



ASEAN HSSE
LOSS PREVENTION &
PROFESSIONAL DEVELOPMENT
CONFERENCE & EXHIBITION
18-19 SEPTEMBER 2019
ISTANA HOTEL, KUALA LUMPUR
MALAYSIA

"Operational Excellence Through HSSE Innovation"

IMPLEMENTING GRIEVANCE MECHANISM: SHARING ON PETRONAS CARIGALI'S EXPERIENCE IN MALAYSIA



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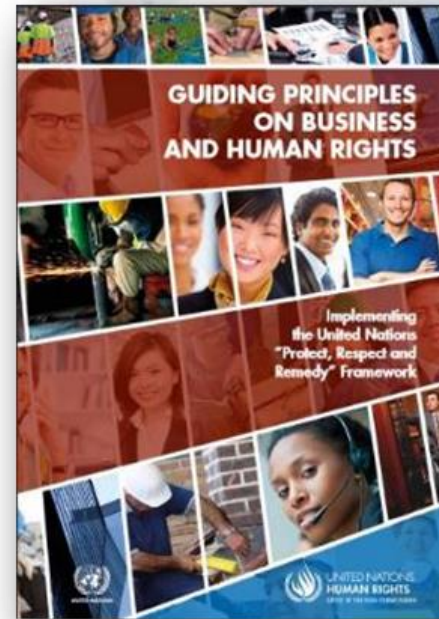
"Industry is expected to commit and act responsibly when it comes to managing social impacts arisen from its operational activities"

- Guided by United Nation's Guiding Principles on Business and Human Rights (UNGPR): A set of guidelines that operationalize the UN's 'Protect, Respect & Remedy Framework'.
- Guide businesses in the prevention and mitigation of adverse impacts directly linked to operations including its partners and suppliers.
- Business enterprises have the responsibility to **respect** internationally recognized human rights wherever they operate regardless of size or industry.





Business shall demonstrate 'RESPECT' by operationalizing the following:-



Policy/
Commitment

Due Diligence
'Know & Show'

Access to
Remedy
(Grievance
Mechanism)



"In PETRONAS Carigali (PCSB), we recognize the importance of an effective Grievance Mechanism in meeting our stakeholder's expectation"

Definition:

- **Grievance** refers to allegations of specific incidents and of any damage, impact or dissatisfaction relating to human rights resulting from company or contractors' actions, whether perceived or actual.
- **Grievance Mechanism** is a non-judicial process through which grievances can be raised and remedy can be sought by aggrieved party in a timely, fair, and consistent manner.



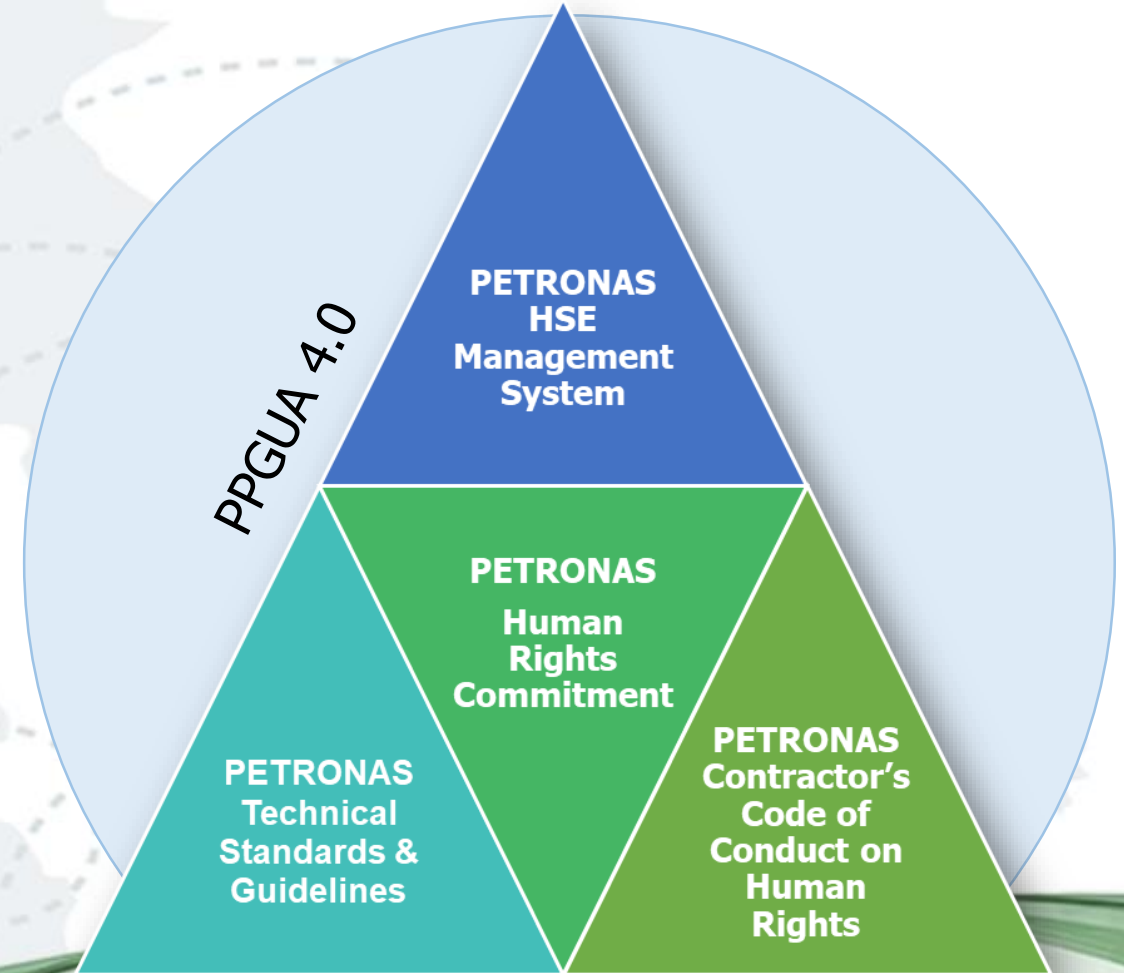
Value creation for business





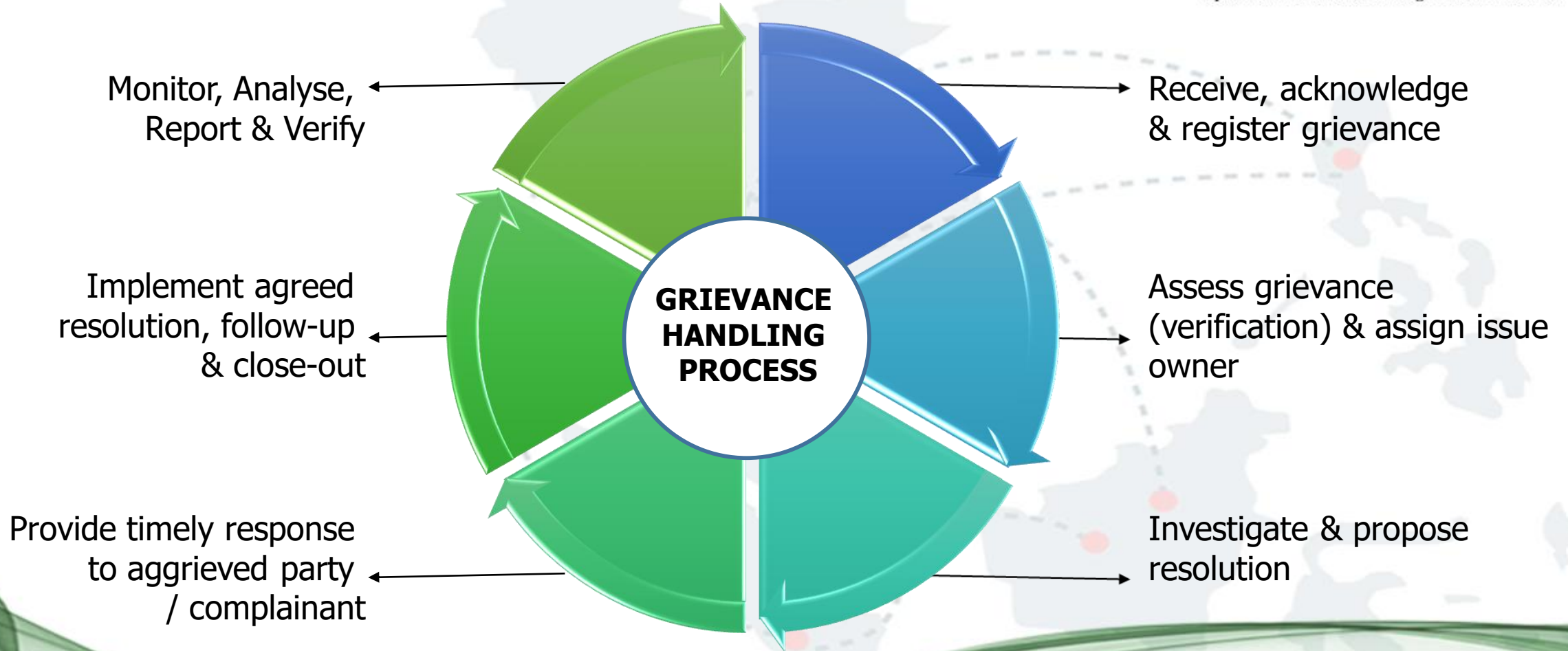
Governance requirements

- Implementation of GM is mandatory for all Business / Ventures where PETRONAS has **operational or major equity share**.
- It is applied throughout projects & businesses lifecycle (exploration, development, commissioning, operation & decommissioning).
- Grievances accepted are limited to impacts related to **PETRONAS' operations, employee and contractors**.



A grievance mechanism shall be made available for their employees, contract personnel and any party involved in providing services to PETRONAS. This grievance mechanism shall be made known to them and in languages they understand.







Disguised Opportunities

1

Procedure design



- Fit-for purpose
- Expansion of scope
- Onshore & Offshore
- UNGP Effectiveness Criteria

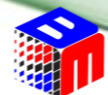
2

Resources



- People
- Best fit for the role - (technical & non-technical staff)
 - Building capability

System - Support Center





Disguised Opportunities

3

Communication



- Cultural appropriateness
- Awareness
- Accessibility
- Customized communication approach to various stakeholder groups

4

Contractors
Grievance
Management



- Accountability on PETRONAS Contractor's Code of Conduct on Business & Human Rights





Disguised Opportunities

5

Managing
stakeholders
expectation



- Linkages to HSSE performance & Corporate Social Investments
- Post incident grievance management



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**“We are what we repeatedly do.
Excellence, then, is *not an act,*
but a habit.”**

 **Aristotle**





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Thank you.
I will take your questions

