

Report On

**Economic Development of Bangladesh that Occurred Through
the CSR Activities of Chevron Bangladesh**

By

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16204023

An internship report submitted to the **BRAC Business School** in partial fulfillment of the
requirements for the degree of
Bachelor of Business Administration

BRAC Business School
BRAC University
April, 2020

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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 have acknowledged all main sources of help.

Student's Full Name & Signature:

Md. Shafkat Shahriar
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Supervisor's Full Name & Signature:

Sang H Lee, PhD
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Letter of Transmittal

Sang H Lee, PhD

Professor & Dean

BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report.

Dear Sir,

It was of great privilege to have your guidance throughout my Internship program and pleasure to submit the Internship report on Chevron Bangladesh as a requirement of BBA program. I have prepared this report in accordance with the instructions given by you and the guideline & training provided by BRAC Business School. I expect this report to be informative with respect to desired requirements, as well as comprehensive. Working in the organization for three months was inspiring & a great learning experience for me. I believe this knowledge will facilitate me a lot in my future endeavors.

Therefore, I hope that you would be kind enough to accept my Internship Report & oblige thereby. I would be glad to furnish you with any clarification or further query if required.

Sincerely yours,

Md. Shafkat Shahriar

16204023

BRAC Business School

BRAC University

Date: April 21, 2020

Acknowledgement

I would like to express my deepest gratitude to all those who has contributed to my completion of this report for my internship, written in partial fulfilment as required for the degree of Bachelor of Business Administration.

Firstly, I would like to express my heartiest gratitude to my internship supervisor, **Sang H Lee, PhD** Professor & Dean at BRAC Business School, for his continued support during the entire internship program with his encouragement and stimulating suggestions that helped me to organize my report.

I would also like to acknowledge with appreciation the crucial role that **Ms. Sabreena Rahman**, Assistant manager of Communications, played by assigning me with projects and tasks to help me achieve my internship objectives to learn practical application of business administration principles. Side by side, I would like to acknowledge **Mr. Shaikh Jahidur Rahman**, Manager of Communications, and **Ms. Shayda Dastgir**, Assistant manager of Communications for helping me in choosing my topic for the report. A special thanks goes to **Md. Ismail Chowdhury**, Director of Corporate Affairs, for giving me the opportunity to complete my internship at Chevron Bangladesh under the Corporate Affairs department.

I express my gratitude to **Mr. Abul Khayar Mohammod Fazlur Rahman**, former intern of Chevron Bangladesh, for guiding me in the process of completing my report.

I must thank everyone at Chevron from managers, supervisors, team leaders to team members and all the supporting staffs for making my Internship a memorable and educational one.

Thank you.

Executive Summary

Corporate Social Responsibility (CSR) is a significant segment of any trustworthy organization. The CSR assets can be used for the nation's advancement in innovative and sustainable ways. Such a creative methodology has been taken by Chevron, under their Bangladesh Partnership Initiative (BPI), through financing a three-year skills development project called Uttoron - skills for better life. Uttoron's drives address the abilities improvement issues and encourages enlistment by overcoming any barrier between employers and employees. Its distinctive multi-layered learner selection process, fit-for-purpose trade selection, and industry association alongside broad partner commitment make the project special. Not only Uttoron but also Chevron has many other CSR activities that they hold for the betterment of the host country such as; SHIKHON and Jibika. Side by side, they have also contributed a lot to the healthcare sector of the country.

The innovative use of Chevron's CSR subsidize is exclusive, however it is additionally intended to motivate and be adapted by different organizations and ventures for financial welfare and advancement. Such practices will allow Bangladesh to accomplish its objective of turning into a poverty-free middle-income country and to make an inclusive and fair society, which will also help lessen the gender differences in the labor market.

In this report, I have conducted a research on the CSR activities conducted by Chevron in Bangladesh. These activities have helped our country to reach a higher extent of development. In the project part, I have displayed a broader analysis of these activities which helped us to advance at a larger scale in different aspects and also provided huge support to the people who are deprived of getting their basic & moral rights.

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List of Acronyms

ABU - Australia Business Unit

ASBU - Asia South Business Unit

BRAC - Bangladesh Rural Advancement Committee

BPI – Bangladesh Partnership Initiative

CAPEX - Capital Expenditure

CAPEP - Chevron Asia Pacific Exploration and Production

CALAEP - Chevron Africa and Latin America Exploration and Production

CEEMEPP - Chevron Europe, Eurasia and Middle East Exploration and Production

CNAEP - Chevron North America Exploration and Production

CSR - Corporate Social Responsibility

CTREX - Chevron Travel and Expenditure

FAS - Financial Accounting Services

FFAR - Financial Forecast Analysis and Reporting

GAS - General Accounting Services

IBU - Indo Business Unit

ICC - Internal Control and Compliance

IISD - International Institute for Sustainable Development

MCP - Major Capital Project

OECD - Organization for Economic Co-Operation & Development for Multination Enterprises

OPEX - Operating Expenditure

PSC - Profit Sharing Contract

SCM - Supply Chain Management

Chapter 1

Overview of Internship

1.1 Student Information

My name is Md. Shafkat Shahriar. I am a student of BRAC Business School who is undergoing my Internship at Chevron Bangladesh. My student ID is 16204023. I am currently enrolled in the Bachelor of Business Administration program of BRAC University. My major is in Finance.

1.2 Internship Information

1.2.1 Period, Company Name, Department, Address

The period of my Internship was for three months, starting from January 1, 2020 upto March 31, 2020. The name of the company in which I did my Internship is Chevron Bangladesh. I was under the Corporate Affairs department of the company. Their address is 94 Khandker Tower, Gulshan Avenue, Gulshan-1.

1.2.2 Internship Company Supervisor's Name & Position

The name of company supervisor is Ms. Sabreena Rahman. She is the Assistant Manager of the Communications team under the Corporate Affairs division of Chevron Bangladesh.

1.2.3 Job Description/Duties/Responsibilities

I joined Chevron Bangladesh as an Intern on January 1, 2020. My working hour started from 8:30 am upto 5 pm, 5 days a week except Friday & Saturday. I was given with a number of tasks during my internship period, which I completed successfully under the guidance of the designated personnel for that particular job. A list of my duties has been mentioned below:

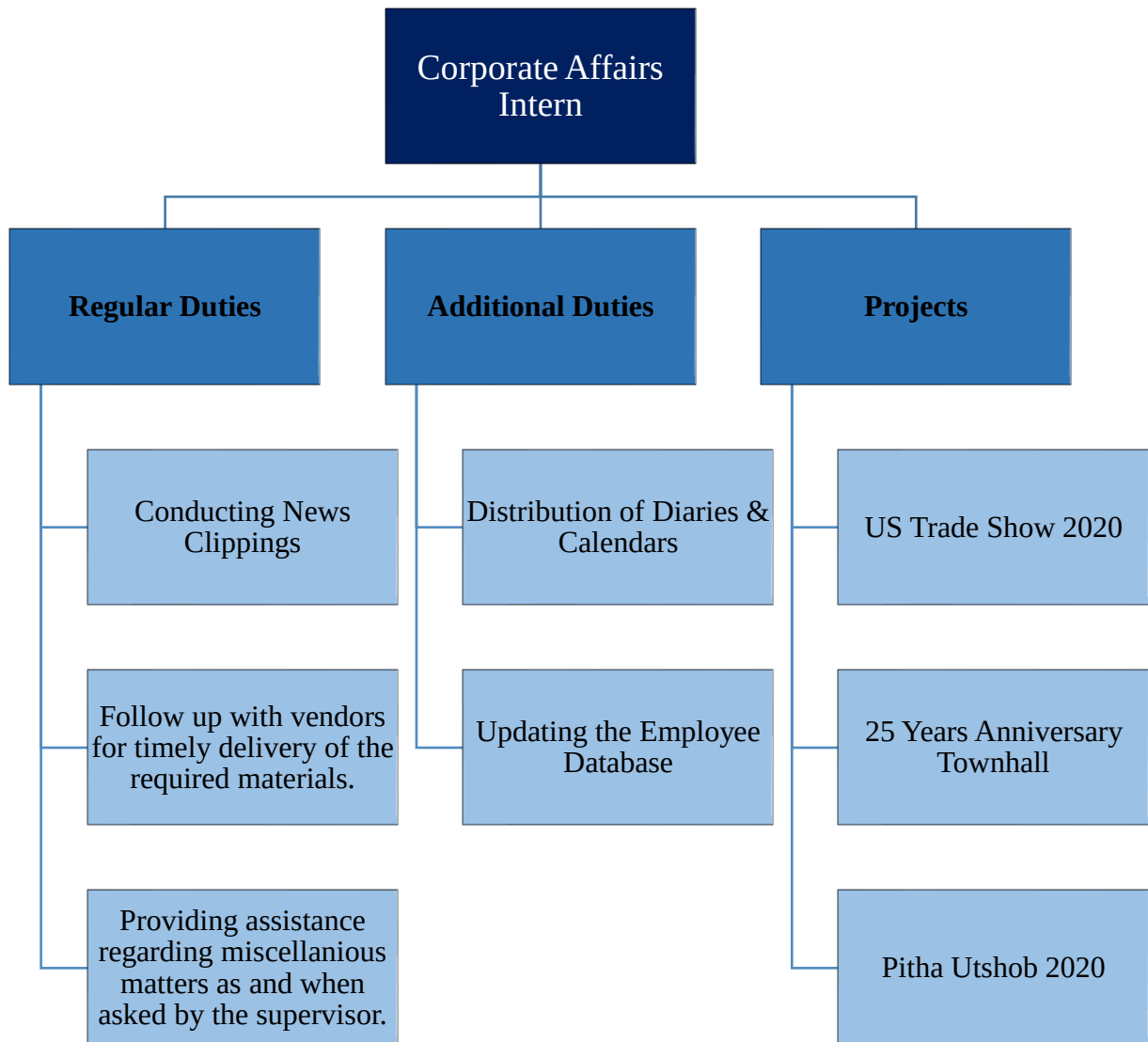


Figure 1: Corporate Affairs Intern Roles and Duties

1.3 Internship Outcomes

1.3.1 Student's Contribution to the company

During my internship period, the tasks that were assigned to me were crucial to some extent for the smooth operation of the company. I needed to complete the tasks within the deadline in order for the company to meet its required demand. Through my successful completion of the tasks within the stipulated time, I could contribute in a number of successful events that the

company has achieved throughout the last 3 months of my internship period. Some of the contribution includes; updating the database of all the current employees of Chevron Bangladesh in order to make the headcount much easier. Also, contributing in the stall design for US Tradeshow 2020 in which, Chevron Bangladesh has won the excellency in stall design award. During the outbreak of COVID-19 pandemic which is still going on, I managed to complete all the tasks given to me quite efficiently & within the estimated time by working from home.

1.3.2 Benefits to the student

Chevron began its inception in 1879 as Pacific Coast Oil Company at San Francisco, California. After 140 years, they became one of the top companies in global energy industry with its headquarters situated at San Ramon, California, and currently they are operating in six of the seven continents.

Chevron is an integrated energy company that spontaneously upgrade and unfold technologies to progressively develop on its operational excellence and improves its business value. This is guided by Chevrons vision, values and strategies collectively called ‘The Chevron Way’.

Through getting the opportunity to complete my internship in such a large multinational company of the country, I have acquired a number of traits that will help me to work diligently in any sphere of my life. Chevron Bangladesh has provided me with the values and learnings that I will be requiring to survive in today’s competitive business world. Such as;

1. Maintaining relationship with key stakeholders.
2. Making a balance between work & life.
3. Time management.
4. Prioritizing my work according to importance.
5. Make on spot decisions that is best fitted for the organization.

1.3.3 Problems/Difficulties

There were some difficulties that I faced while I was doing my internship & also while writing this report. These are:

1. Since I was new to the company, so I faced problems initially to understand the norms & customs of the company.
2. In some of the tasks, I couldn't do it alone. So, I had to take help of my co-workers who are experienced in that sector to complete the task.
3. Sometimes, the vendors were not maintaining the deadline as discussed. So, some of the works were not being able to be completed within the designated time.
4. Data privacy at Chevron Bangladesh.
5. Was not able to collect all the required data firsthand. Had to rely on secondary data for the research.

1.3.4 Recommendations

Chevron Bangladesh has been working in Bangladesh since 1995 across three fields in the north-east district of the nation, in particular: Bibiyana, Jalalabad and Moulavi Bazar Gas Fields. As indicated by Bangladesh.Chevron.com (2019), Chevron Bangladesh creates over 55% of all out household flammable gas creation and records for about 85% of residential condensate creation.

The gas fields execute their activity under Production Sharing Contract (PSC) with the Government of Bangladesh, through the Ministry of Energy and Mineral Resources. Chevron offers all its produced items to its sole purchaser, Bangladesh Oil, Gas and Mineral Corporation, the national oil organization which is otherwise called Petrobangla.

Chevron is the most noteworthy foreign direct investment in Bangladesh. It has been a productive member of society regarding its direct, network building and nearby organization one next to the other, keeping up most elevated moral gauges and delivering larger portion of Bangladesh gaseous petrol creation.

Therefore, I would recommend that Chevron Bangladesh should engage a greater number of interns through their internship program, in order to build a capable workforce who can perform their duties under any adverse situation & become successful in their upcoming future. Through this way, Bangladesh will also gain a good number of skilled workers who can contribute to the greater good of the country.

Chapter 2

Organization Part: Overview, Operations and a Strategic Audit

2.1 Overview of the Company

Chevron began its inception in 1879 as Pacific Coast Oil Company at San Francisco, California. After 140 years, they became one of the top companies in global energy industry with its headquarters situated at San Ramon, California, and currently they are operating in six of the mainlands.

Chevron is an integrated energy company that effectively create and send advancements to persistently enhance its operational greatness and improves its business esteem. This is guided by Chevrons vision, qualities and procedures all in all which is known as 'The Chevron Way'.

Chevron Bangladesh has been working in Bangladesh since 1995 across three fields in the north-east region of the country, to be explicit: Bibiyana, Jalalabad and Moulavi Bazar Gas Fields. As mentioned by Bangladesh.Chevron.com (2019), Chevron Bangladesh conveys over 55% of full scale nearby gaseous petroleum creation and records for about 85% of residential condensate creation. The gas fields execute their operation under Production Sharing Contract (PSC) with the Government of Bangladesh, through the Ministry of Energy and Mineral Resources. Chevron sells all its product to its sole buyer, Bangladesh Oil, Gas & Mineral Corporation, the national oil company which is also known as Petrobangla.

Chevron is the highest foreign direct investment in Bangladesh. Chevron has been a productive member of society as far as its lead, network building and nearby organization while keeping up most noteworthy moral measures and delivering lion portion of Bangladesh gaseous petrol creation.

These creation levels are accomplished with estimable security records and also contains a workforce comprising of 95% Bangladeshi nationals. Chevron works with networks growing long haul organizations for monetary improvement just as shared advantages. Since 2006, Chevron has been making social contribution concentrating on training, financial improvement and wellbeing through their CSR exercises with neighborhood accomplices like the Jibika activity propelled in 2015 and executed by BRAC to advance business enterprise among minimized cultivating family units around Chevron gas fields for sustainable income growth.

2.2 Operational Network and Organogram

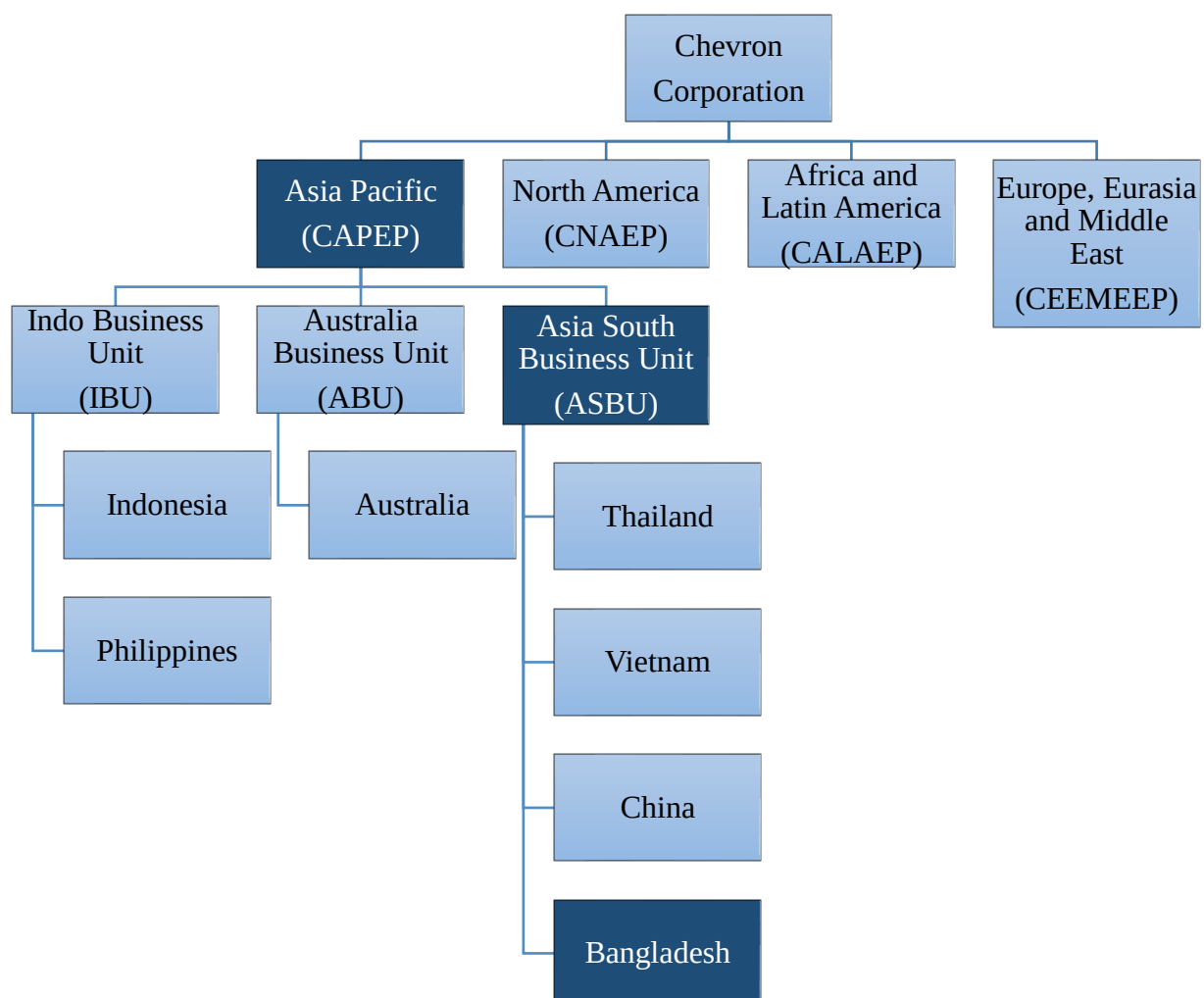


Figure 2: Simple Chevron Operational Network; Source: Khan (2017)

The figure shows a basic operational system for Chevron Corporation which is sorted, in view of their tasks, into provincial workplaces. Every one of these territorial workplaces comprises of numerous specialty units that comprises of at least one profit center. In Figure 2, Chevron Bangladesh is a profit center working for ASBU under CAPEP territorial office.

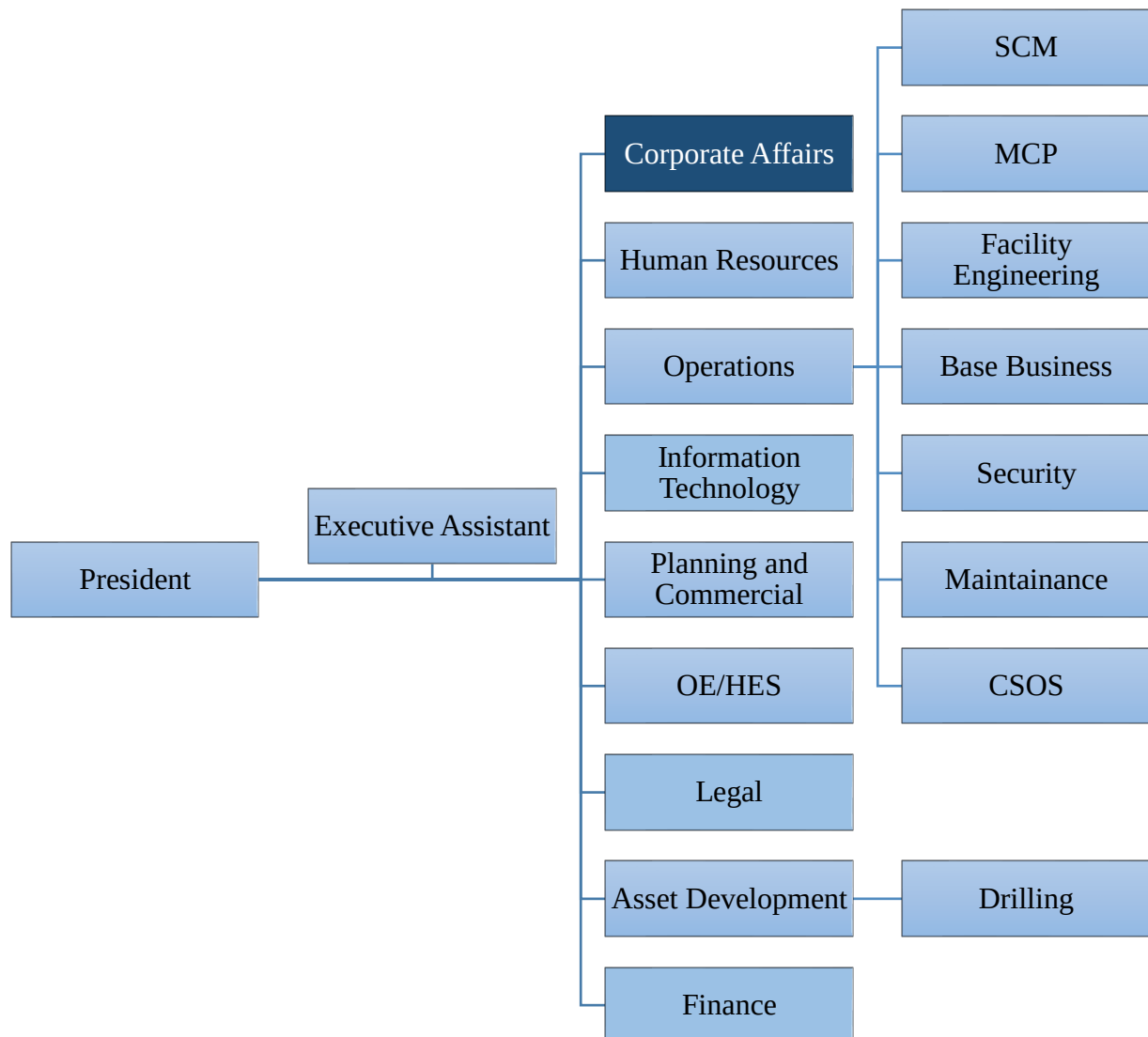


Figure 3: Simple Organogram of Chevron Bangladesh; Source: Khan (2017)

A basic Chevron Bangladesh Organogram is outlined in Figure 3. Each significant division, undertaking different capacities as well as ventures, is monitored by an executive that reports to both the President of the organization and specialty unit Department General Manager. Here, Corporate Affairs is one of the nine significant divisions and subsequently, Director of

Corporate Affairs reports straightforward to Mr. Neil Menzies, the President of Chevron Bangladesh, and in a roundabout way to ASBU Corporate Affairs General Manager.

2.3 Technology at Work

Advancement plays a huge role in helping Chevron pass on sensible, solid energy that empowers human progression and budgetary improvement around the world. The advancements Chevron pass on not simply help them with finding and commercializing new oil and gas fields cost successfully, yet furthermore help them with recovering more resources from existing fields. They enable us to consolidate data and information with the objective that we can direct and develop our overall assets beneficially. In addition, they help Chevron with advance developing energy with the target of making versatile and adaptable new resources while diminishing our environmental impression.

They have contributed billions of dollars to build up a huge line of assets going from immense new natural gas projects to revived century-old oil fields. Moreover, they've set grand, however feasible objectives for these assets – strengthening their base business, keeping their new resources on line and developing production. Chevron ensures their assets deliver on their potential through asset reliability, which includes progressing and automating their activities by utilizing existing, rising but then to-be-created advancements and work process improvements.

It includes producing better information that their software can change over progressively into valuable data – empowering the employees to work all the more securely, dependably and productively; lessen costs; recuperate more assets; and better risk managing.

2.4 Protecting People and the Environment

Chevron Bangladesh puts the most noteworthy need on the wellbeing and security of their workforce and insurance of their assets, communities and the environment. They are focused

on constantly improving their ecological exhibition and diminishing the potential effects of their activities through the usage of their Operational Excellence Management System.

2.4.1 Protecting the Environment

Chevron grants a culture of operational excellence (OE) that puts the most need on the prosperity and quality of their workforce and on the confirmation of networks, nature and their benefits. They are centered around tenaciously improving their natural execution and decreasing the possible impacts of our exercises through the use of their Operational Excellence Management System.

The environmental principles of Chevron are: (Taken from Chevron Bangladesh website)

- Include the environment in decision making
- Reduce our environmental footprint
- Operate responsibly
- Steward our sites

2.4.2 Protecting People

The safety culture of Chevron is based on two unwavering principles;

- Do it safely or not at all
- There is always time to do it right

Chevron do not compromise on their safety. Because, this is the part that makes them different from other organizations. They are focused on securing their kin and building up a work environment that is occurrence and injury free. To accomplish this, they cooperate as one group to send their representatives and contractual workers home safe from work each day.

2.5 Corporate Affairs Functions

The Corporate Affairs department is one of the most competitive & dynamic department of Chevron Bangladesh. Their function starts from taking up new challenges for the betterment of the company upto conducting the business operations smoothly while complying with all the regulatory laws of the host country. This department is mainly comprised of 3 sub-sections;

2.5.1 Government Affairs

- Regulatory engagement under PSC to follow law of the land.
- Support Base Business & MCP's.
- Explore new business opportunities.
- Coordinate with local governments.
- Strengthen relationships and networking.

2.5.2 Media & Communications

- Strategic Media Engagement.
- Reputation management through effective internal & external communications.
- Maintaining Chevron Brand Standard.

2.5.3 Community Engagement

- Stakeholder Engagement.
- Social Impact Management.
- Social Investment Initiatives.

2.6 Competitive Analysis

Chevron is one of the world's top integrated energy companies. Chevron explores for, create and disburse crude oil and natural gas; refines, markets and distributes transportation fuels and lubricants; manufactures and sells petrochemicals and additives; and develops and deploys technologies that enlarges business value in every way of the company's execution.

Chevron's prosperity is maintained by a devoted, differing and exceptionally talented worldwide workforce joined by the vision, qualities and methodologies of The Chevron Way and a promise to convey industry-driving outcomes and unrivaled investor esteem in any working condition. Operational Excellence (OE) places without hesitation its Chevron Way benefit of securing individuals and the earth and encourages us to accomplish Chevron's vision to be the worldwide energy organization generally respected for its kin, association and execution.

Chevron has a long, powerful history, which started when a number of travelers and traders built up the Pacific Coast Oil Co. on Sept. 10, 1879. From that point forward, the organization's name has changed more than once, however it generally held our authors' soul, coarseness, development and tirelessness.

There are a number of competitors that Chevron has around the globe. But we will be talking about its most competitive competitor which is, Exxon Mobil.

2.6.1 Overview of Exxon Mobil

In the course of recent years ExxonMobil has advanced from a territorial advertiser of kerosene in the U.S. to one the biggest traded on an open market oil and petrochemical enterprise on the planet. ExxonMobil creates and applies cutting edge advances to help securely and capably meet the world's developing requirements for energy and top-notch substance items. Through the course of its long history of over a century, ExxonMobil has developed from a local

advertiser of kerosene to an advanced energy and chemical innovator, and one of the biggest traded on an open market organization on the planet. An industry head in pretty much every part of the vitality and synthetic assembling organizations, they operate facilities or market items in the majority of the world's nations, investigate for oil and gaseous petrol on six landmasses, and explore and create cutting edge advancements to help address the double challenges of energizing worldwide economies while tending to the dangers of environmental change.

2.6.2 Upstream and Downstream

The upstream segment of the oil and gas industry incorporates all the means required from the preliminary exploration through the extraction of the asset. Upstream organizations can be engaged with all the phase of the life cycle of the oil and gas industry, or they may just be associated with part of the upstream area.

The downstream procedure is the one that gives the most items that are firmly connected to buyers, and it is the part of the oil and gas industry that individuals can relate to the most.

In the context of Bangladesh, Chevron is engaged in the upstream business.

Through Chevron's auxiliaries in Bangladesh, the organization controls three fields in the upper east of the nation. Chevron is the biggest maker of flammable gas, representing over 55% of all out local gaseous petrol creation. Chevron Bangladesh offices likewise produce about 85% of the local condensate creation. Condensate is fluid hydrocarbon created with gaseous petrol.

Therefore, although globally Chevron Corporation 's biggest competitor is Exxon Mobil, however in the context of Bangladesh, Chevron Bangladesh's true competitors are rather companies who are also producing gas, such as BAPEX, Gazprom and SUMMIT. Moreover, now a days the government of Bangladesh is importing LNG from outside the country to meet the demands. Mitsui, Diamond Gas, Excelerate Energy and 14 other companies have been

shortlisted for the spot LNG. These companies will also act as direct competitors of Chevron Bangladesh. ([Source](#))

Exxon Mobil is not directly operating in Bangladesh and MJL is selling the products produced by Exxon Mobil in Bangladesh. Meanwhile, although Chevron is directly operating in Bangladesh, but only Upstream, and not Downstream, the organization is not selling their products. Navana is selling Chevron's Products Caltex, Havoline etc.

2.6.3 CSR in Bangladesh

Through many years of experience, Chevron has discovered that the accomplishment of its business is profoundly connected to society's advancement. Chevron accomplices with autonomous exploration and examination firms to evaluate our financial effect on nations where they work. These investigations assess Chevron's immediate and long-term spending all through our flexible supply chain and show the positive effect on nearby business and spending, which improves employments. Past commitments to its accomplice nations through direct business speculations and expenses, Chevron add to neighborhood networks by making key social interests in three center zones: wellbeing, education and financial turn of events.

Chevron Bangladesh puts resources into exercise and projects that emphasis principally on financial turn of events, training and human services, connecting with a huge number of individuals in upper east Bangladesh.

Apart from Chevron Bangladesh, other energy companies in Bangladesh also engage in CSR activities. For example;

SUMMIT - They have undertaken a wide variety of CSR activities in Bangladesh. Their system of driving countries and changing lives isn't just bound to energy they produce. With the development of their business in the course of the most recent 25 years, they should likewise concentrate to helping the more extensive biological system. As an organization giving power

resource to developing countries, they are resolved to have a huge effect at the grass roots level – not only to the more extensive economy, but to the living standards of the communities they operate in. Let's discuss about a few of the important parts of their CSR activities.

Their community involvement focuses on the following key areas: (From SUMMIT website)

- **Education** - empowering people of all ages with knowledge and skills.
- **Health and social service** - investing in healthcare and promoting well-being.
- **Sports** - bringing communities together and encouraging healthy living.
- **Arts and culture** - supporting cultural project to raise awareness.

Gazprom - ECONET speaks to their pledge to engaging the world – securely. As such, ECONET is Gazprom EP International's exclusive system of activities, arrangements, and innovations configuration to protect nature and each one of the individuals who possess it.

- **E = Environmental Sustainability.**
- **C = Corporate Responsibility.**
- **O = Operational Safety.**

So as to find and produce new energies to help support monetary development and improvement, they frequently end up interfacing with communities situated close to their activities. Strengthening of a nation likewise prompts the strengthening of communities through the structure of streets and the formation of employments.

Bangladesh Gas Fields Company Limited - Bangladesh Gas Fields Company Ltd. (BGFCL) is a state possessed organization of Bangladesh Oil, Gas and Mineral Corporation (Petrobangla). It is the biggest gas producing national organization in the nation and claims 6 gas fields in particular Titas, Habiganj, Bakhrabad, Narshingdi, Meghna and Kamta.

Among their CSR activities, the noteworthy ones are;

- **Bridge / culvert construction program on rural roads**

- **Child rearing and rehabilitation in Chhotamani Nibas**
- **Assistance in providing grants to registered organizations through the Social Welfare Council**

2.6.4 Chevron's sources of competitive advantage

Chevron Bangladesh, with its remarkable safety record, excellent reputation as a reliable and ethical company, managing its operations with a workforce that comprises of about 95% Bangladeshi nationals and sustainable investment in CSR, stands out as the leading energy company in Bangladesh.

The business strategies of Chevron are sound and their capabilities give them distinct advantage to win in any environment. These include;



1. **Expertise** - They influence about a century and a portion of aptitude to explore worldwide markets, flourish in different economies and societies, work in complex administrative conditions and grow new energy arrangements.



2. **Purpose** - They convey the energy that improves lives and empowers human advancement, inside an organization culture characterized by trust, duty and trustworthiness. Their motivation directs their desires, inspirations and activities.



3. **People** - They fabricate their tomorrow by creating and sending ages of issue solvers and preparing them to comprehend the present greatest difficulties.



4. **Partners** - They band together with the world to convey the energy of today and investigate the vitality chances of tomorrow.



5. **Technology** - They influence advancements to push energy's boondocks. Consistently, they filter the scene for chances to make the world's energy cleaner and progressively reasonable.



6. **Financial Strength** - Their financial strength backs their objective to put resources into future chances and convey continued investor esteem in any monetary condition.



7. **Assets** - They have broadened, top notch resources around the globe that support their financial quality and present open doors for future turn of events.

2.6.5 Chevron Brand

The Chevron name, brand and identity are symbols that have been associated with the company since 1931. The chevron mark first started being used on our Standard Oil stations. For the last 50 years the Chevron identity has served as the single, consistent representation of Chevron. To the employees, external stakeholders and customers, it is a symbol of our relentless efforts for quality products and conducting business in a socially and environmentally responsible manner.

A strong Chevron brand

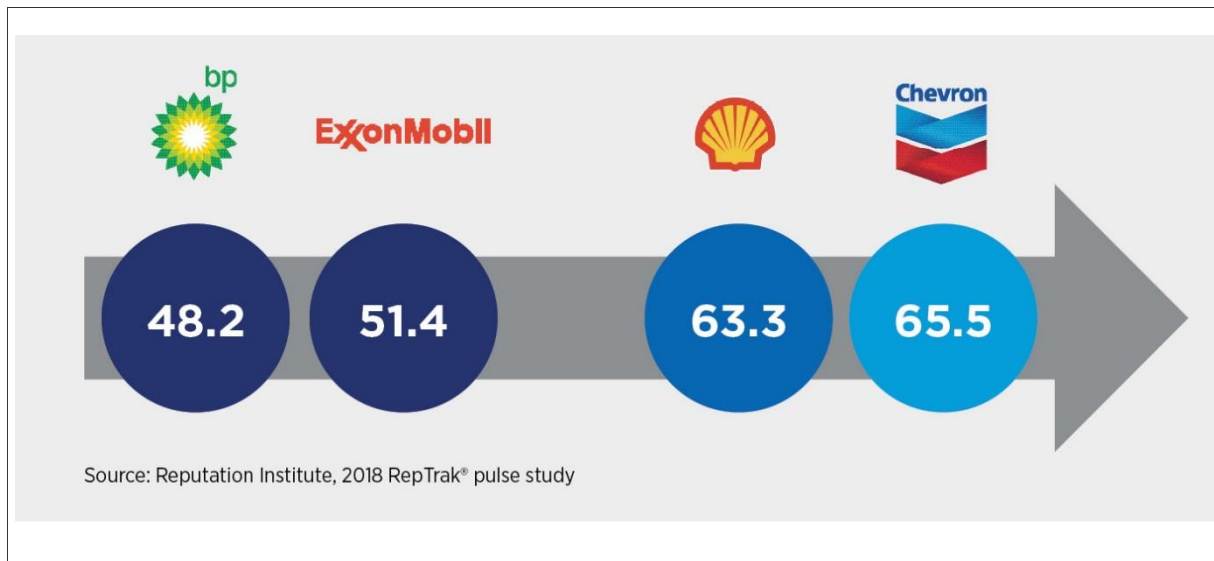


Figure 4: A strong Chevron brand

Source: Chevron Brand; <http://www.chevronbrand.com/>

Since 1969, Chevron has invested in a single, consistent brand and identity. This is one of the factors in Reputation Institute ranking Chevron as the strongest brand within oil and gas, outperforming Shell, ExxonMobil and BP for the first time since 2015.

2.7 Summary & Conclusion

The above-mentioned companies are quite efficient in whatever they do. They have been operating quite successfully in all the designated areas since their inception. Their efforts in case of the economic boom of the host country is also pretty relentless.

There are always ups & downs in case of every business. Chevron is no exception. Chevron believes in engaging the right people in the right tasks. The highly skilled and talented workforce, using the state-of-the-art modern technology, maintain the quality as well as the privacy of the company. Chevron has been operating in Bangladesh with pride & glory for the last 25 years. They have kept their mark on almost every sector of energy in our country &

succeeded. Side by side, Chevron also conducted a number of CSR activities & also some partnership programs under the BPI project which helped the economy of Bangladesh to reach a new extent throughout the last 25 years of operation by Chevron. Apart from their regular business practices, Chevron Bangladesh conducts these sorts of CSR activities out of their responsibility towards the surrounding environment. Through their activities, they helped in the economic uplift of the host country to a greater extent. Chevron partnered with renowned NGOs to jointly conduct these activities smoothly under close supervision of Chevron Bangladesh. I will be talking about these activities in details in part 3 of my report which is the project part.

As a whole, Chevron is an integrated energy company that has been operating in our country for the last 25 years with utmost success in their regulatory field. Through their effective & efficient regulatory management, they have managed their employees quite well since its inception. Their existence in Bangladesh plays a very crucial role in the oil & gas sector, since they alone produce more than 50% of the country's total gas. They operate with utmost sincerity & prioritize the safety of their workforces above all. They have also been recognized by the Government for their excellency in the exploration & production of natural gas. Bangladesh has been benefitted in many aspects through the operation of Chevron in our country. We hope that, Chevron Bangladesh will keep up the good work & continue doing their CSR activities in order to boost up the economy of the host country as they had been doing for the last 25 years.

In the Chapter 3, I have discussed thoroughly about the CSR activities of Chevron Bangladesh which supersedes the CSR activities which are undertaken by any other large companies operating in Bangladesh.

Chapter 3

Project Part

3.1 Introduction

This report is an account of my internship as an intern at Chevron Corporation through its subsidiary Chevron Bangladesh. Chevron is a global integrated energy company and through Chevron Bangladesh, they are the largest producers of natural gas and condensate production in Bangladesh.

During my internship period, I have worked in the Corporate Affairs department and worked in an encouraging, enthusiastic and synergetic environment to accomplish my internship objectives through duties, tasks and projects assigned by my supervisor and other co-workers.

3.2 Objective

The objective of the report is to provide an organizational overview of Chevron Corporation and account for roles and responsibilities undertaken by an intern at Chevron Bangladesh in the Corporate Affairs department and to conduct a study for the report.

I have done an analysis on the CSR activities conducted by Chevron Bangladesh in the host country. These activities helped to boost the economic & social condition of our country to a higher extent. Here, we will try to find out how these CSR activities have contributed to the development on particular sectors and their sensitiveness. We will also try to compare the CSR activities of Chevron Bangladesh with a global benchmark to observe their effectiveness.

3.3 Methodology

The report has been produced using existing secondary data sources & some cases of firsthand experience gathered during my Internship period. Though there are some limitations of data

usage due to the privacy policy of Chevron Bangladesh, I tried my best to portray the development scenario of Bangladesh through the CSR activities of Chevron Bangladesh with the help of existing data sources and their effectiveness.

3.4 Findings & Analysis

Chevron has been partnering with the Government of Bangladesh and host communities to advance the pace of economic and social progress in Bangladesh for about 25 years, providing the dependable, reasonable and ever-cleaner energy necessary to increase living expectations nationwide. In Bangladesh, they focus on maintaining their business capably and endeavor to help open the country's potential for progress and success.

Chevron's auxiliary in Bangladesh isn't just the nation's biggest natural gas maker - giving over portion of Bangladesh's gaseous petrol creation from its three gas fields in the upper east – yet in addition one of the country's greatest overall speculators. Chevron has a long history in Bangladesh, since first gas from the Jalalabad field in 1999. The Bibiyana Expansion Project, one of the largest foreign investment projects in Bangladesh's history achieved first production in 2014. This expanded capacity of the original Bibiyana plant, increasing production of natural gas by a further 300 million cubic feet per day and natural gas liquids by 4,000 barrels per day. Project scope included two gas processing trains, additional development wells and an enhanced liquids recovery facility.

In 2018, the Ministry of Power, Energy & Mineral Resources perceived Chevron as the best natural gas maker in the nation (private segment). The honor was presented by the Honorable Prime Minister of Bangladesh, Sheikh Hasina, during Power & Energy Week 2018. In Bangladesh, a great many individuals in and around Chevron's zones of activity in the nation's upper east advantage through associations the organization has manufactured with the network and NGOs to address critical socioeconomic issues. As a partner with the Bangladesh

government, as well as local businesses and communities, Chevron additionally adds to social insurance, training and monetary advancement for common advantage and mutual progress.

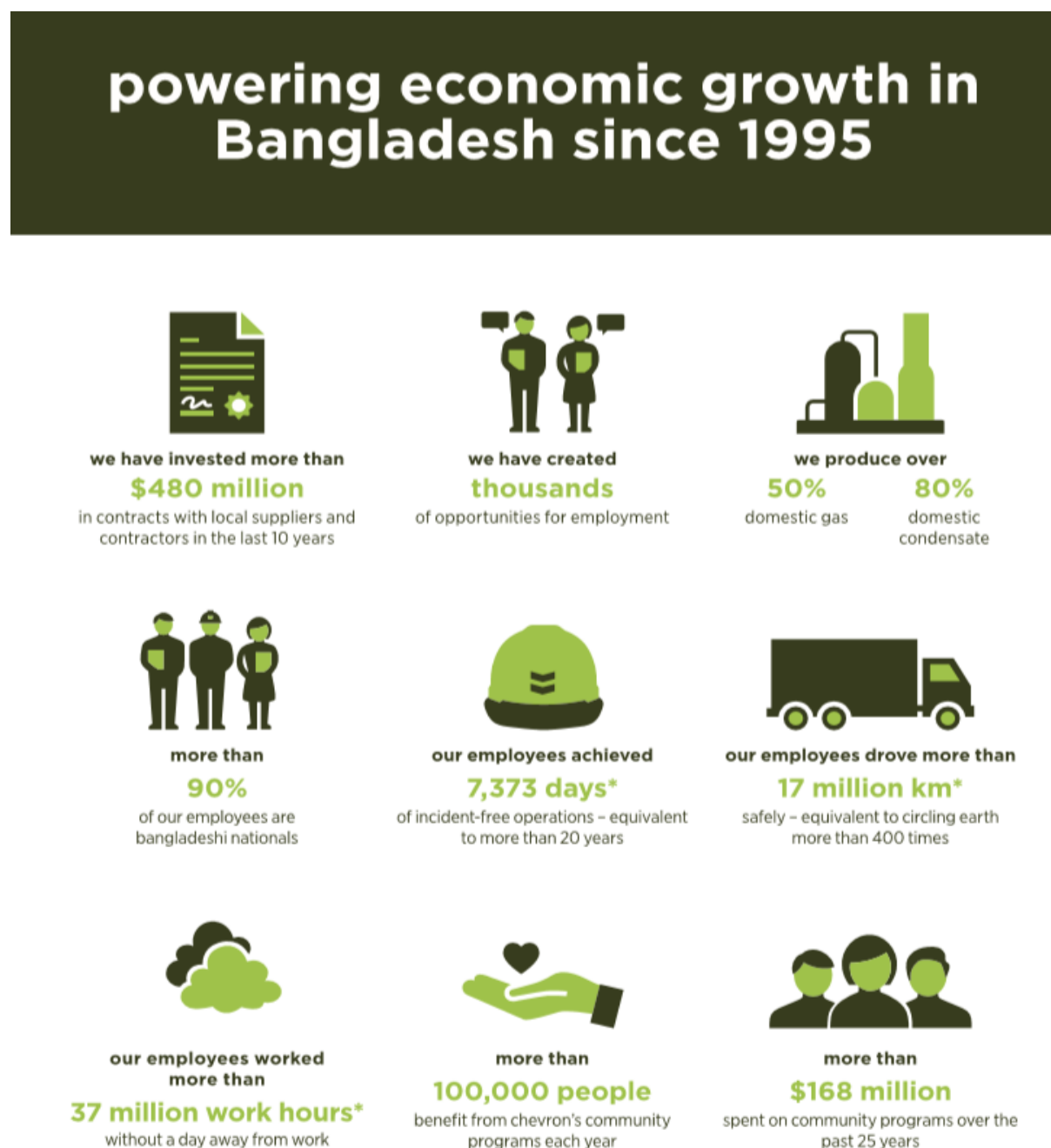


Figure 5: A glance of activities performed by Chevron Bangladesh

(Source: Chevron Bangladesh CSR brochure 2019)

Chevron Bangladesh puts resources into exercises and projects that emphasis fundamentally on monetary turn of events, training and human services, arriving at a huge number of individuals in upper east Bangladesh.

Chevron do the vast majority of these activities in association with driving nongovernmental associations.

3.4.1 Economic Development

Chevron's Bangladesh Partnership Initiative (BPI), which is a multi-year program is entitled to help monetary improvement for minor communities in the Greater Sylhet area, works with driving advancement associations to set up business and workforce advancement programs.

The Jibika project - A joint effort by Chevron and BRAC, advances entrepreneurship for feasible economic development of poor people and underestimated cultivating families around Chevron-worked gas field zones in Greater Sylhet. Phase I of the venture effectively altered 110 Village Development Organizations, which later accomplished enrollment from the Department of Cooperatives. BRAC and its implementing partner IDEA have also additionally encouraged escalated trainings on leadership, fund management, cattle and vegetable farming for the communities. Since 2016, about 20,000 people in the community benefited from the Jibika project. Following the fruitful completion of phase I, phase II of the project was propelled in 2019 to further strengthen the governance and management of the Jibika cooperatives and help them achieve long term sustainability by 2022.



Figure 6: Economic development by Chevron Bangladesh
(Source: Chevron Bangladesh Website)

Uttoron - Abilities for better life, a three-year aptitudes improvement venture, started its outing in August 2016 with an intend to upgrade business opportunities for more than 1,400 network individuals in Sylhet, Moulavibazar and Habiganj areas. The project under the ‘workforce development’ component of BPI is being implemented by Swisscontact. *Uttoron* has a surprising relationship with the *Skills for Employment Investment Program (SEIP)*, supported by *Asian Development Bank (ADB)*, *Swiss Agency for Development and Cooperation (SDC)* and the Government of Bangladesh, and implemented by the Ministry of Finance. Until this point, more 1,400 trainees have been trained in light engineering and construction, and over 900 trainees have already secured jobs with local companies including some of them got self-employed.



Figure 7: Economic development by Chevron Bangladesh
(Source: Chevron Bangladesh Website)

Uddokta-powering entrepreneurs - This is an association between Chevron and International Development Enterprises (IDE) under BPI. The venture tries to intensify Chevron's speculations made in Bangladesh to improve the lives and livelihoods of rural communities through an expanded focus on powering local entrepreneurs and building comprehensive market frameworks that interface smallholder makers to all the more remunerating chances.

Because of improved access to merchandise and ventures conveyed through enterprises supported by the project, Uddokta intends to trigger an expansion in the livelihoods of more than 2,700 VDO-associated family units. It is likewise foreseen that venture endeavors will bring about an expansion in the yearly incomes of 1,100 micro and small enterprises, and expanded deals of value contributions to smallholder farmers. Besides, Uddokta will encourage access to fund for partaking ventures to set up, develop and work their organizations. In synopsis, more than 37,000 family unit individuals will be profited by increased salaries because of improved access to products and enterprises activated through foundational showcase changes catalyzed by Uddokta.

3.4.2 Education

Under the Quality Education Support initiative, Chevron has started a grant program since 2001 for high-achieving underprivileged students. In 2018, scholarships were awarded to 824 students. Also included are remuneration support for additional teachers in selected schools, an endowment fund, school furniture, sports goods and tube-wells to provide safe drinking water for selected schools. Infrastructural upgrades like classroom constructions and building refurbishments are also made to enhance the quality of learning environment for the students. In 2019, Chevron awarded stipends to 823 students from 24 educational institutions near Chevron's Bibiyana, Jalalabad and Moulavi Bazar natural gas fields. 64% of the awardees were young women. Since the inception of its scholarship program two decades ago, the average pass rate of the scholarship recipients in the recently published results of the 2019 SSC exams was nearly 100%.



Figure 8: Contribution in Education by Chevron Bangladesh
(Source: Chevron Bangladesh Website)

The SHIKHON project - A collaboration between Chevron and Save the Children started in 2008, aims to provide three years of an accelerated non-formal primary school education to previously out-of-school children and In 2018, a three-year agreement was signed for a new chapter of this project, under which these underestimated and hard-to-reach children aged 5-7 years will complete a pre-primary component and Grades I through II in 60 Early Primary Education (EPE) centers or one-room schools for 1800 children selected from 46 villages near the gas plant operation of Chevron Bangladesh. They will at that point be prepared to progress into Bangladesh's national education system to continue their learning venture. The SHIKHON project will engage 1,800 parents of the participating youngsters, 60 EPE center teachers, and 660 community members.

In 2019, Chevron Bangladesh launched a pioneering partnership with the Asian University for Women (AUW) in Chittagong. This summer, the AUW Math and Science Summer School, controlled by Chevron, chose 61 of the most splendid female secondary school understudies throughout Bangladesh to take part in a heightened five-week program concentrated on Science, Technology, Engineering and Mathematics (STEM) subjects. The summer program furnished

students with the capability and abilities necessary to exceed expectations in STEM-oriented further studies and careers.



*Figure 9: SHIKHON supported by Chevron Bangladesh
(Source: Save the Children Website)*

3.4.3 Healthcare

Through its sponsorship of two Smiling Sun (Surjer Hashi) clinics since 2006 close to Chevron's Bibiyana Gas Plant, Chevron Bangladesh is co-operating with USAID's decades-long interest in quickening all-inclusive wellbeing inclusion in Bangladesh. For Chevron, these facilities convey on its pledge to serve the nearby networks with around 100,000 moderate and quality wellbeing administrations reliably. More than a few cycles, the 'Grinning Sun' clinic system has progressed from a NGO wellbeing administration conveyance program to a social endeavor. Chevron has engaged in other healthcare activities as well, including the Rotaplast International missions in Bangladesh that have been providing free cleft and palate surgeries since 2011. In addition, they have been implementing Water, Sanitation & Hygiene ventures for the Greater

Sylhet communities since 2006; these incorporate distribution of tube-wells for better access to consumable water, irrigation, and sanitary latrine sets.

In 2019, 70 patients (generally youngsters) living close to Chevron's Jalalabad gas plant got free extraordinary reconstructive medical procedures to address congenital fissures, other facial irregularities and consumes as a major aspect of the mission of Rotaplast International. The 10-day crucial supported by Chevron and was directed as a team with the Rotary Club of Jalalabad and Parkview Medical College and Hospital. More than 25 volunteers participated in this Sylhet mission. The group included reconstructive plastic specialists, anesthesiologists, pediatricians, discourse pathologists, orthodontists and nurses. Since the inception of this association with Rotaplast, 500 patients have received over 570 life changing surgeries through this partnership.

Currently, there are two community clinics at Karimpur & Shastipur, Nabiganj, Habiganj operated by a local Health NGO, Sylhet Samaj Kallyan Sangstha (SSKS) with full sponsorship support from Chevron.

Side by side, they also provided blankets to the underprivileged people of the society during the winter season. Around their field facilities in Sylhet, they have distributed 515 blankets. On the other hand, they distributed around 200 blankets in different schools of Dhaka during the mid of February 2020. The employees have also contributed a fair amount of share in this distribution process of blankets. It was really a praiseworthy step that was taken by Chevron Bangladesh in order to help the deprived ones of the society, during a heavy & cold winter.



Figure 10: Contribution in Health Sector by Chevron Bangladesh

(Source: Chevron Bangladesh Website)

3.4.4 Chevron Employee engagements

All around the globe, including Chevron Bangladesh, Chevron workers are chipping in and applying their abilities, experience and vitality in volunteer exercises that help improve education, give fundamental needs, encourage new business openings and eventually fortify the networks where we work. In Bangladesh, XYZ employee network and Bangladesh Women's Employee Network are actively engaged to help the communities where they operate. Initiatives such as Blood donation, warm clothes and blanket distribution, school support, relief during flood, Bibiyana friendship bridge are to name a few projects they have been involved in.



Figure 11: Chevron XYZ Employee network Bangladesh distributes warm clothes in the community

(Source: Press release; Energy Bangla Website)

3.5 Comparison with Global Standards

According to OECD, there are a number of global instruments that an organization has to maintain if they want to remain parallel with the global standards of CSR practices. We will try to compare the CSR of Chevron along with those instruments to see the effectiveness of these activities;

- **Accountability** - This is perhaps one of the most important instruments of all. Whatever the company is doing, it must have its accountability on the deeds it is performing. If they are not accountable to anyone, they are likely to do whatever they like in the names of CSR of the company. For this reason, Chevron Bangladesh has always maintained the process of accountability very strictly. All the employees are accountable to their respective department directors. The directors are again accountable to the President of the company. And lastly, the President is accountable to the ASBU for all its operation that is being conducted. Therefore, there can be no loose ends in case of accountability of Chevron Bangladesh.
- **Business Conduct** - This part normally deals with the ethical conduct of the business and also maintaining the transparency. It is essential for each & every organization to maintain their ethical conduct while doing their business. Till date, no such conviction has been raised against Chevron Bangladesh for their ethical conduct of business & also nothing against their transparency.
- **Community Involvement** - It is already an open secret that, the workforce of Chevron Bangladesh is comprised of 95% local employees. This clearly indicates that they are practicing this instrument quite effectively. Also, the CSR activities that they are conducting includes the community near their gas fields in Greater Sylhet. This is a

clear indication of community involvement which is one of the most essential instruments of the CSR activities. Moreover, they always provide importance to other employee's opinions while taking any decision for the betterment of the company.

- **Environment** - Protecting the people & the environment is one of the core values that Chevron follows. They prioritize the safety of their workforce & sustainability of the environment in which they operate. In the gas fields of Chevron Bangladesh, they follow a sustainable way through which they operate that doesn't harm the environment at all.
- **Labor Relations** - Chevron Bangladesh believes that, to run an organization you need the full support from your workforce. If your employees are not happy, you will not be able to operate as per your desire. For this reason, they always put the needs & safety of their workforce before anything else and always looks after the well-being of their employees. This helps to strengthen the labor relations between the employees & the company, which in return earns the respect of the employees for the organization.

3.5.1 Global CSR Pyramid

According to Alpana, (Asst. Prof. in University of Delhi) the CSR pyramid is based on four perspectives. These are; Economic, Legal, Ethical & Philanthropic standpoint.

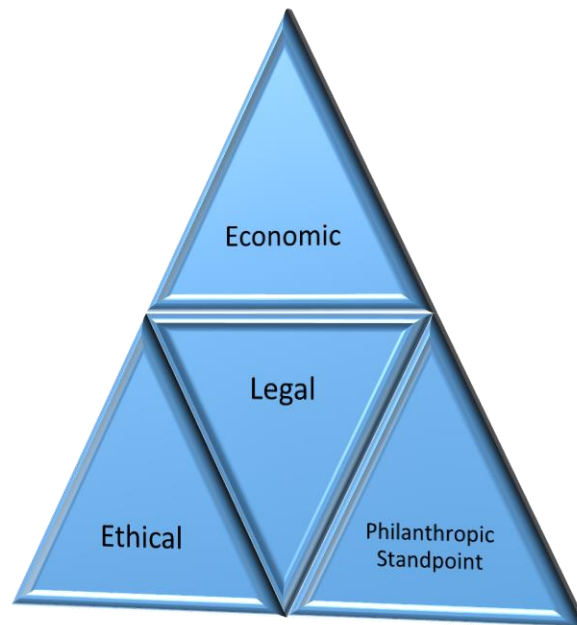


Figure 12: Global CSR Pyramid

(Source: CSR standards and guidelines: An Analytical review)

The four-part concept of this pyramid describes the idea that, a corporation has not only economic & legal obligations but also ethical & discretionary responsibility as well. In the context of Chevron Bangladesh, I think they have performed their duties quite effectively by following the four parts of this CSR pyramid. While performing their operation in Bangladesh, they have always followed the legal guidelines provided by the host country under the Profit Sharing Contract. By remaining within the legal obligations, they have conducted their discretionary responsibilities quite effectively & ethically around their area of operation. As I have already mentioned in Chapter 3.4, they have provided huge amount of economic support to those designated areas for uplifting the standard of living of the people who were unable to manage their livelihood by themselves. These activities clearly indicate that, Chevron

Bangladesh has been conducting their CSR activities by remaining within the legal obligations and they have been performing them ethically as well. Their concept of performing CSR perfectly coincides with the global CSR pyramid mentioned above.

3.5.2 National Voluntary Guidelines

According to the national voluntary guidelines, there are several principles that a business should follow in order for the Social, Environment and Economic Responsibilities. We will be discussing a few of them & try to compare with Chevron Bangladesh.

- ✓ **Businesses should conduct and govern themselves with Ethics, Transparency and Accountability** - This principle focuses on the ethical conduct of the business under all circumstances along with transparency & accountability. Chevron Bangladesh has always been a good corporate citizen in all respect. They have conducted their operation ethically under all circumstances. They have also never failed to provide their transparency & accountability in context of their business to the designated authorities.
- ✓ **Business should provide goods and services that are safe and contribute to sustain ability throughout their life cycle** - The business ought to add to improve the personal satisfaction and it should format its exercises and capacities that upgrade the profitability of the business yet in addition add to the territory of social duty. In Greater Sylhet, around the operating area of Chevron's gas fields, they have undertaken intense amount of activities to gear up the living standard of the people living in those areas. Sectors like education, healthcare & economic development are the ones that they are focusing on. This helps them to contribute at a larger scale in the social responsibility sector.

- ✓ **Business should promote the well-being of all employee** - To my understanding, Chevron cares for the well-being of their employees more than anything. They follow certain principles during work that includes, do it right or don't do it at all & there is always time to do it right. These principles are used so that the employees do not get stressed while working. They can always take a break if they are not feeling well and can finish the work tomorrow when they are fit to work again.

- ✓ **Business should respect and promote human rights** - A business ought to ensure, advance and regard the human rights on the grounds that these rights are the essential need of the human and these are framed under the heading of common, political, Cultural and social rights. Chevron has been quite observant regarding the people & also the environment in which they operate. Their primary concern is to protect the people & protect the environment. Nothing goes beyond the rights of the people to them. They are so focused on respecting & promoting human rights under any circumstances.

- ✓ **Business should respect, protect and makes efforts to restore the environment** - This principle states that environmental sustainability should be the foremost responsibility for any business because it is important for economic growth and society's benefit as well. The gas fields in which Chevron Bangladesh operates are maintained in a totally eco-friendly way. They conduct their gas production in a safely manner which helps them to protect their people as well as the environment. They have also received the best natural gas producer in the country (private sector) award from the energy ministry in the year 2018.

- ✓ **Business should try to participate in the inclusive growth motive** - Equitable and inclusive growth positively supports the business to grow. Inclusion is the goal of Chevron Bangladesh. They always try to conduct their business through the process of inclusion. The inclusion with AUW in the Summer Science School is a great example of following the diversity & inclusion goal by Chevron Bangladesh. This has actively encouraged young Bangladeshi women to engage in STEM education for their future chosen careers.

3.5.3 Framework for CSR

So, previously we have tried to focus on different CSR standard guidelines and found out how Chevron Bangladesh is quite effectively following them in a befitting manner. At this stage, we will try to chalk out the framework that is required to be followed before trying to conduct a CSR activity mentioned by the IISD & collaborate with Chevron Bangladesh.

❖ Conduct a CSR assessment

This part mainly focuses on assembling a CSR leadership team and conduct a working definition of CSR by reviewing the corporate documents, processes & activities. Chevron Bangladesh has a specific team namely the Community Engagement team, who is mainly responsible for the CSR activities that are conducted by the organization. They conduct their activities by following the framework of CSR quite efficiently. Firstly, they try to come up with an idea of social investment that can be done to uplift the economy. Thereafter, they try to come up with all the risks associated with it & ways to overcome them.

❖ **Develop a CSR strategy**

This is the section in which they try to formulate a strategy based on the current market situation & demand in the sector they want to invest in. Afterwards, they develop a proceeding plan for implementing the strategies that they have made through survey. And lastly, focuses on the direction, approach & focus area.

❖ **Develop CSR commitments**

This is one of the most important parts where the commitments for the CSR activities are being settled & communicated with higher management & the partners involved in the project. Subsequently, a preliminary draft is being formulated of the action plan that is going to take place.

❖ **Implement CSR commitments**

Whatever the company has planned so far, will go in vain if the implementation of the plan is not conducted properly. Chevron Bangladesh always try to assess the pros and cons of any project before going for it. They always assess any potential risk that might arise in course of their action & prepares accordingly. As a result, till now the CSR projects they have undertaken & conducted, have all turned out to be quite effective and successful.

❖ **Verify and report on progress**

Once the project is being launched, it is an essential need that the progress on the project must be recorded & kept for future reference. The projects launched by Chevron Bangladesh have proved to be a great success. For this reason, the Jibika project has already launched its 2nd phase in 2019 after successfully completing its 1st phase. This

is very important to keep track of the progress for these activities. Because, it helps to decide whether to continue the program or it should be implemented in a different way.

❖ **Evaluate and improve**

Once we got the report that the program is a success, we need to conduct evaluation on the project continuously and find out ways to expand our activities. As we can see, Chevron Bangladesh has expanded their sectors of CSR activities to economic development, education & also healthcare. They have been evaluating their current projects on a regular basis and opting for any changes necessary for improving and expanding them to a greater extent.

3.6 Summary & Conclusion

Bangladesh is a developing country. After it's liberation in the year 1971, it came a long way in the process of progress & development. The standard of living of the people of this country has also been risen to a higher extent. They have excelled in case of Education, Healthcare and as well as Economic Development. But, the growth & development in these sectors have got a tremendous boost through the CSR functions of Chevron Bangladesh.

Chevron Corporation isn't just probably the greatest organization in the worldwide vitality segment yet one of the best organizations on the planet. I ran over the issue during my Internship Program where I have encountered 'The Chevron Way' and had direct record of workplace that isn't simply empowered yet part of its center culture. Furthermore, Chevron has been a productive member of society to Bangladesh in their compliances and moral works on going well beyond the prerequisites set by the State while being a significant partner in Bangladesh energy area.

Chevron Bangladesh has been conducting its operation in this country for the last 25 years. Throughout this time, they have done a wonderful job in supporting moving forward Bangladesh and performing their core business here. Side by side, they have elevated the Health, Education & Economic sector of the host country by dint of their extra-ordinary Corporate Social Responsibility activities.

In case of a developing country, it is a must that they should be focusing on maintaining the basic needs of the people. Chevron Bangladesh has quite successfully tried to meet the basic needs of the underprivileged people of our country through the actions they have taken, which I already mentioned above (Chapter 3.4). These were some remarkable initiatives taken by Chevron Bangladesh, not because they are compelled to, rather they thought of it as their moral duty. By keeping this in mind, they kept on doing the good work for the last 25 years & it has really made a massive impact in case of our country's economic growth.

As I have already compared the activities conducted by Chevron with the global standards of CSR, we can conclude that they are indeed maintaining the global standard. Their operation regarding the CSR sector has been quite effective and fruitful. It helped to change many lives and improve the condition of thousands.

3.7 Recommendations

While I had been an Intern at Chevron Bangladesh, I have taken in the pragmatic utilization of business organization standards and been presented to industry best practices that will be very important in my future undertakings. Through designation of obligations, assignments and ventures, I had the chance to gain both from an astounding group and the executives just as express my aptitudes created through scholarly community at BRAC University.

However, through the research, I got to learn a lot about the CSR activities of Chevron Bangladesh & how they are contributing in the CSR sectors particularly health, education and economic growth of our country. It has been a significant exposure for me to finish my Internship in the biggest International Oil organization operating in Bangladesh.

I would recommend that Chevron Bangladesh should continue their CSR activities as they have been doing for many years. Alongside, they should focus on increasing the area of their CSR investment in our country. Already they are focusing on the core areas that needs attention, even then, it would be better for all of us if they spread the range of their CSR activities which would impact even more in case of our economic development. Such as; Creating awareness on maintaining nationwide hygiene, Arranging shelter for the homeless, Providing food for underprivileged people on a scheduled basis. Etc.

This way, they will be contributing for a developed & successful Bangladesh in near future, which also coincides with their motto, **“moving Bangladesh forward together”**.

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