.65% of the companies exist to some extent of marketing social partnership and 45.65% Business have only a little of foundation.

4.4.2.2 Human Rights

The survey shows in matters related to Human rights, there is some degree of practice amongst the contractor, suppliers' employees. For instance, 36.96% of them never need to assist their bosses in personal works beyond official duty. Only 2.17% of them said that most of the times they need to assist their bosses beyond official duty. Another 47.82% of them said they rarely need to assist, 13.04% said they sometime need to assist and their bosses in personal work. The responses also show that majority (63.04%) of contractor, suppliers employees said that bonded labor never been used at their organization and 67.39% employees agreed child labor rarely used at their organization and majority staff of contractor and supplier organization has no freedom of association. However, when asked about the working condition, it is found that working extra time is a regular practice at GTCL, 84.78% reported in favor of this. However, only 2.17% of the respondents are always satisfied 39.96% sometime satisfied with the remuneration they get. About the risk involves, 4.34% of employees think that field work is risky and 84.78% employees think that field work condition is not secured enough. More than half of the respondents also feel that health and safety policy is not enough or nonexistent. So, there are chances to improve in these issues. When they are asked about their job criteria, 47.82% supplier and contractor peoples said their job are permanent, 26.08% said their job are contractual, 15.21% said their job are daily basis.

About the working wages of contractors', suppliers' people, 39.13% of them claim that their organization do not maintain the minimum working wages which is enough for fulfilling minimum basic livelihood needs. 84.78% of the respondents also feel that salary varies based on gender in their organization.

4.4.2.3 Equal Opportunities

Regarding equal opportunities, only 30.43% contractor and supplier employees strongly agreed, 43.47% somewhat agreed, 12.5% neutral and 15.21% disagreed that all staffs (from other religions, from other community and so on) are equally treated in organization for opportunity like promotion, salary increment etc. There are some concerns regarding creating favorable arrangement for disable people. It is also found that multi culture people are not generally encouraged in their organization. Majority organization does not have maternal (pregnancy) leave with pay.

4.4.2.4 Diversity

Regarding diversity following data collected from respondent are as follows:

Table 4.9: Responses of Supplier & Contractor employees on Diversity

Statement	Strongly Agree	Somewhat Agree	Neutral	Disagree
Fair workplace includes people from every race	26.08%	39.96%	13.04%	23.91%
Respects individuals and values their differences	43.47%	41.30%	10.87%	4.34%
Career development path for all employees	28.26%	39.13%	13.04%	19.57%
Employees of different backgrounds are encouraged to apply for higher positions	30.43%	43.47%	10.86%	15.22%

For diversity issues, when the supplier and contractor people were asked about diversity at their work place, majority agreed (26.08% contractor and supplier employees strongly agreed, 36.95% somewhat agreed) their organization is a fair workplace includes people from every race. It is also found that generally contractor and supplier organization respects individuals and values their differences. There are also substantial differences in their opinion regarding having a clear career progression at their organization. People tend to agree when asked whether people from different backgrounds are treated or encouraged equally.

4.4.2.5 Corporate Governance

In regards to corporate governance, following data collected from respondents:

Table 4.10: Responses of Supplier & Contractor employees on Corporate Governance

Statement	Strongly Agree	Somewhat Agree	Neutral	Disagree
Organization's policies or procedures encourage diversity.	8.69%	8.69%	17.39%	65.21%
Organization will take appropriate action in response to incidents of discrimination	2.17%	36.95%	2.17%	47.82%
Racial, ethnic, and gender-based jokes are not tolerated at organization.	58.69%	45.65%	15.21%	2.17%
Organization provides an environment for the free and open expression of ideas, opinions and beliefs	47.82%	36.95%	13.04%	2.17%

Majority disagreed to the statement that their organization encourage diversity, though a substantial 17.39% neutral and 8.69% strongly and another 8.69% somewhat agree to that. A substantial majority also remained neutral or disagreed to that statement that 'Organization will take appropriate actions in response to incidents of discrimination such as female are not engaged at proper ratio in work'. While asked about the racial, ethnic and gender-based jokes at organization majority strongly agreed or somewhat agreed about non-tolerance by their authority. People generally believe that their organization is a place where one can openly express their ideas, opinions and beliefs.

4.4.2.6 Sustainability

In respect to sustainability issues, only 86.95 % respondents' views that their organization use sustainable packaging and 13.04 % remained indifferent. While they asked about type of sustainable packaging majority (95.65%) said they use re-useable packaging, merely 2.17% said re-cycle able and another 2.17% said about bio-degradable. Similar responses are recorded against the statement 'organization always concerned for non-compliance of an environmental or safety issue'. Most of

the international suppliers use sustainable packaging/shipping which are re-usable, they are concerned about non-compliance of an environmental or safety issue and environmental life-cycle analysis of the product conducted by a certified testing organization. But local contractor cooperatively not so much concerned about these issues. There is scope to improve these.

4.4.2.7 Impact on Society

For the issues impact on society, only 43.47% contractor and supplier employees strongly agreed, 52.17% somewhat agreed that disadvantage people are some way benefited from the suppliers' and contractors' organization. While they were asked about donation for any social work, 47.82% contractor and supplier employees strongly agreed and 26.08% somewhat agreed that their organization donates for any social work. Responses were also recorded against voluntary work. Majority of their organization does not take attempt for voluntary work for better society.

4.4.2.8 Ethics & Ethical Trading

In relation to ethics and ethical trading, opinions collected from against some statements are as follows:

Table 4.11: Responses of Supplier & Contractor employees on Ethics & Ethical Trading

Statement	Strongly Agree	Somewhat Agree	Neutral	Disagree
Organization thinks about on time and sufficient payment to their suppliers.	84.78%	10.87%	2.17%	2.17%
Authority of organization arranges visits to their suppliers for investigate child labor, slavery and related issues.	6.52%	19.57%	47.82%	26.08%
Organization provides training regarding ethics and ethical trading issues.	10.87%	2.17%	19.57%	67.39%
Organization has strong ethics committee for ethics and ethical trading.	4.34%	86.96%	6.52%	80.43%
Organization encourages whistleblower.	47.82%	36.96%	13.04%	2.17%

From the data, it is viewed that generally supplier and contractor employees view that their organization take measures to ensure timely and sufficient payment to their contractors and supplies, however majority view that they do not monitor the contractors enough to ensure that human right issues are practiced by the

contractors/ suppliers. Majority also view that there is no training on ethics available in their organization and there is encouragement for the whistleblowers to act.

4.4.2.9 Biodiversity

Only 32.60% of the supplier and contractor employees claimed that they know very well regarding biodiversity and another 47.82% know well enough.

4.4.2.10 Community Involvement

Table 4.12: Responses of Supplier & Contractor employees on Community Involvement at GTCL project

Statement	Strongly Agree	Somewhat Agree	Neutral	Disagree
Community involvement is necessary for gas transmission pipeline project at planning stage	2.17%	2.17%	41.30%	54.34%
Community involvement is important for gas transmission pipeline project at construction stage	54.34%	36.96%	6.52%	2.17%
Community involvement can improve quality of project work	43.47%	41.30%	13.04%	2.17%

From the data, it is viewed that generally supplier and contractor employees view that community involvement is more important at construction stage than planning stage. However majority people view that community involvement at construction stage can improve the quality of works.

4.4.3 Reasons of limited CSR practice at supplier and contractor organization:

Though most of the respondents agreed on importance of CSR practice at their organization but limited implementation at their organization arises mainly due to

lack of institution's assistance, lack of knowledge about CSR, lack of skills and high implementation cost.

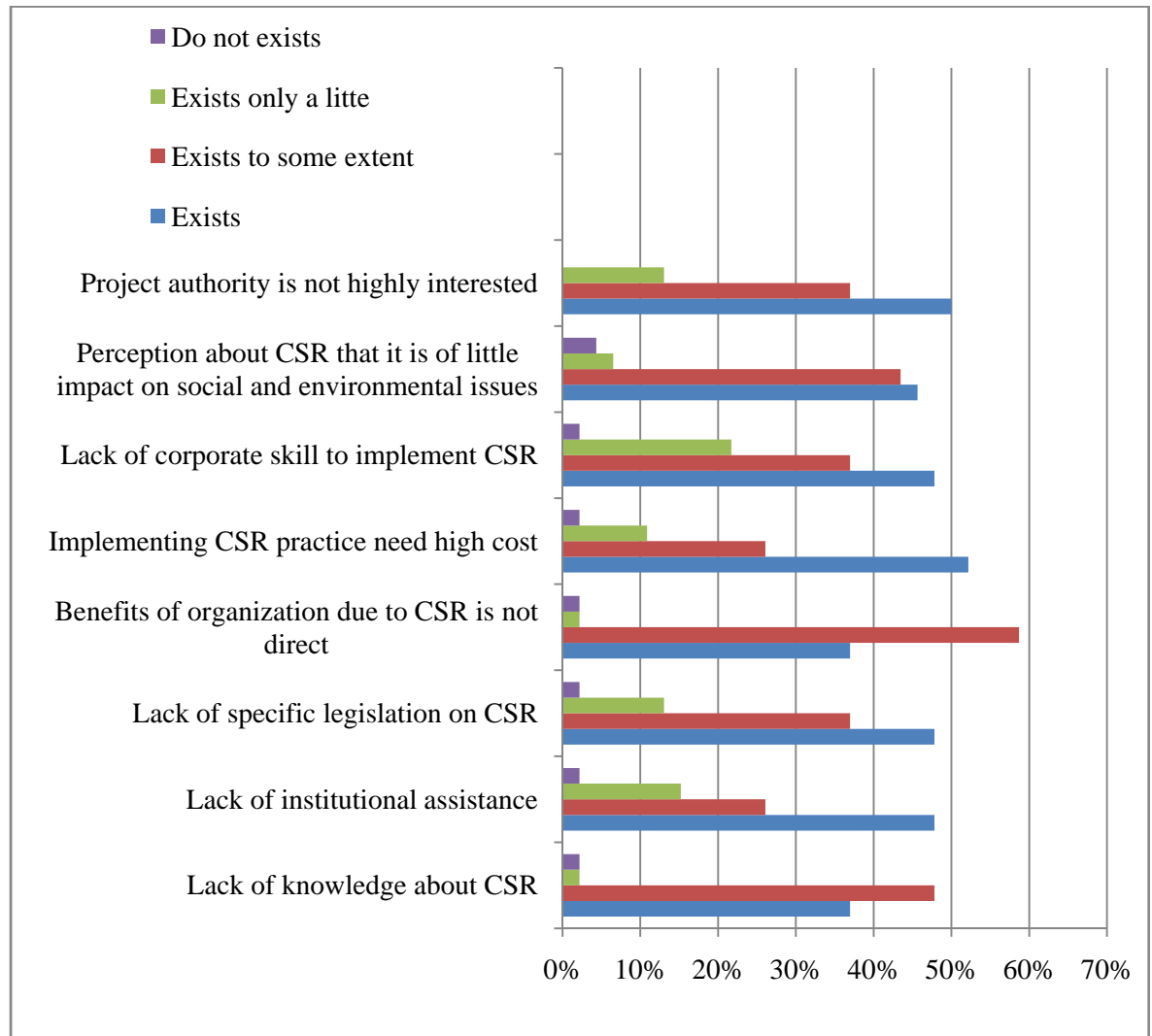


Figure 4.9: Reasons of limited CSR practice at supplier and contractor organization

CHAPTER-5

CONCLUSION

Corporate Social Responsibilities (CSR) is important public sector. CSR guides the public services to attain better value of public money and to perform better duties towards the citizens of the country. The research was aimed to find out the perception level about CSR in public procurement by the major stakeholders i.e. buyers and suppliers, contractor and consultant and also to make any suggestion for incorporating CSR effectively into the energy sector procurement. In the research we have found that there are still some misconceptions about the CSR among the public servants i.e. buyers as well as the contractors. Contractors are much lagging behind when the question comes about the familiarity of different relevant laws concerning good governance and equal opportunity as well as environmental responsibilities.

5.1 Issue –wage present practice, scope of practice and possible means of improvement

5.1.1 Environmental responsibilities

GTCL employees somewhat familiar but not deeply know about the “Environment Conservation Act, 1995” and there is obligation from taking permission or clearance from forest department for construction project.

At the time of route survey for making the proposal of land acquisition to DC office need proper support by providing vehicles, travel allowance, daily allowance. But maximum time those are troublesome sometimes cannot be ensured. That’s why some officer make the route alignment drawing staying on home or office and thus some forest, ponds, houses, mill industries, hand-loom textile fall on the proposed Right of Way (RoW). Sometimes few vested officers intentionally include ponds, houses, mill industries, hand-loom textile for making over estimation as fish farming, building etc. which may possible to avoid at the time of route survey.

If it is possible to avoid pond, trees, garden, farms, houses etc. from RoW then it does not damage or minimize the changes of existing environment.

At construction period Pipe Carrier tractor, Low- bed Trailer used maximum time for pipe caring, are old and cause of emission of more carbon than new one and stopped frequently at road create traffic jam irritated situation.

Sometimes unconscious use of coating material, Bentonite etc. at site may cause of environment hazard.

So GTCL project authority can introduce following:

- Provide training regarding the “Environment Conservation Act, 1995” and environment responsible procurement.
- Introducing ISO or similar standard certification of Environment Management System (EMAS) for contractor engaging at construction works.
- Providing proper daily allowance, travel allowances or vehicles and proper supervision on Route survey and need to ensure it is doing properly.
- Include contract provision of checking all machineries, tractor and other related equipment are in good condition.
- Ensuring proper disposal of hazardous waste with the provision of penalty in case of other ways.

5.1.2 Human Rights

There is no scope of child labor in GTCL, but at construction time contractor and subcontractor sometimes use child labor.

At project construction period there are huge and continuous works need to complete for the completion of project work in time, there are practice of continuous work by the officers and workers from both GTCL and contractor with staying at site location apart from family.

Most of the GTCL’s project officers need to do work extra time but the remuneration of the extra time work mostly depends on boss, field work is not enough secured environment and in most cases of field work, the health and safety policy not properly implemented.

In term of wages, people working under contractors suffer from delay payment and under payment

Sometimes subcontractors are exploiting by the contractor. Contractor gain more profit from the buyer but they give nominal profit to sub-contractor and sub-contractor gives wages to their worker is not satisfactory.

So GTCL project authority can introduce following:

- A strict instruction regarding non-deployment of child labor not be tolerated any situation provision of certain visit to examine and ensure it.
- Engage enough people share the responsibility of ongoing works with making a schedule for their project people as they spent family time and also un-interruption of project work.
- Proper remuneration such as project allowance, site allowances, risk work allowance etc.
- Contract provision of timely and reasonable payment to sub-contractor.
- Contract provision & policy of ensuring fair wages are truly paid to their employees.

5.1.3 Equal Opportunities

Most case, the GTCL project employees are equally treated by project authority, no incident of sexual harassment, multi culture people are encouraged but management of project are not committed to make ergonomic arrangement for disable people. So, project authority may give concentration on ergonomic arrangement if they have any disable persons at project work.

At project work most of the contractor engage their family member, relatives at the project work for which they awarded. In that case, for the job opportunity at contractor firms are not equally treated for all even after gaining job the relatives get preference over the other at every stage.

So GTCL project authority can introduce training regarding benefit of applying equal opportunities, diversity etc.

5.1.4 Diversity

Diversity of suppliers means the structuring of the supply base in such a way as not to discriminate against minorities.

So GTCL project authority can adopting supplier diversity program, which foster economic growth.

5.1.5 Corporate Governance:

As a government organization GTCL follow the government service rule.

GTCL follow the Public Procurement Rule (PPR), Public Procurement Act (PPA) for procurement goods, works and service at GoB finance project.

GTCL follow the procurement guidelines of development partners at the time of procurement for project financed by development partner such World Bank, Asian Development Bank.

To maintain transparency, accountability and participation, tender proposal is evaluated through capable Tender Evaluation Committee (TEC) and take approval from the higher authority contract signed by another division (secretariat division) of GTCL. Individual and Joint declaration submitted by the entire member of the committee regarding non-existence of personal relationship with the tenderer.

There are practices of applying rule such as encashment of tender security, debar the contractor to punish in case of fraudulent, coercive practice, corruption.

At the time of project constructions period sometime complain found from either side against opposite site regarding addressing, behavior, and type of order & instruction and communication channel,

GTCL project authority can introduce clear Code of Conduct for GTCL and contractor employees at the contract for communication among them at the time of contractual construction period.

5.1.6 Sustainability

In general, Sustainability means living in ways that do not compromise the wellbeing of future generations.

5.1.6.1 Envisaged Sustainability of the project depends on continued demand for an adequate supply of natural gas. The demand is likely to continue growing due to long-term economic recovery, expected high gas prices, and improved enforcement of environmental emission standards.

5.1.6.2 Technical Sustainability

The gas pipeline construction project is technically sustainable will strictly adhere to internationally and nationally acceptable engineering design, construction and operations standards. Best Available Technology (BAT) in the oil and gas industry shall be adopted.

Throughout the life cycle of the project (Design, Construction, Operation and Decommissioning) shall strictly comply with applicable national and international engineering design codes, guidelines and standards.

5.1.6.3 Environmental Sustainability

To ensure that environmental sustainability is maintained, the pipeline will be laid without excavating more than required and the excavated material will be used to backfill. The Stream/River Crossings of the two rivers/streams will be by Horizontal Directional Drilling (HDD); this pipe laying technique across the rivers will help to minimize environmental impact of the project to the aquatic ecosystem and adverse socio-economic impacts to people.

5.1.6.4 Economic Sustainability

Revenue will accrue from the wheeling charge of gas from production end to distribution end. There is high demand for natural gas in the local market. The project will therefore contribute substantially to the revenue accruing to GTCL and generally be sustained for twenty years or more.

GTCL authority can help in this area by ensuring appropriate policies both within their own organizations, and by encouraging similar practices among their suppliers.

5.1.7 Impact on Society

Most of the GTCL people think that disadvantaged people are benefited by GTCL project in some way. A new area become industrialized and makes opportunity of employment. In most cases there is opportunity to directly involve the local disadvantaged people as unskilled labor, night guard etc. at project construction works.

Local people get temporary job, scope of temporary business at project construction period and sometimes positive impact on society.

Most of the time the Right of Way (RoW) go through the paddy land, they get the compensation land and crops without irrigation cost, the money they can invest in other business and they also can use the land after pipe laying. Good investment of the gain compensated money change his life and positive impact on society.

After installation of pipeline, the target area become industrialized due to gas availability and creates job opportunity and has positive impact on society.

So GTCL project authority can introduce following:

- Approval of sum amount of project money may spend in improvement of society such as donation in local school & college.
- Strategic thinking of the location of City Gate Station (CGS), Town Border Station (TBS) and Metering and Manifold Station (MMS) where qualified GTCL people will stay with family will have impact on society.
- GTCL project authority can think about establishing standard school and college which will be better for both GTCL officers' child and also for local peoples as well as good impact on society.

5.1.8 Ethics & Ethical Trading

Pipeline materials such as line pipe, valve, fittings, coating material etc. are procured internationally, Pipeline construction works procured locally, various service procured internationally or locally but not concern about ethical trading like are the manufacturer, supplier, consultant or NGO are paying fair wages to their employee, tier supplier; is there any child labor or bonded labor at their manufacturing plant.

GTCL has no strong ethics committee for ethical trading.

There are complaints of bribery from project affected people against public officers who are engaged to disburse of compensation of their land, crops, trees, garden, farm, structures etc.

So GTCL project authority can introduce following:

- Applying terms and condition in contract about in time payment of fair wages to their employees and provision of penalty and punishment in case of fraudulence.
- Applying terms and condition in contract about in time sufficient justified amount of payment of their sub-contractor or tier supplier.
- Formation of strong permanent ethics committee for continuous investigation and improvement of the condition.

5.1.9 Biodiversity

For making ROW need to filled pond, waterway, lowland where fish and bird usually gathered, play but making ROW and construction of pipeline it may change.

River crossing are done by HDD rig, for drilling purpose bentonite solution is used which sometimes polluted water and affect bio-diversity of river. Bentonite solution sometimes destroys the soil condition and create problem on irrigation.

So GTCL project authority can introduce following:

- Ensuring proper reinstatement i.e., making as like as it was earlier condition

- Making sure no perilous waste mixing with the river water and soil with the provision of penalty in case of other ways.

5.1.10 Community Involvement

The land acquisition process is lengthy. Generally, the project affected people not get their compensation, even notice under section seven regarding their acquired land from DC office at the time of starting of field work, if the community involved in the process and know about the procedure of disbursement then they convenience and allow to prepare right of way through their land. Authority can develop a policy to engage the local community involve at the time of grading and preparing right of way project

The cross-country pipeline projects work running through the long area, works run at various point simultaneously, there are some non-technical works such as lowering, coating etc.; some are technical or highly technical works such as precise welding, river crossing, live line crossing etc.

There always some idle jobless interested people enjoy the ongoing project work standing around the workplace. On the other hand, it is not possible by the representative project authority to present always at the all job site as they are limited in number. If community know about the minimum depth that have maintain at the time of pipe laying, ratio of cement, sand and stone for casting civil item marker post, set on weight, slab etc. the quality of work improved.

Most of the GTCL project people agreed on community involvement at construction stage of the project not to maintain proper quality of project work.

So, authority can think about developing a policy of engaging community in land acquisition, resettlement and construction stage.

5.2 Future Research Agenda

The current study was confined to assessing Corporate Social Responsibility (CSR) only through the study of gaps between scope and practice of Energy sector of Bangladesh with reference to GTCL. As such, the present study did not attempt to seek research scopes in some other important areas of the Energy sector of the country. Thus, this section suggests a list of agenda for future research in the Energy sector of Bangladesh.

1. A similar study could be planned in some other areas of Energy sector – such as coal mining, gas exploration and distribution companies and the like.
2. The study could be replicated in some other sector of the country so as to get a more representative view of Corporate Social Responsibility (CSR).
3. Such study would help the management of GTCL for improvement of practice level of corporate social responsibility (CSR) issues.

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Questionnaires

Questionnaire for Survey on Corporate Social Responsibility (CSR) from GTCL Project employee

Dear Sir/ Madam

Good morning/afternoon. The following questionnaire is prepared to serve an academic purpose. Your responses will be kept in strict confidential. Your spontaneous support and invaluable time would be highly appreciated.

Section 1 Demographic & Personal Information

Name (optional) : _____

Mobile No. (optional): _____

Position: _____

Service Length in Project: _____

Name of the Project (optional): _____

Sex : Male Female

Age : 18-30 31-40 41-50 51-60

Education : S.S.C H.S.C Hons. Master's Other

Diploma Engg. B. Sc. Engg.

M. ScEngg. Ph D

Section 2 Perceptions Section:

Directions: You are requested to tick once for each of the following statements that best matches your perceptions regarding Corporate Social Responsibility (CSR). There are no right or wrong answers. The only concern of this section is to get your perceptions regarding CSR.

1.	Do you know the theme of Corporate Social Responsibility? (1. I know very well; 2. I know well enough; 3. I have some idea; 4. I don't have any idea)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
The GTCL employees who any idea about CSR do not have, the rest of the questions shouldn't apply to them.					

Section 3 Opinion or attitude Section:

Directions: Based on your experience as a service holder of this organization, please think about the Corporate Social Responsibility (CSR) and tick once for each of the following statements/questions that best match with your feelings. Again, there is no right or wrong answer. The only concern of this section is to get your feelings regarding organization CSR practice.

1.	How strongly you agree or disagree with the statement "Corporate Social Responsibility (CSR) is as important for public sector as it is for private sector" (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
2.	Adaptation of measures for corporate social responsibility is what level of importance for followings? (1. High level of importance; 2. More or less Importance; 3. Not very important 4. Not at all important)				
a.	Enhancing corporate reputation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
b.	Improving relations with suppliers, institutions, donors, community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
c.	To strengthen the sense of employee	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
d.	Increase of the efficiency	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
e.	Acquisition of commercial benefits	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
f.	Identification of reputational risks	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
g.	Better access to credit	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

3.	Are you familiar with the "Citizen Charter" of GTCL? 1. Well Familiar 2. Familiar Enough 3. Somewhat Familiar 3. Not at all)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
4.	How strongly you agree or disagree with the statement "The present 'Citizen Charter' of GTCL addresses the requirements of the citizens adequately" (" 1. Strongly Agree; 2. Somewhat Agree; 3.Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
5.	Please give your suggestions about how present Citizen Charter of GTCL can be improved to be more customer-focused				
6.	Are you familiar with "The Right to Information Act, 2009" of Bangladesh? 1. Well Familiar; 2. Familiar Enough; 3. Somewhat Familiar; 4. Not at all	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
7.	"The Rights to Information Act, 2009" is properly addressed in your procurement processes. 1.Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
8.	Please give your suggestions about how CSR issues could be more significantly addressed in PPA 2006 and PPR 2008				
9.	Are your familiar with the "eGP Guidelines" published by Bangladesh Government? 1. Well Familiar; 2. Familiar Enough; 3. Somewhat Familiar; 4. Not at all	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
10.	The eGP (electronic Government Procurement) will have more positive impact towards ensuring transparency and good governance in public procurement system. 1. Well Familiar; 2. Familiar Enough; 3. Somewhat Familiar; 4. Not at all	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Human Rights & Equal Opportunity					
11.	Are you familiar with "Bangladesh Labor Act, 2006"? 1. Well Familiar; 2. Familiar Enough; 3. Somewhat Familiar; 4. Not at all.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
12.	Are labors of your projects/works' properly insured 1. Always 2. Sometimes 3. Seldom 4. Never	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
13.	Are you familiar with "National Child Labor Elimination Policy, 2010" of Bangladesh? (1. Well Familiar; 2. Familiar Enough; 3. Somewhat Familiar; 4. Not at all)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
14.	What are the average percentages of female workforce to male workforce (labor) in the gas transmission pipeline construction projects that you are/are associated? *Please tic one for each category? 1. <10%; 2. >=10% but<15% 3.>=15%but<25; 4. >=25% but<50%	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Diversity					
15.	Rate your preference for the local suppliers for 2nd tier supply of your procurement projects. (2nd tier suppliers are those who supply the materials/goods/service to the main suppliers/contractors) 1. Always; 2. Sometimes; 3. Seldom; 4. Never	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Environmental responsibilities, Biodiversity & Impact on Society					
16.	Are your familiar with "The Environment Conservation Act, 1995" of Bangladesh. (1. Well Familiar; 2. Familiar Enough; 3. Somewhat Familiar; 4. Not at all)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
17.	Do you consider for environmental friendly construction materials/processes for your construction projects? 1. Always; 2. Sometimes; 3. Seldom; 4. Never	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

18.	Is Rehabilitation process properly ensured for your projects/works? 1. Always; 2. Sometimes; 3. Seldom; 4. Never	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
19	Do you give importance in preserving Biodiversity while constructing large scale projects of GTCL (e.g. Pipeline Construction, River crossing etc.) *? 1. Always; 2. Sometimes; 3. Seldom; 4. Never	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Ethics & Ethical Trading					
20.	The Anti Corruption Commission is sufficiently fulfilling its duties to eradicate corruption form the public sector of Bangladesh. How strongly you agree or disagree with the above statement" 1.Strongly Agree, 2. Somewhat Agree, 3. Neutral, 4=Disagree	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
21.	Rate the following aspects in regard to CSR practice at GTCL's project. (1. Exist; 2. Exists to some extent 3. Only a little 4. Do Not exist)				
a.	Lack of knowledge about CSR	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
b.	Lack of institution's assistance	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
c.	Lack of specific legislation on CSR	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
d.	Benefits of organization due to CSR is not direct	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
e.	Implementing CSR practice need high costs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
f.	Lack of corporate skill to implement CSR	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
g.	Perception about CSR that it is of no impact on project	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
h.	Project authority is not interested	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
22.	Do you know about followings? (1. I know very well; 2. I know well enough; 3. I have some idea; 4. I don't have any idea)				
a.	Kyoto Protocol?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
b.	Carbon emission?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
23.	Do measures exist in GTCL Project for followings? (1. Exist; 2. Exists to some extent; 3. Only a little; 4. Do Not exist)				
a.	Energy savings?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

b.	Waste Recycling?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
c.	Life Cycle Assessment processes?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
d.	Mobility management (carpooling, car sharing)?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
e.	Use of environmental friendly product?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
f.	Management of environmental system?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
g.	Increasing use renewable energy?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Human Rights					
24.	Do you need to work other's personal work which is not your job responsibility? (1. Never; 2. Rare; 3. Sometimes; 4. Most of the times)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
25.	Does your project appoint any Bonded Labour in any stage? (1. Never; 2. Rare; 3. Sometimes; 4. Most of the times)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
26.	Does your project appoint any Child Labour in any stage? (1. Never; 2. Rare; 3. Sometimes; 4. Most of the times)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
27.	Is there Freedom of Association for workers in your organization? (1. Never; 2. Rare; 3. Sometimes; 4. Most of the times)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Working Condition at GTCL Project					
28.	Need to work more than 48 Hours/Week in your project? 1.Never; 2. Rare; 3. Sometimes; 4. Most of the times	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
29.	Need to do Extra Works or overtime at your project as follows: 1. Always Mandatory; 2. Depend on Boss; 3. Depend on needs; 4. Always Optional	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
30.	Remuneration for extra work or overtime? (1. Always Satisfactory; 2. Sometime Satisfactory 3. Depend on Boss; 4. Not Satisfactory)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
32.	Work place environment at field are as follows: 1. Highly Secured; 2. Secured enough; 3. Somewhat but not enough; 4. Risky	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

33.	Health and Safety Policy at field work: 1. Adopted recognized policy; 2. Company own standard policy; 3. Company own policy but not standard; 4. Not any policy	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
	Equal Opportunities				
34.	All GTCL project employee (from other religions, from other community and so on) are equally treated by your Project authority for opportunity like delegation of power, exercise of power etc. (Do you agree with the above statement" 1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
35.	In last one year, incidence of sexual harassment happened in your project? (Do you agree with the above statement" 1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
36.	Management of your project is committed for making ergonomics arrangement for disable people. (Do you agree with the above statement" 1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
37.	Multi culture people are encouraged in your project. (Do you agree with the above statement" 1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
	Diversity				
38.	A fair workplace includes people from every race. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
39.	Your project authority respects individuals and values their differences. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
40.	There is a career development path for all employees at your organization with the experience of project. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

41.	Employees of different backgrounds are encouraged to work at project. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Corporate Governance					
42.	GTCL policies or procedures encourage diversity for project work. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
43.	Your project authority will take appropriate action in response to incidents of discrimination. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
44.	Your project authority provides an environment for the free and open expression of ideas, opinions and beliefs (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Sustainability					
46.	Project authority instructs to use sustainable packaging/shipping materials to their supplier or contractor? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
47.	Your project authority always concerned for non-compliance of an environmental or safety issue. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Impact on Society					
48.	Disadvantaged people are benefited by your project in some way. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Ethics & Ethical Trading					
49.	Your project authority thinks about on time and sufficient payment to their contractor and suppliers. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

50.	Your project authority visits to their suppliers for investigate child labor, slavery and related issues. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
51.	Your project authority provide training regarding ethics and ethical trading issues? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
52.	Your project authority encourages whistleblower? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
53.	GTCL maintains standard code of ethics which is sufficient for project procurement? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Biodiversity					
54.	Do you know the term Biodiversity? (1. I know very well; 2. I know well enough; 3. I have some idea; 4. I don't have any idea)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
55.	Activities done by your project impact bio-diversity. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Community Involvement					
56.	Community involvement is necessary for gas transmission pipeline project at planning stage. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
57.	Community involvement is important for gas transmission pipeline project at construction stage.? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
58.	Community involvement can improve quality of project work? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Thank you very much for your cooperation.

Questionnaire for Survey on Corporate Social Responsibility (CSR) from Contractor/Supplier

Dear Sir/ Madam

Good morning/afternoon. The following questionnaire is prepared to serve an academic purpose. Your responses will be kept in strict confidence. Your spontaneous support and invaluable time would be highly appreciated.

Section 1 Demographic & Personal Information

Name (optional) : _____

Mobile No. (optional): _____

Position: _____

Service Length in this Organization: _____

Name of the Organization: _____

Sex : _____ Male _____ Female

Age : _____ 18-30 _____ 31-40 _____ 41-50 _____ 51-60 _____ 60+

Education : _____ S.S.C _____ H.S.C _____ Hons. _____ Master's _____ Other

Section 2 Perceptions Section:

Directions: You are requested to tick once for each of the following statements that best matches your perceptions regarding Corporate Social Responsibility (CSR). There are no right or wrong answers. The only concern of this section is to get your perceptions regarding CSR.

1.	Do you know the theme of Corporate Social Responsibility? (1. I know very well; 2. I know well enough; 3. I have some idea; 4. I don't have any idea)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
The contractor who any idea about CSR do not have, the rest of the questions shouldn't apply to them					

Section 3 Opinion or attitude Section:

Directions: Based on your experience as a service holder of this organization, please think about the Corporate Social Responsibility (CSR) and tick once for each of the following statements/questions that best match with your feelings. Again, there is no right or wrong answer. The only concern of this section is to get your feelings regarding organization CSR practice.

1.	Adaptation of measures for corporate social responsibility is what level of importance for followings? (1. High level of importance; 2. More or less Importance; 3. Not very important 4. Not at all important)				
a.	Enhancing corporate reputation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
b.	Improving relations with suppliers, institutions, donors, community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
c.	To strengthen the sense of employee	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
d.	Increase of the efficiency	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
e.	Acquisition of commercial benefits	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
f.	Identification of reputational risks	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
g.	Better access to credit	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
2.	Rate the following aspects in regard to your company's CSR practice (1. Exist; 2. Exists to some extent 3. Only a little 3. Do Not exist)				
a.	Lack of knowledge about CSR	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
b.	Lack of institution's assistance	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
c.	Lack of specific legislation on CSR	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
d.	Benefits of organization due to CSR is not direct	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
e.	Implementing CSR practice need high costs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
f.	Lack of corporate skill to implement CSR	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
g.	Perception about CSR that it is of little impact on social and environmental business	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
h.	The company is not interested	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
3.	Which of the following aspects your company complies with in regard to CSR? (1. Exist; 2. Exists to some extent 3. Only a little 3. Do Not exist)				

CSR practice at Energy Sector Procurement in Bangladesh:
A case study on gas transmission pipeline project under Gas Transmission Company Ltd. (GTCL)

a.	Ethic code	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
b.	Social budget, intangible capital budget	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
c.	Ethic certification SA8000	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
d.	Certification CSC9000T	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
e.	Certification EMAS	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
f.	Cause Related Marketing Social Partnership	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
g.	Business foundation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
4.	Do you know about followings? (1. I know very well; 2. I know well enough; 3. I have some idea; 4. I don't have any idea)				
a.	Kyoto Protocol?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
b.	Carbon emission?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
5.	Do measures exist in your organization for followings? (1. Exist; 2. Exists to some extent; 3. Only a little; 4. Do Not exist)				
a.	Energy savings?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
b.	Waste Recycling?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
c.	Life Cycle Assessment processes?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
e.	Mobility management (carpooling, car sharing)?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
f.	Develop of environmental friendly product?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
g.	Management of environmental system?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
h.	Increasing use renewable energy?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
	Human Rights				
6.	Do you need to work other's personal work which is not your job responsibility? (1. Never; 2. Rare; 3. Sometimes; 4. Most of the times)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
7.	Does your organization appoint any Bonded Labor? (1. Never; 2. Rare; 3. Sometimes; 4. Most of the times)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
8.	Does your organization appoint any Child Labor? (1. Never; 2. Rare; 3. Sometimes; 4. Most of the times)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

9.	Is there Freedom of Association for workers in your organization? (1. Never; 2. Rare; 3. Sometimes; 4. Most of the times)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Working Condition of organization					
10.	Need to work more than 48 Hours/Week at your organization? 1.Never; 2. Rare; 3. Sometimes; 4. Most of the times	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
11.	Need to do Extra Works or overtime at your organization 1. Always Mandatory; 2. Depend on Boss; 3. Depend on needs; 4. Always Optional	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
12.	Remuneration for extra work or overtime? (2. Always Satisfactory; 2. Sometime Satisfactory 4. Depend on Boss; 4. Not Satisfactory)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
13.	Work places environment are: 1. Highly Secured; 2. Secured enough; 2. Somewhat but not enough; 4. Risky	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
14.	Health and Safety Policy 1. Adopted recognized policy; 2. Company own standard policy; 3. Company own policy but not standard; 4. Not any policy)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
15.	Your Job criteria at your organization: 1. Permanent 2. Contractual 3. Daily Basis 4. Agency Worker	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
16.	Organization maintained the minimum working wages which is enough for fulfilling minimum basic livelihood needs? (Do you agree with the above statement" 1. Strongly Agree; 2. Somewhat Agree;3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
17.	Salary varies based on gender in your organization. (Do you agree with the above statement" 1. Strongly Agree; 2. Somewhat Agree;3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Equal Opportunities					
18.	All staffs (from other religions, from other community and so on) are equally treated in organization for opportunity like promotion, salary increment etc. (1. Strongly Agree;2. Somewhat Agree;3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

19.	In last one year, incidence of sexual harassment happened in your organization. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
20.	Management of your organization is committed for making ergonomics arrangement for disable people. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
21.	Multi culture people are encouraged in your organization. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
22.	There is maternal (pregnancy) leave with pay in your organization. (Do you agree with the above statement" 1. Strongly Agree, 2. Agree, 3. Disagree; 4. Strongly Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Diversity					
23.	A fair workplace includes people from every race. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
24.	Your organization respects individuals and values their differences. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
25.	There is a career development path for all employees at your organization. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
26.	Employees of different backgrounds are encouraged to apply for higher positions (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Corporate Governance					
27.	Your organization's policies or procedures encourage diversity. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

28.	Your organization will take appropriate action in response to incidents of discrimination. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
29.	Racial, ethnic, and gender-based jokes are not tolerated at this organization. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
30.	Your organization provides an environment for the free and open expression of ideas, opinions and beliefs (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
	Sustainability	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
31.	Your organization use sustainable packaging/shipping materials? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
32.	What type of sustainable packaging/shipping materials do you use? Please check the items that apply. 1. Re-cycle able; 3. bio-degradable 2. Re-usable; 4. Post-consumer recycled	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
33.	Your organization always concerned for non-compliance of an environmental or safety issue. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
34.	Your organization always bids/proposes environmental life-cycle analysis of the product conducted by a certified testing organization, such as Green Seal. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
	Impact on Society				
35.	Disadvantaged people are benefited by your organization in some way. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

36.	Your organization donates for any social work. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
37.	Your organization takes attempt for voluntary work for better society. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Ethics & Ethical Trading					
38.	Your organization thinks about on time and sufficient payment to their suppliers. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
49.	Authority of your organization arranges visits to their suppliers for investigate child labor, slavery and related issues. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
40.	Does your organization provide training regarding ethics and ethical trading issues? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
41.	Your organization has strong ethics committee for ethics and ethical trading. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
42.	Your organization encourages whistleblower? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
43.	Your organization takes action against unethical behavior. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
44.	Your organization maintains standard code of ethics? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Biodiversity					
45.	Do you know the term Biodiversity? (1. I know very well; 2. I know well enough; 3. I have some idea; 4. I don't have any idea)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

46.	Activities done by your organization impact bio-diversity. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Community Involvement					
47.	Community involvement is necessary for gas transmission pipeline project at planning stage. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
48.	Community involvement is important for gas transmission pipeline project at construction stage.? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
49.	Community involvement can improve quality of project work? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Thank you very much for your cooperation.

APPENDIX C

Responses on questionnaire

1. Opinion or attitude of GTCL employees Perceptions regarding CSR issues:

Sl. No.	Question	Responses			
		☐1	☐2	☐3	☐4
1.	How strongly you agree or disagree with the statement "Corporate Social Responsibility (CSR) is as important for public sector as it is for private sector" (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	20	15	5	0
Most of the GTCL employees agreed on importance of CSR for public sector as it is for private sector.					
2.	Adaptation of measures for corporate social responsibility is what level of importance for followings? (1. High level of importance; 2. More or less Importance; 3. Not very important 4. Not at all important)				
a.	Enhancing corporate reputation	25	10	5	0
b.	Improving relations with suppliers, institutions, donors, community	20	15	5	0
c.	To strengthen the sense of employee	18	17	4	1
d.	Increase of the efficiency	20	16	4	0
e.	Acquisition of commercial benefits	12	18	4	6
f.	Identification of reputational risks	15	20	5	0
g.	Better access to credit	2	28	7	3
It is observed that adaptation of measures for corporate social responsibility is high level of importance for level of importance for enhancing corporate reputation; improving relations with suppliers, institutions, donors, community; to strengthen the sense of employee,					

CSR practice at Energy Sector Procurement in Bangladesh:
A case study on gas transmission pipeline project under Gas Transmission Company Ltd. (GTCL)

Sl. No.	Question	Responses			
		☐1	☐2	☐3	☐4
	increase of the efficiency, acquisition of commercial benefits, Identification of reputational risks and better access to credit from donor agency according maximum opinion.				
3.	Are you familiar to the "Citizen Charter" of GTCL? 1. Well Familiar 2. Familiar Enough 3. Somewhat Familiar 3. Not at all)	30	8	2	0
4.	How strongly you agree or disagree with the statement "The present 'Citizen Charter' of GTCL addresses the requirements of the citizens adequately" (" 1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	24	14	0	2
5.	Please give your suggestions about how present Citizen Charter of GTCL can be improved to be more customer-focused				
	Nobody answered				
	Most of the GTCL employees knows about 'Citizen Charter' of GTCL and agreed on addresses the requirements of the citizens adequately.				
6.	Are you familiar with "The Right to Information Act, 2009" of Bangladesh? 1. Well Familiar; 2. Familiar Enough; 3. Somewhat Familiar; 4. Not at all	1	18	18	4
7.	"The Rights to Information Act, 2009" is properly addressed in your procurement processes. 1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree.	20	16	4	0
8.	Please give your suggestions about how CSR issues could be more significantly addressed in PPA 2006 and PPR 2008				
	Nobody answered				

Sl. No.	Question	Responses			
		☐1	☐2	☐3	☐4
9.	Are you familiar with the "eGP Guidelines" published by Bangladesh Government? 1. Well Familiar; 2. Familiar Enough; 3. Somewhat Familiar; 4. Not at all	2	33	4	1
10.	The eGP (electronic Government Procurement) will have more positive impact towards ensuring transparency and good governance in public procurement system. 1. Well Familiar; 2. Familiar Enough; 3. Somewhat Familiar; 4. Not at all	1	18	18	4
Most of the GTCL employees familiar with "The Right to Information Act, 2009", "eGP Guidelines" and their positive impact on procurement.					
Human Rights & Equal Opportunity					
11.	Are you familiar with "Bangladesh Labor Act, 2006"? 1. Well Familiar; 2. Familiar Enough; 3. Somewhat Familiar; 4. Not at all.	20	15	5	0
12.	Are labors of your projects/works' properly insured 5. Always 6. Sometimes 7. Seldom 8. Never	1	4	18	17
13.	Are you familiar with "National Child Labor Elimination Policy, 2010" of Bangladesh? (1. Well Familiar; 2. Familiar Enough; 3. Somewhat Familiar; 4. Not at all)	3	32	4	1
14.	What are the average percentages of female workforce to male workforce (labor) in the gas transmission pipeline construction projects that you are/are associated? *Please tick one for each category? 2. <10%; 2. >=10% but<15% 3.>=15%but<25; 4. >=25% but<50%	38	2	0	0

Sl. No.	Question	Responses			
		☐1	☐2	☐3	☐4
	In regards to Human Rights & Equal Opportunity, maximum GTCL employees familiar with "Bangladesh Labor Act, 2006", "National Child Labor Elimination Policy, 2010" but labor is not properly insured at their projects/works'. The percentage of female is very low to male workforce. So, there are scope to insured.				
	Diversity				
15.	Rate your preference for the local suppliers for 2nd tier supply of your procurement projects. (2nd tier suppliers are those who supply the materials/goods/service to the main suppliers/contractors) 2. Always; 2. Sometimes;3. Seldom; 4. Never	33	4	2	1
	GTCL employees preferred for the local suppliers for 2nd tier supply of your procurement projects. 2nd tier suppliers are those who supply the materials/goods/service to the main suppliers/contractors				
	Environmental responsibilities, Biodiversity & Impact on Society				
16.	Are your familiar with "The Environment Conservation Act, 1995" of Bangladesh. (1. Well Familiar; 2. Familiar Enough; 3. Somewhat Familiar; 4. Not at all)	0	1	35	4
17.	Do you consider for environmental friendly construction materials/processes for your construction projects? 2. Always; 2. Sometimes;3. Seldom; 4. Never	3	32	5	0
18.	Is Rehabilitation Process properly ensured for your projects/works? 2. Always; 2. Sometimes;3. Seldom; 4. Never	2	32	4	2
19	Do you give importance in preserving Biodiversity while constructing large scale projects of GTCL (e.g. Pipeline Construction, River crossing etc.) *? 2. Always; 2. Sometimes;3. Seldom; 4. Never	1	4	16	19

Sl. No.	Question	Responses			
		☐1	☐2	☐3	☐4
	GTCL employees familiar with the “Environment Conservation Act, 1995” and consider for environmental friendly construction materials/processes for your construction projects. But it is not always possible to ensured Rehabilitation process properly. So, there is scope to properly ensure rehabilitation process for project affect people and to insure for the labor and workers that working at project.				
	Ethics & Ethical Trading				
20.	The Anti Corruption Commission is sufficiently fulfilling its duties to eradicate corruption form the public sector of Bangladesh. How strongly you agree or disagree with the above statement" 1.Strongly Agree, 2. Somewhat Agree, 3. Neutral, 4=Disagree	2	4	16	18
	GTCL employees disagreed that Anti Corruption Commission is sufficiently fulfilling its duties to eradicate corruption form the public sector as maximum project affected people generally make complain about the few public officers who related to make their payment against their acquired land and assets.				
21.	Rate the following aspects in regard to CSR practice at GTCL’s project. (1. Exist; 2. Exists to some extent 3. Only a little 3. Do Not exist)				
a.	Lack of knowledge about CSR	2	13	4	21
b.	Lack of institution’s assistance	26	11	3	0
c.	Lack of specific legislation on CSR	23	15	2	0
d.	Benefits of organization due to CSR is not direct	33	4	2	1
e.	Implementing CSR practice need high costs	21	13	4	2
f.	Lack of corporate skill to implement CSR	26	11	3	0
g.	Project authority is not highly interested	33	4	2	1

Sl. No.	Question	Responses			
		☐1	☐2	☐3	☐4
<p>Though most of the project peoples has CSR knowledge but limited implementation at GTCL project as lack of institution's assistance, lack of specific legislation on CSR, benefits of organization due to CSR is not direct, implementing CSR practice need high costs, lack of corporate skill to implement CSR and Project authority is not highly interested. So, there are scope to implement all CSR issues with institution assistance</p>					
<p>Environmental responsibilities</p>					
22.	Do you know about followings? (1. I know very well; 2. I know well enough; 3. I have some idea; 4. I don't have any idea)				
a.	Kyoto Protocol?	1	35	4	0
b.	Carbon emission?	3	32	5	0
<p>GTCL officers have enough idea about Kyoto Protocol and Carbon emission. So, consideration of this factor may have applied at selecting quality of equipment and machineries of the construction project.</p>					
23.	Do measures exist in GTCL Project for followings? (1. Exist; 2. Exists to some extent; 3. Only a little; 4. Do Not exist)				
a.	Energy savings?	1	2	4	33
b.	Waste Recycling?	0	0	0	40
c.	Life Cycle Assessment processes?	0	0	0	40
d.	Mobility management (carpooling, car sharing)?	1	32	3	4
e.	Use of environmental friendly product?	1	3	4	32
f.	Management of environmental system?	1	2	8	29
g.	Increasing use renewable energy?	0	2	4	34
<p>Most of GTCL officers only practice Mobility management such as carpooling and car sharing but don not practice Energy savings, Waste Recycling, Life Cycle Assessment processes, environmental friendly product, Management of environmental system and Increasing use renewable energy. Hence there is scope to increase the practice of practice Energy savings, Waste Recycling, Life Cycle Assessment processes, environmental friendly product, management of environmental system.</p>					

Sl. No.	Question	Responses			
		☐1	☐2	☐3	☐4
Human Rights					
24.	Do you need to assist at work other's personal work which is not your job responsibility? (1. Never; 2. Rare; 3. Sometimes; 4. Most of the times)	32	1	5	2
25.	Does your project appoint any Bonded Labour in any stage? (1. Never; 2. Rare; 3. Sometimes; 4. Most of the times)	33	4	2	0
26.	Does your project appoint any Child Labour in any stage? (1. Never; 2. Rare; 3. Sometimes; 4. Most of the times)	32	5	2	1
27.	Is there Freedom of Association for workers in your organization? (1. Never; 2. Rare; 3. Sometimes; 4. Most of the times)	0	2	4	34
Most of the GTCL officers need not assist at others like boss's personal work, there is no bonded and child labor at GTCL and freedom of association. So, human rights item is likely to satisfactory at GTCL.					
Working Condition at GTCL Project					
28.	Need to work more than 48 Hours/Week in your project? 1.Never; 2. Rare; 3. Sometimes; 4. Most of the times	0	2	4	34
29.	Need to do Extra Works or overtime at your project as follows: 1. Always Mandatory; 2. Depend on Boss; 3. Depend on needs; 4. Always Optional	0	8	32	0
30.	Remuneration for extra work or overtime? (3. Always Satisfactory; 2. Sometime Satisfactory 5. Depend on Boss; 4. Not Satisfactory)	2	8	22	8
32.	Work place environment at field are as follows: 1. Highly Secured; 2. Secured enough; 3. Somewhat but not enough; 4. Risky	0	16	12	8
33.	Health and Safety Policy at field work: 1. Adopted recognized policy; 2. Company own standard policy; 3. Company own policy but not standard; 4. Not any policy	0	16	12	8

Sl. No.	Question	Responses			
		☐1	☐2	☐3	☐4
<p>Most of the GTCL's project officers need to do work extra time but the remuneration of the extra time work mostly depends on boss, field work is not enough secured environment and in most cases of field work follow the health and safety policy which not enough standard. So, there are chance to improve in these issues.</p>					
<p>Equal Opportunities</p>					
34.	<p>All GTCL project employee (from other religions, from other community and so on) are equally treated by your Project authority for opportunity like delegation of power, exercise of power etc. (Do you agree with the above statement" 1. Strongly Agree; 2. Somewhat Agree;3. Neutral; 4. Disagree)</p>	14	16	8	2
35.	<p>In last one year, incidence of sexual harassment happened in your project? (Do you agree with the above statement" 1. Strongly Agree; 2. Somewhat Agree;3. Neutral; 4. Disagree)</p>	0	0	0	40
36.	<p>Management of your project is committed for making ergonomics arrangement for disable people. (Do you agree with the above statement" 1. Strongly Agree; 2. Somewhat Agree;3. Neutral; 4. Disagree)</p>	0	12	22	6
37.	<p>Multi culture people are encouraged in your project. (Do you agree with the above statement" 1. Strongly Agree; 2. Somewhat Agree;3. Neutral; 4. Disagree)</p>	13	12	4	11
<p>Most case, the GTCL project employees are equally treated by project authority, no incident of sexual harassment, multi culture people are encouraged but management of project are not committed to make ergonomic arrangement for disable people. So, project authority may give concentration on ergonomic arrangement if they have any disable persons at project work.</p>					

Sl. No.	Question	Responses			
		1	2	3	4
	Diversity				
38.	A fair workplace includes people from every race. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	14	16	6	4
39.	Your project authority respects individuals and values their differences. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	4	6	17	13
40.	There is a career development path for all employees at your organization with the experience of project. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	14	16	9	1
41.	Employees of different backgrounds are encouraged to work at project. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	4	16	17	3
42.	Local contractor/suppliers are preferred to work at project. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	17	12	9	2
<p>There are fair workplace includes people from every race, equal opportunity of career development path for all employs at GTCL, project authority somewhat respects individuals and values their differences but employees of different backgrounds are not encouraged to project works as it highly technical works but accounts, finance and estates are the supported works. So, there are scopes to improve accordingly.</p>					
	Corporate Governance				
42.	GTCL policies or procedures encourage diversity for project work. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	3	19	14	4

Sl. No.	Question	Responses			
		☐1	☐2	☐3	☐4
43.	Your project authority takes appropriate action in response to incidents of discrimination. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	3	4	16	17
44.	Your project authority provides an environment for the free and open expression of ideas, opinions and beliefs (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	3	33	3	1
<p>GTCL policies or procedures somewhat encourage diversity as it follows district, ethnic quota etc., project authority does not take appropriate action in response to incidents of discrimination such as female are not engaged at proper ratio in project work, there are environment for the free and open expression of ideas, opinions and beliefs in project. There is scope to engage more females at reporting or other officials works of the project.</p>					
Sustainability					
46.	Project authority instructs to use sustainable packaging/shipping materials to their supplier or contractor? (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	2	20	5	13
47.	Your project authority always concerned for non-compliance of an environmental or safety issue. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	1	18	7	14
<p>There is scope to project authority to give more instructs to use sustainable packaging/shipping materials to their supplier or contractor, project authority can be more concerned for non-compliance of an environmental or safety issue.</p>					
Impact on Society					
48.	Disadvantaged people are benefited by your project in some way. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	1	21	6	12

Sl. No.	Question	Responses			
		☐1	☐2	☐3	☐4
	Disagree)				
<p>Most of the GTCL people think that disadvantaged people are benefited by your project in some way a new area become industrialized and make opportunity of employment. In most cases there is opportunity to directly involve the local disadvantaged people as unskilled labor, night guard etc. at project construction works.</p>					
Ethics & Ethical Trading					
49.	Your project authority thinks about on time and sufficient payment to their contractor and suppliers. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	4	25	2	9
50.	Your project authority visits to their suppliers for investigate child labor, slavery and related issues. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	4	7	4	25
51.	Your project authority provides training regarding ethics and ethical trading issues? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	0	1	4	35
52.	Your project authority encourages whistleblower? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	1	2	4	33
53.	GTCL maintains standard code of ethics which is sufficient for project procurement? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	0	3	4	33

Sl. No.	Question	Responses			
		1	2	3	4
	Biodiversity				
54.	Do you know the term Biodiversity? (1. I know very well; 2. I know well enough; 3. I have some idea; 4. I don't have any idea)	5	33	2	0
55.	Activities done by your project impact bio-diversity. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	0	6	4	30
Most of the GTCL employees have the ideas about biodiversity and most of the project activities have no severe impact on biodiversity.					
	Community Involvement				
56.	Community involvement is necessary for gas transmission pipeline project at planning stage. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	1	16	4	19
57.	Community involvement is important for gas transmission pipeline project at construction stage. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	33	4	1	2
58.	Community involvement can improve quality of project work? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	15	6	5	14
Most of the GTCL project people agreed on community involvement at construction stage of the project not at planning stage to maintain proper quality of project work.					

2.Opinion or attitude of Contractor, Supplier and Consultant People regarding CSR issues:

Sl. No.	Question	Response			
		☐1	☐2	☐3	☐4
1.	Adaptation of measures for corporate social responsibility is what level of importance for followings? (1. High level of importance; 2. More or less Importance; 3. Not very important 4. Not at all important)				
a.	Enhancing corporate reputation	17	27	1	1
b.	Improving relations with suppliers, institutions, donors, community	23	15	7	1
c.	To strengthen the sense of employee	21	17	6	2
d.	Increase of the efficiency	20	19	5	2
e.	Acquisition of commercial benefits	22	22	1	1
f.	Identification of reputational risks	26	12	7	1
g.	Better access to credit	22	17	6	1
<p>So, from the survey on suppliers, contractor and consultant people, it is observed that adaptation of measures for corporate social responsibility is high level of importance for level of importance for enhancing corporate reputation; improving relations with suppliers, institutions, donors, community; to strengthen the sense of employee, increase of the efficiency, acquisition of commercial benefits, Identification of reputational risks and better access to credit according maximum opinion.</p>					

CSR practice at Energy Sector Procurement in Bangladesh:
A case study on gas transmission pipeline project under Gas Transmission Company Ltd. (GTCL)

Sl. No.	Question	Response			
		☐1	☐2	☐3	☐4
2.	Rate the following aspects in regard to your company's CSR practice (1. Exist; 2. Exists to some extent 3. Only a little 3. Do Not exist)				
a.	Lack of knowledge about CSR	17	22	1	1
b.	Lack of institution's assistance	22	12	7	1
c.	Lack of specific legislation on CSR	22	17	6	1
d.	Benefits of organization due to CSR is not direct	17	27	1	1
e.	Implementing CSR practice need high costs	24	12	5	1
f.	Lack of corporate skill to implement CSR	22	17	10	1
g.	Perception about CSR that it is of little impact on social and environmental business	21	20	3	2
h.	The company is not interested	23	17	6	0
<p>From the response of above questionnaire, it is found that most of the contractor company has lack of knowledge about CSR, lack of institution's assistance, lack of specific legislation on CSR; most of them also think implementing CSR practice need high costs and their organization have lack of corporate skill to implement CSR, though few of the companies have.</p>					
3.	Which of the following aspects your company complies with in regard to CSR? (1. Exist; 2. Exists to some extent 3. Only a little 3. Do Not exist)				
a.	Ethic code	0	1	4	41

Sl. No.	Question	Response			
		☐1	☐2	☐3	☐4
b.	Social budget, intangible capital budget	0	3	3	40
c.	Ethic certification SA8000	0	0	0	46
d.	Certification CSC9000T	0	0	0	46
e.	Certification EMAS (Environmental Management System)	1	30	2	13
f.	Marketing social Partnership	1	44	1	0
g.	Business foundation	3	21	22	0
<p>From the response of above questionnaire, it is established that most of the contractor company do not exist ethic code, do not have social budget, intangible capital budget, ethic certification SA8000, CSC9000T, EMAS (Environmental Management System), marketing social partnership and Business foundation.</p>					
<p>Environmental responsibilities</p>					
4.	Do you know about followings? (1. I know very well; 2. I know well enough; 3. I have some idea; 4. I don't have any idea)				
a.	Kyoto Protocol?	17	22	1	1
b.	Carbon emission?	22	12	7	1
<p>Most of the contractor, supplier and consultant people have idea about Kyoto Protocol and Carbon emission.</p>					
5.	Does a measure exist in your organization for followings? (1. Exist; 2. Exists to some extent; 3. Only a little; 4. Do Not exist)				

CSR practice at Energy Sector Procurement in Bangladesh:
A case study on gas transmission pipeline project under Gas Transmission Company Ltd. (GTCL)

Sl. No.	Question	Response			
		☐1	☐2	☐3	☐4
a.	Energy savings?	17	22	6	1
b.	Waste Recycling?	0	0	0	46
c.	Life Cycle Assessment processes?	0	0	6	40
e.	Mobility management (carpooling, car sharing)?	20	19	5	2
f.	Develop of environmental friendly product?	5	18	6	17
g.	Management of environmental system?	5	7	14	20
h.	Increasing use renewable energy?	17	22	6	1
Some company's practices energy savings and mobility management but most of them are not aware about waste recycle, life cycle assessment process development of environment friendly product, management of environmental system and increasing use of renewable energy.					
Human Rights					
6.	Do you need to work other's personal work which is not your job responsibility? (1. Never; 2. Rare; 3. Sometimes; 4. Most of the times)	17	22	6	1
7.	Does your organization appoint any Bonded Labor? (1. Never; 2. Rare; 3. Sometimes; 4. Most of the times)	29	10	6	1
8.	Does your organization appoint any Child Labor? (1. Never; 2. Rare; 3. Sometimes; 4. Most of the times)	11	31	1	3
9.	Is there Freedom of Association for workers in your organization? (1. Never; 2. Rare; 3. Sometimes; 4. Most of the times)	20	19	5	2
Human right position of the contractor, suppliers are not so good but not bad at all, they rarely need to do other personal work which are their job responsibility, they do not use bonded labor and child labor but most of them do not have freedom of association.					

CSR practice at Energy Sector Procurement in Bangladesh:
A case study on gas transmission pipeline project under Gas Transmission Company Ltd. (GTCL)

Sl. No.	Question	Response			
		☐1	☐2	☐3	☐4
	Working Condition of organization				
10.	Need to work more than 48 Hours/Week at your organization? 1.Never; 2. Rare; 3. Sometimes; 4. Most of the times	6	1	22	17
11.	Need to do Extra Works or overtime at your organization 1. Always Mandatory; 2. Depend on Boss; 3. Depend on needs; 4. Always Optional	7	21	22	1
12.	Remuneration for extra work or overtime? (4. Always Satisfactory; 2. Sometime Satisfactory 6. Depend on Boss; 4. Not Satisfactory)	1	17	6	22
13.	Work places environment are: 1. Highly Secured; 2. Secured enough; 2. Somewhat but not enough; 4. Risky	0	39	4	2
14.	Health and Safety Policy 1. Adopted recognized policy; 2. Company own standard policy; 3. Company own policy but not standard; 4. Not any policy)	1	6	16	23
15.	Your Job criteria of you at your organization: 1. Permanent 2. Contractual 3. Daily Basis 4. Agency Worker	22	12	7	1
16.	Organization maintained the minimum working wages which is enough for fulfilling minimum basic livelihood needs? (Do you agree with the above statement" 1. Strongly Agree; 2. Somewhat Agree;3. Neutral; 4. Disagree)	1	17	5	23
17.	Salary varies based on gender in your organization. (Do you agree with the above statement" 1. Strongly Agree; 2. Somewhat Agree;3. Neutral; 4. Disagree)	20	19	5	2

Sl. No.	Question	Response			
		☐1	☐2	☐3	☐4
<p>About the working condition of contractors', suppliers' organization survey found that in most case their people need to do extra work either in need or depend on their boss but they did not get satisfactory remuneration for their extra work. Though their work environment is secured enough and most of their worker get fair wages but there are variations on salary based on gender.</p>					
<p>Equal Opportunities</p>					
18.	<p>All staffs (from other religions, from other community and so on) are equally treated in organization for opportunity like promotion, salary increment etc. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral; 4. Disagree)</p>	14	20	5	7
19.	<p>In last one year, incidence of sexual harassment happened in your organization. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral; 4. Disagree)</p>	0	0	6	40
20.	<p>Management of your organization is committed for making ergonomics arrangement for disable people. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral; 4. Disagree)</p>	2	6	8	30
21.	<p>Multi culture people are encouraged in your organization. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral; 4. Disagree)</p>	1	10	3	32
22.	<p>There is maternal (pregnancy) leave with pay in your organization. (Do you agree with the above statement" 1. Strongly Agree, 2. Agree, 3. Disagree; 4. Strongly Disagree)</p>	1	11	12	22
<p>Most of the employees are equality treated, no sexual harassment occurred in most of the companies but they do not have the special arrangement for disable employee, their maternal leave was without payment and have cultural biasness. There is scope to do so.</p>					

Sl. No.	Question	Response			
		☐1	☐2	☐3	☐4
	Diversity				
23.	Your organization is a fair workplace includes people from every race. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	12	17	6	11
24.	Your organization respects individuals and values their differences. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	20	19	5	2
25.	There is a career development path for all employees at your organization. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	13	18	6	9
26.	Employees of different backgrounds are eligible to apply for higher positions (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	14	20	5	7
<p>In most cases there have are fair workplace includes people from every race, organization respects individuals and values their differences, all of them have career development path in organization, employees of different backgrounds are encouraged to apply for higher positions but there has the scope for some organization to developed those who are not in lagging.</p>					
	Corporate Governance				
27.	Your organization's policies or procedures encourage diversity. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	4	4	8	30
28.	Your organization will take appropriate action in response to incidents of discrimination. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	1	17	1	22

Sl. No.	Question	Response			
		☐1	☐2	☐3	☐4
	Disagree)				
29.	Racial, ethnic, and gender-based jokes are not tolerated at this organization. (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	27	21	7	1
30.	Your organization provides an environment for the free and open expression of ideas, opinions and beliefs (1. Strongly Agree; 2. Somewhat Agree; 3. Neutral; 4. Disagree)	22	17	6	1
<p>Most of the organizations are neither so careful about diversity in their employment nor taking action in response to incidents of discrimination. But most of them do not tolerate racial, ethnic, and gender-based jokes at the organization and provide an environment for the free and open expression of ideas, opinions and beliefs. So, there are chance to concentrate on diversity and discrimination.</p>					
	Sustainability				
31.	Your organization use sustainable packaging/shipping materials? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	22	18	6	0
32.	What type of sustainable packaging/shipping materials do you use? Please check the items that apply. 1.Re-cycle able; 2. bio-degradable 3.Re-usable; 4. Post-consumer recycled	1	1	44	0
33.	Your organization always concerned for non-compliance of an environmental or safety issue. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	2	9	13	22
34.	Your organization always bids/proposes environmental life-cycle analysis of the product conducted by a certified	3	17	3	23

Sl. No.	Question	Response			
		☐1	☐2	☐3	☐4
	testing organization, such as Green Seal. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)				
<p>Most of the international suppliers use sustainable packaging/shipping which are re-usable, they are concerned about non-compliance of an environmental or safety issue and environmental life-cycle analysis of the product conducted by a certified testing organization. But local contractor cooperatively not so much concerned about these issues. There is scope to improve these.</p>					
	Impact on Society				
35.	Disadvantaged people are benefited by your organization in some way. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	20	24	1	1
36.	Your organization donates for any social work. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	22	12	7	5
37.	Your organization takes attempt for voluntary work for better society. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	11	9	5	23
<p>Disadvantage people are some way benefited from the suppliers' and contractors' organization. They donate for social work but most of them do not take attempt for voluntary work for better society. They can take more for voluntary work.</p>					
	Ethics & Ethical Trading				
38.	Your organization thinks about on time and sufficient payment to their suppliers. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	39	5	1	1

Sl. No.	Question	Response			
		☐1	☐2	☐3	☐4
39.	Authority of your organization arranges visits to their suppliers for investigate child labor, slavery and related issues. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	3	9	22	12
40.	Does your organization provide training regarding ethics and ethical trading issues? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	5	1	9	31
41.	Your organization has strong ethics committee for ethics and ethical trading. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	2	4	3	37
42.	Your organization encourages whistleblower? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	22	17	6	1
43.	Your organization takes action against unethical behavior. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	20	19	5	2
44.	Your organization maintains standard code of ethics? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	16	22	1	7
<p>Most of contractors and suppliers thinks about on time and sufficient payment to their suppliers, encourages whistleblower, takes action against unethical behavior and maintains standard code of ethics. But do not arranges visits to their suppliers for investigate child labor, slavery and related issues, do not provide training regarding ethics and ethical trading issues, and there are no strong ethics committee for ethics and ethical trading. So, there is scope to visit tier supplier to investigate child labor and related issues and form strong ethics committee for ethical trading.</p>					

Sl. No.	Question	Response			
		1	2	3	4
Biodiversity					
45.	Do you know the term Biodiversity? (1. I know very well; 2. I know well enough; 3. I have some idea; 4. I don't have any idea)	15	22	8	1
46.	Activities done by your organization impact bio-diversity. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	0	2	6	38
Most of the contractors' and suppliers' people knows about biodiversity and they do not have any effect on biodiversity					
Community Involvement					
47.	Community involvement is necessary for gas transmission pipeline project at planning stage. (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	1	1	19	25
48.	Community involvement is important for gas transmission pipeline project at construction stage? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	25	17	3	1
49.	Community involvement can improve quality of project work? (1. Strongly Agree; 2. Somewhat Agree;3. Neutral;4. Disagree)	20	19	6	1
Most of the contractors' people think community involvement is important at construction stage to get assistance at the time of execution of work at their local area.					