Report On

The impact of proper information management and data storage for long-term decision-making business process and risk mitigation at MNCs – A perspective from Chevron Bangladesh

By

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An internship report submitted to the Brac Business School in partial fulfilment of the
requirements for the degree of
Bachelor's in Business Administration.

Brac Business School
Brac University
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Declaration

It is hereby declared that.

1. The internship report submitted is my/our own original work while completing degree at Brac University.

2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.

3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.

4. I/We have acknowledged all main sources of help.

Student's Full Name & Signature:

_____

Student Full Name

Student ID

Supervisor's Full Name & Signature:

_____

Supervisor Full Name

Designation, Department

Institution

Letter of Transmittal

Ms Rahma Akhter

Senior Lecturer,

Brac Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Internship report on the impact of proper information management and data storage for long-term decision-making business process and risk mitigation at MNCs – A perspective from Chevron

Dear Faculty,

This is my Immense pleasure to submit my internship report on the impact of proper information management and data storage for long-term decision-making business process and risk mitigation at MNCs – A perspective from Chevron under your Advice and supervision. I am working as Legal Intern at Chevron Bangladesh from 6th March to an extended period till 5th July 2023. The report will showcase a collection of Chevron Bangladesh activities and how I have been able to make my contribution to it through my work.

I have tried my best to include all the work experience and relevant information in my report. Thank you for letting me to write my report on this topic and I hope my efforts will fulfil the guidelines of the report required for Graduation.

Sincerely yours,

_____

Sumaya

19104006

BRAC Business School

BRAC University

Date: June 13, 2023

Non-Disclosure Agreement

This page is for Non-Disclosure Agreement between the Company and The Student

This agreement is made and entered into by and between Chevron Bangladesh and the undersigned

student at Brac University…………………………………….

Acknowledgement

This report would not be possible without Support and help from my Internship Advisor, Chevron Legal Department Supervisor and my Family who supported me to complete my report on time.

I Am grateful to Ms. Rahma Akhter, Senior Lecturer of Brac Business School, Brac University for her kindness and consideration towards me and my decision of doing internship in the legal department.

I would also like to Thank Nameera Ahmed and Manal Mohamed, my supervisors who made my working environment learnable, opportunities for growth and interesting. This experience and report would not be possible without their kind consideration to me.

Executive Summary

The Main objective of writing this report is to fulfil the requirement of BBA program. This internship program is designed to help Students apply the theoretical knowledge gained from the Course materials to real corporate experiences in a specific field.

To start with, this report includes about the organization Chevron, the history of Chevron and the operations of Chevron in Bangladesh. In addition, I have tried to put forward the work done by me in structuring and building databases for information management and previously used tactics for risk mitigation taken by the legal department of Chevron Bangladesh.

In addition, this report focused on broadly on the functions of Data Management of Chevron Legal team. I tried to briefly discuss about Chevron's legal department function and how the information management are processed in order make long term business decisions and mitigate risks. All the information gathered are from conversation and experience gained by working with Legal Department of Chevron Bangladesh. These information set is taken during my four-month tenure in the host organization and based on interviews, the information are analysed and organized for this paper

Due to agreement made between Chevron Bangladesh and I, I had to make sure the data privacy and safety is not made vulnerable by any information provided in this report. Hence, this report is prepared keeping that limitation and scope in mind.

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List of Acronyms:

OE	Operational Excellence
BBU	Bangladesh Business Unit
CA	Corporate Affairs
MNC	Multinational Corporation
PSC	Production sharing Contract
PB	Petrobangla
BLT	Bangladesh Leadership Team
O&G	Oil and Gas

Part 1: Overview of Internship

1.1 Information of Intern/Student

Name of Student: Sumaya

ID of Student: 19104006

Program: Bachelor of Business Administration

Major/Specialization: Marketing and CIM

1.2 Internship Period Overview

1.2.1: Company information:

Company Name: Chevron

Tenure: 06 March 2023 – 06 July 2023

Department: Legal Department

Address: Gulshan Centre Point, 14th and 15th Floor, Dhaka 1212

Logo:

1.2.2: Supervisors Information:

Supervisor's Name: Manal Mohamed

Designation: Legal Director

Department: Transactions and Legal, International E&P

Organization: Chevron Bangladesh

1.2.3: Job Scope-Description/Duties/Responsibilities:

During my tenure, I got the chance to work on the legal department team with full responsibility and confidence. Tasks undertaken by me are as follows:

Database Structure: Structing and building databases as per requirements of the project and document management.

Document Management: Management of hardcopy documents have been the biggest part of my job requirements expected to be delivered. As a part of legal team, dealing with hardcopy documents like case files, letters and other documents were a day-to-day basis and it was necessary to identify, differentiate, sort and file each of these different kind of documents in an appropriate way for the legal team.

Coordinate with other departments: I had the chance to work with IT and CA on developing the Legal SharePoint Layout and ideation for a D&I website. This experience has been immensely interesting and insightful seeing how creative departments take on a task and goes through the process till delivery.

Event organization and management: I have had several opportunities to organize for event which were attended by all the BLT and renowned guests. This helped me be more organized and efficient with my planning for any tasks which needed to be breakdown and attention to detail.

1.3 Summary of Outcomes

1.3.1: Individual contribution to Chevron Bangladesh:

I have been given the incredible scope to put my academic skills in practical use at an organization like Chevron Bangladesh. As the part of legal department, I was expected to help in document management and organization. Throughout my journey, I have successfully delivered 12+ databases for the department, helped in developing an organizational system for the next intern

sets to follow through, came up with self-development tracker and a unified naming convention and upload designation for future documentation.

One of my noteworthy contributions has been successfully identifying documents in less than 10 minutes due to proper document management which would have taken hours and days to find in hardcopy.

My goal during my internship period has been to improve myself, provide my assistance to my team with my skills and understand my short comings to work on each day.

1.3.2: Benefits and Learnings Gained by the student:

By working at Chevron Bangladesh, I have had the opportunity to learn and gain insights of corporate culture to name a few.

Gaining Organizational skills: Chevron Bangladesh has an environment that helps you to gain unmatched organizational skills. An intern in Chevron can learn from the directors of their department directly and are involved in all phases of decision making and managerial movements that helps in providing early hands-on experience for a prospective with an understanding and respect to the time and work scope of each employee. I have learned how to deal with the colleagues in the right and empathetic way.

With adhering to OE and chevron way of work, an intern can be ready to take on their next role at organizations to lead.

Networking: Chevron Bangladesh provides immense opportunities for networking. As a legal intern, I have had the opportunity to share meals and conversations with top lawyers of Bangladesh and abroad creating a healthy and familiar connection which wouldn't have been possible if Chevron didn't provide such scope of networking.

Training resources: Chevron provides trainings and inductions with each department separately to give everyone a chance to understand the different functionalities of the organization. Apart from regular trainings, I received in depth inter-personal sessions with head of different departments named as "Who We Are" to understand the organization and set expectations on what to expect after the completion of my tenure.

Experiential Learning: From attending 'Learn with Lunch' to supporting in important events, I learned from my mistakes, short comings and advice from my supervisor and other seniors I got the opportunity to work closely with.

1.3.3: Difficulties faced by student during internship:

Chevron Bangladesh has a traditional work environment. Legal department on a whole is small. Initially I struggled to understand the degree of generation gap between me and the employees of Chevron Bangladesh I am working with. Similarly, I had to learn and cope with expected office ethics. Being from marketing background, as a legal intern, I had to learn how to handle with legal documents and think from a rational mindset than from of a creative. Finding balance between these two mindsets felt confusing at times but with time it got better. And Last, I struggled to balance between formal and informal conversations at times which has served me with reality checks and opportunities to gain experience from mistakes.

1.3.4: Recommendations for Chevron Bangladesh:

I have some recommendations for the problems. They are described below-

Cross-departmental integration: my first recommendation for chevron will be assigning interns in different departments throughout their internship period for an overall learning experience and gaining skill sets.

Internship Review: My next recommendation will be to conduct an internship review with management and all the interns of different departments in form of a meeting to understand of any shortcomings or scope of improvement for the organization.

Technical Training: My last recommendation for Chevron Bangladesh will be to train existing employees with technical equipment and sources to make workflow more efficient and easier to pass on within groups.

Part 2: Organization – Chevron Bangladesh

2.1 Introduction.

Chevron Corporation, or simply Chevron, is a worldwide energy business with a long history and strong influence in the oil and gas industry. Chevron, founded in 1879 as the Pacific Coast Oil Company, is now one of the world's largest oil corporations, the Headquarters of chevron is located in San Ramon, California. Chevron operates in over 180 countries, selling for oil and natural resources, it is environmentally friendly, and it distributes fuel. Chevron is the 16th company in rank among Forbes 500.

Chevron's operations include upstream exploration and production, downstream and a developing pharmaceutical sector.

Upstream exploration includes exploration, extraction and production of natural gas and oil. Downstream business includes selling, packaging and marketing of petroleum and natural.

Chevron's emphasised on OE, technological innovation, and corporate responsibility. CVX is committed to minimizing its carbon footprint and invests in R&D to identify clean, sustainable energy solutions on a regular basis. Chevron invests to beneficial contribution to the locations in which it operates by funding educational, health, and environmental projects. The company's social and environmental efforts are designed to provide long-term advantages while also strengthening connections with stakeholders.

2.2 Chevron Bangladesh

Chevron Bangladesh, a subsidiary of Chevron Corporation, has embarked on an inspiring journey in the energy sector of Bangladesh. Since its entry into the country in 1995, Chevron Bangladesh has played a significant role in exploring and producing natural gas, contributing to the nation's energy security and economic development. Chevron is the largest American investor in Bangladesh.

Chevron's journey in Bangladesh began with the acquisition of the assets of Occidental Petroleum. Now, more than 3000 employees are working for Chevron Bangladesh, of which 95% are Bangladeshi nationals. Chevron Bangladesh produces an approximate 1.5 billion cubic feet per day to supply clean energy to Bangladesh since 2006.

Chevron Bangladesh operates three fields: Bibiyana, Jalalabad and Moulavi Bazar and produces over 50% of the country's gas demand and over 80% of condensate in Bangladesh. ("Chevron: A 25-year journey towards energy sustainability in Bangladesh") All the extracted natural gas and condensate produced by Chevron sold to PetroBangla (PB), government-owned national gas company of Bangladesh under the Project Sharing Contract (PSC)

Chevron Bangladesh frequently participates in community development initiatives with an emphasis on well-being, socialization, and educational growth. The business has put in place several initiatives to support educational and vocational growth, particularly in communities near its operations. Chevron has enabled people and helped to boost the economy and society of Bangladesh through partnerships with people in the community.

Chevron Bangladesh operates with upstream in Bangladesh only and focuses on producing natural oil for supplying to the government of Bangladesh and not on selling chevron gas through gas stations or branding. No marketing is seen for chevron, or any marketing initiatives are done by Chevron Bangladesh.

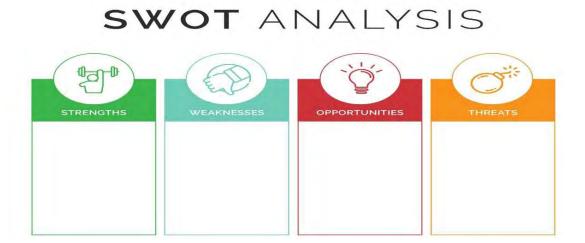## 2.3 Operational Excellence (OE)

Chevron has consistently pursued high standards in all areas of its activities with a strong focus on performance, safety, and sustainability.

Chevron constantly focuses on maintain operations basis on business excellence. CVX puts a importance on the health of its workers, customers, and the communities in which it does business around with high regards. To preventing accidents and encouraging a safe work environment, Chevron adheres a strict safety policy, employs extensive training programs, and cultivates a strong safety culture. Chevron puts efforts in minimizing operational risk and has achieved industry-leading safety performance through a continuous improvement program and risk oversight. Chevron's OE safety culture is built on 10 Tenets of Operation, a code of conduct that employees and contractors use, and that supervisors and managers have to adhere to in their work environment and safety. The tenets are based on two key principles followed by Chevron and all its subsidiaries around the globe. Those are:

• Do it safely or not at all.

• There is always time to do it right.

2.4 SWOT Analysis of Chevron Bangladesh

Chevron Bangladesh SWOT Analysis:

Strengths of Chevron Bangladesh:

Strong scope and experience: With experience in the field and due to the big name in the industry, chevron has an upper hand against its competitors.

Organized Infrastructure: Chevron has a very strong managerial infrastructure and chain of command according to region, country and operation making it organized.

Skilled workforce: Chevron has skilled workforce who are expert in the field and the absenteeism rate of chevron employees are low due to provided benefits and good corporate practice.

Strategic partnerships: Chevron Bangladesh has signed contracts with PB, National Oil Company, and other stakeholders, enabling partnership for better cooperation and resource sharing.

Weaknesses of Chevron Bangladesh:

Natural Gas Dependence: The dependency of chevron Bangladesh is the major weakness for the organization as less production of natural gas or less reserve of natural gas found during exploration could cause the organization to stop operating tin the country.

Legal and Political Risks: Any MNC face this weakness of legal and pollical risks which due to limitations made in contracts and agreements, limits their scope and possibilities.

Limited diversification: Due to agreements signed with government and stakeholders, chevron Bangladesh do not have the scope to diversify their business operations in the country.

Opportunity of Chevron Bangladesh:

Exploration and Production: Bangladesh has a wide range of area still unexplored and provides a possibility of exploration for natural gas and oil.

Infrastructure: Chevron Bangladesh partners with Bangladesh and supports in building development infrastructures like power plant, gas pipelines etc.

Threats of Chevron Bangladesh:

Competition: Chevron Bangladesh currently has competitors like BAPEX, ExxonMobil etc and could cause fluctuations in the share market.

Price volatility: The relation of price with supply-demand is inelastic. Due to worldwide fall of gas prices, chevron will also face the same faith.

Environmental and social concerns: Due to exploration and active gas plants, there are huge environmental and social risks which are always protected and monitored with safeguards, but the threat of any mishap prevails.

2.5 Products of Chevron Bangladesh in the O&G Industry

Natural Gas: Chevron Bangladesh is engaged in the exploration and production of natural gas from various parts of the country. It plays a key role in meeting Bangladesh's energy demand for electricity generation, industrial infrastructure, and residential use.

Condensate - Condensate is a light liquid hydrogen produced along with natural gas. Chevron Bangladesh extracts and sells condensate, which is used as feedstock for refineries to produce petroleum, diesel, jet fuel and other petroleum-based products.

Natural Gas Liquids (NGLs): NGLs are hydrocarbons extracted from natural gas and include products such as ethane, propane, butane, and pentane. Chevron Bangladesh processes and sells NGLs, which are used as feedstock for the petrochemical industry, as well as residential, commercial, and industrial applications.

Power generation: Chevron Bangladesh contributes to the electricity generation in Bangladesh by supplying natural gas to gas-fired power plants. Natural gas is an efficient and clean fuel source for electricity generation, helping to meet the country's growing energy needs.

2.6 Porter's five forces:

Porter's Five Forces analysis can help assess the competitive dynamics and industry attractiveness for Chevron Bangladesh in the context of the energy sector in Bangladesh:

Threat of New Entrants: (2)

The energy sector in Bangladesh may pose moderate barriers to new entrants due to factors such as government regulations, capital requirements, and technical expertise.

Bargaining Power of Buyers: (1)

In the energy sector, the bargaining power of buyers in Bangladesh, such as power generation companies and industrial users, may vary. While large buyers may have some negotiating power due to their scale and the availability of alternative energy sources, the limited number of suppliers and the essential nature of natural gas may partially offset buyer power.

Bargaining Power of Suppliers: (1)

The bargaining power of suppliers for Chevron Bangladesh, such as equipment and service providers, may be low. Chevron Bangladesh has established relationships with its suppliers and possesses the resources to source equipment and services globally. However, localized suppliers with unique capabilities or technology may have some leverage in negotiations.

Threat of Substitutes: (1)

The threat of substitutes in the energy sector for Chevron Bangladesh is low. Natural gas, Chevron Bangladesh's primary product, is a key energy source in Bangladesh due to its abundance and cleaner burning characteristics compared to alternatives like coal or oil. However, as the country's energy landscape evolves, the emergence of renewable energy sources could pose a long-term substitute threat.

Competitive Rivalry: (3)

The competitive rivalry within the energy sector in Bangladesh is moderate to high. Chevron Bangladesh faces competition from other multinational energy companies and local players in the exploration, production, and marketing of natural gas.

2.7 Marketing Mix:

The marketing mix is a collection of predictable marketing factors that a business uses to meet its desired marketing goals, product, price, place, and promotion, all of which are strategically managed to target the desired market segment and offer a competitive advantage.

Product:

Chevron Bangladesh primarily offers natural gas and associated by-products.

Price:

Chevron Bangladesh determines pricing based on factors such as market demand, supply dynamics, and government regulations. Prices may be negotiated through long-term contracts with buyers in the energy sector.

Promotion:

Chevron Bangladesh employs various promotional strategies to create awareness, enhance brand image, and communicate the value of its products. This includes, public relations activities, industry events etc. The company also engages in community outreach programs to demonstrate its commitment to corporate social responsibility.

Place (Distribution):

Chevron Bangladesh distributes their production to PB under the PSC agreement.

Part 3: Survey

3.1 Importance of this Survey:

Regardless of the debate whether technology is a helping tool or initiation of destruction for the corporate practices of humans, the impact of Data and information produced by a single individual

in forms of images, vocal, textual and by click-bait is difficult to assess alone by assumption. Companies in all and varied industries are heavily dependent on the analysis that can be done by using databases if managed and used aligning with organizational goals and market needs. Information Management helps a business to make long term decisions and in avoiding risk that might occur while operation in the country, in this case, Bangladesh.

Proper information management and organized sets of databases stored is just a steppingstone when it comes to making important decisions in running an organization. The prerequisite for ensuring the success of databases, is a simplified and unified form of communicative language where relational data is integrated and can be accessible without the loss of original and unbiased datasets.

Mitigating Risks is as important for MNCs is to sustain in the country of operation adhering to foreign rules, Trade regulations, market needs, sustainability and maintain a brand image and have competitive advantage in the industry of operation. Any decision or action taken to mitigate risks cannot be predicted if not backed up by logical and proved data to work with. Mitigating financial, operational, Marketing and Cultural mishaps, predicting possible fall outs, and taking preventive actions for such are all risk management initiatives in an MNC operating at a foreign land. Considering political, geographical, and social risks are important to make business long term decisions and mitigate future risks.

Data management also helps to prioritize which issues to focus on and attend to first and foremost for a better resolution of issues in a foreign country like ours.

As such, every Multinational Companies active in Bangladesh despite of their industry of business needs strong backup of data and understanding of market needs to make a long decision for their operation in Bangladesh. While Oil and Gas industry is a less popular type of industry for MNCs, in this paper, I will be discussing impact of proper information management and data storage for long-term decision-making business process and risk mitigation at MNCs.

In this Paper, I will be giving a dept discussing regarding how data management helps in Long Lasting Decision making and in risk mitigation in MNCs, from a point of view of Chevron Bangladesh.

3.2 Literature Review

Literature review for this paper will help us understand the types of data that MNC's or MNE's collect which directly and indirectly help in their business decisions which are consumer oriented and industry specific.

A research paper stated that MNEs one of the core concerns is to understand and access the data pertaining to their consumer base's wants and changing behaviour which is known as big data. Big data generally refers to the sets of data which are of high volume, velocity, and variety *(Gupta & George, 2016)* (Shamim et al., 2020)

In the same Paper, it has also stated how data can create value if managed order for information can be accumulated but if not used and put on to value in the right way, it cannot be used for the intended goal.

The ability to categorize big data refers to the ability to analyse and to assign meanings to content. Different types of data are available in different data related firms which analyse consumer behaviour, market trends and changing needs of the consumers. (Zeng & Williamson, 2007).

Similarly, another research paper *(Brynjolfsson & McElheran, 2016),n* stated that companies and firms that use data and BDA for decision making resulted in heighted level of output and productivity. (Oesterreich et al., 2022)

In another paper titled The Impact of Risk Management in Multinational Corporations Hedging opinionated that Firms with a dynamic working environment and challenged with difficulties of different types tend to come up with innovative ideas which helps to create performance that projects high business risk. *(Javeed & Arshad, 2015)* In an article titled Risk analytics - The three-minute guide, Risk analytics eliminates the guesswork from risk management by utilizing a variety of approaches and technologies to draw conclusions insights, compute plausible scenarios, and forecast future events (Risk Analytics, n.d.)

Data Analytics of Information help businesses to recognize trends and motions in the industry and economy that potentially could lead to challenges and execute plans to address them before they cost money or cause harm. Identifying what went wrong in the past allows businesses to plan for potential scenarios. Of course, unforeseen occurrences can occur, but a thorough risk plan based on analysis business can be prepared for anything. Analytics can help businesses to analyse their growth and outcomes, which is important for creating objectives or budgets. A research paper emphasising on brand image for O&G companies titled An Examination of Corporate Image Advertising in the Oil and Gas Industry stated that Research has shown that a company's reputation is connected to its financial performance and market valuation (Blazovich

et al., 2013; Blazovich & Smith, 2011; Smith et al., 2010). In the same paper, statics were if American's think that reputation is one of the important assets of an organization and the most difficult to recover once lost, including O&G industry with 25 other industries (Fragouli & Ekruka, 2016, p. 246)

Another researcher wrote "The oil and gas industry "had the lowest net-positive ratings, or statistically tied for the Lowest, in…every year from 2001 to 2010" (Jones, 2015)

3.3 Objective

The main objective of this report is to investigate Multinational Companies operating in Bangladesh with a fresh perspective focusing on the integration of information Management into the decision-making process from a company perspective and engagement in risk mitigation with stakeholders, consumers, and the country of operation.

Broad Objective:

To evaluate the value of proper information management and database integration creates in the decision-making processes and Risk Mitigation for MNCs, from a perspective of Chevron Bangladesh.

Specific Objectives:

1. To analyse and breakdown types of Data that is used and populated for an unbiased long-term decision for the company.

2. To analyse the importance of having unified communication records and consumer activity to mitigate and identify future threats and opportunities.

3. To analyse the vulnerability of MNCs due to misinformation and miscommunication when it comes to holding their brand image and competitive advantage

3.4 Methodology

The methodology for the survey conducted for this report is 'in-dept interview' with heads of different departments of the organization to get insight regarding how they have been managing data to take long term decisions and in risk mitigation by qualitative method of researching. The Method of Interview is as follows:

1. Identify the type of data required to conduct the survey

2. Identify the question structure and pattern to record answers for findings

3. Identify the interviewee(s) for correct data

4. Take appointments and explain the purpose of the interviews conducted

5. Ask open ended questions and follow up questions

6. record answers and segment the answers

7. summarize the answered data into findings relevant to this report.

Several example and past incidents came up during the interview which are not included in the report paper due to not being a set requirement in writing this paper

3.5 Findings

The finding of this survey has been done keeping the Specific objectives in mind. The findings are summarized in basis of

1. Brand Image and Decision Making

2. Difference of decision making in O&C Industry compared to FMCG

3. Types of Data used and how Chevron uses them

4. Scope for more usage of data in MNCs in the O&G Industry

Chevron being and MNC operation in the O&G industry is volatile to their brand image and with elevated risk of environmental mishaps, maintaining brand image for business becomes a priority when it comes to long term decisions. Chevron invests workforce and monetary resources which impacts the growth of community living around their gas plants and creating employment opportunities which directly contributes to the economy of Bangladesh and helps to uphold the brand image of Chevron. Upon further interviews, it has been found that budget allocation for movements taken by Chevron has different streams and priority is given to the projects which will pull out to mitigate the market gap in the industry like creating new skilled workers.

Data recorded by Chevron Bangladesh includes Employee data, Employee medical history, history of events, governmental policies, production records, casualty records etc. on platforms like OneDrive, Clickup, eFile Cabinet, SharePoint, Click Up and similar Platforms of such type. All these helps to predict future production, casualties, governmental intervention, or changes needed in contracts and agreements made with contractors or with the government. Without proper data management, MNCs like chevron can get into miscommunication leading to grave disputes and managerial operations in the country with stakeholders. Wrong decisions can lead to loss of not only monetary assets but also can lead to lose of human lives and environmental hazards.

Another interesting finding has been the liability that chevron takes while making long term business decisions by involving contractors for movements to oversee and run them seamlessly.

Chevron with their Social investment programs have been maintaining a brand image among the stakeholders which helps to contribute to low-risk decision making processes.

Big organizations like chevron with limitations to environmental risks, governmental interference, global economic situation needs to rely heavily into data to mitigate risk and predict future scope for improvement.

Chevron Bangladesh Recruitment process relies heavily on Background checking and analysing previous records to predict future behaviour of employees and contractors. Unlike FMCG industry, chevron does not operate with aspects of selling natural gas in Bangladesh but rather with an objective of continuous and uninterrupted production of natural gas for the country. Unlike Chevron Australia, where downstream operations are seen, Chevron Bangladesh focuses on upward stream of business in the country which requires proper investigation of the gas plants yet to be explored. The demand of production of Natural Gas is beyond any segmentation with price inelasticity.

For MNCs like Chevron Bangladesh, intensive research and data management is required before entering any additional territory and business to assess risk, demand, production, threats, and history of the industry. Such confidential research for data management is either done by the authorization of government or taken directly from the governmental institutions with series of permissions and contracts bonded.

Part of risk mitigation is understanding the gaps in the safeguards taken by the company. For all such instances, data management plays a huge role to give a predictive and realistic analysis. The impacts of information management and risk mitigation goes hand to hand with long term business

decision making processes for MNCs like Chevron operating in countries like ours.

Part 4: Legal Department of Chevron Bangladesh

4.1 Functions of Legal

Legal is the backbone of any MNC which deals in the O&G industry operating. The legal Department deals with operations support, labour and Employment, Contracts/SCM Support, Compliance & Investigations, Commercial Support, and litigation.

Below is a table of all the departments in Chevron Bangladesh (Dhaka Office):

HR & Medical	Finance	SCM	Legal
Corporate Affairs (CA)	Information Technology (IT)	Planning & Commercial	Operations
Maintenance	Base Business	Security	Asset Development
Drilling	Health & Medical Safety	Facilities Engineering	Construction

Table 1: Departments of Chevron Bangladesh

4.2. Database Structure and Building Process:

The primary task includes building databases for the legal department which are sustainable, updatable, and simplified for people of all age and technological background.

A total of 12 registrars and databases have been developed by me throughout my internship period. The process of building a database from scratch is as follows:

- Conduct in dept meeting with the department to understand the project in hand and the necessary elements needed to maintain the database.

- Provide ideation of structure and technical limitations with the team

- Create a demo database with dummy data to assess accessibility.

- Populate the Database

- Hyperlinking if necessary.

- Maintain and update the datasets.

Document Management: Document management is one of the crucial parts for efficient and effective work pattern. Document types ranging from legal documents, Business documents, invoices, opinions, letters, governmental notices, and others needs separate management depending on the project and status of urgency. Hardcopy documents needed to be filled, stored, and marked to align with their softcopy inventory.

4.4. BBU Support:

Bangladesh Business Unit (BBU) support included inter-departmental collaborations, town hall events, lunch and learn programmes and out of office meetings for networking and building connections.

Part 5: Limitations:

There is limitation for drafting this paper firstly collection of data is not easily access able since companies do not reveal their source of data and decision-making variables which helped in

mitigating risky situations. Doing any survey with relevance to Oil and Gas industry is not possible due to lack of previous research the confidentiality maintained by companies in the industry due to threat and governmental invasion.

Any confidential tools or sources that could cause conflict of interest or breach company trust has been set out of boundary for this paper. The main limitation of this report has been the scope to write and research regarding the internal functions of the company due to due diligence and compliance issues.

Part 6: Conclusion:

Internship in chevron Bangladesh is a learnable and worthy opportunity for understanding and building career prospects. Legal Department of Chevron Bangladesh is an ever busy and hectic department to work at, but it is commendable how efficiently and smoothly they work relentlessly to ensure proper conduct of business of Chevron in Bangladesh. Importance of information management in long term decision making and risk mitigation is parallel and undeniable to have had an impact. For further growth and sustainability, as much as on field efforts are required for chevron in the Oil and Gas Industry, development of Information management is not a secondary option throughout.

In addition to delivering results, Chevron is successful because they prioritize employee safety and health over just profits and expansion. Chevron offers a learning atmosphere and implements techniques to their work which makes them the leaders in the Oil and Gas Industry.

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Annex A

Questionnaire used in the in-depth interviews for data collection.

1. What is your Designation in Chevron Bangladesh?

2. Which Department are you a part of?

3. Is your department part of BBU?

4. Can you specify who are the consumers of Chevron Bangladesh products?

5. Can you explain how consumers perceive the brand image of Chevron?

6. How does Chevron Bangladesh make managerial decisions keeping Brand image in mind?

7. What motivates Chevron Bangladesh to make such business decisions?

8. Are the decisions monetarily motivated?

9. What is the importance of data management in such decision?

10. What kinds of data are collected and analyzed by Chevron Bangladesh?

11. Which Business streams use these data?

12. What purposes these data are used for?

13. What are the probable risks for Chevron Bangladesh?

14. What variables are used to analyze these risks?

15. How does Different Streams of Chevron Bangladesh utilize data management to mitigate these risks?

16. What more can Chevron Bangladesh do to use these data for?

17. Are there any active efforts to enforce improvements for data management in the organization?

18. What are your closing remarks regarding Brand Image and Risk Mitigation for Chevron Bangladesh by using Data Management?