

**APPENDIX 11**  
**COMMUNITY GRIEVANCE MECHANISM DATABASE 2017 – NOVEMBER**  
**2019**



### **Chap 1 Grievance Mechanism Database**

Transparency is a cornerstone of good CSR practise.

Regular dialogue with stakeholders is important to ensure the long term license to operate & may reduce or prevent problems with neighbours .

Documentation of Notes and/or minutes form meetings with community stakeholders, action plans for resolving any disputes and reflecting constructive guidelines for engagement

#### **Content page of the Grievance Mechanism Database**

[Chapter 1 Grievance Mechanism](#)

[1.1 Documentation of Grievance Mechanism Form \(Hardcopy\)](#)

[1.2 Community Grievance Database \( Document Grievance Redressal Mechanism\)](#)

[Press ALT F11 for VBA function, do not touch 1.2 ComboboxVBA](#)

[1.3 Grievance Acknowledgement Letter /Email / TEL conversation/ Simple conveyance \( Widely Applicable\)](#)

[1.4 Grievance Status Updated](#)

1.2 ComboboxVBA ( DO NOT TOUCH)

BC Grievance Database - Data to be copied and updated on to sharepoint on every use to prevent Malfunction of Software

Responsibility of Community Relations Officer/ Manager OR Community Liaison Officer/Manager

1. The management and maintenance of the grievance database
2. Delegation/working closely with the various involved departments ( when necessary ) to successfully resolve and meditate complaints
3. The preparation of grievance report ( quarterly , biennial , annual depends)
4. Tracking complaints and regularly update the database
5. Coordination of field investigations, reports and resolving solutions
6. Documentation of the dates of responses to complainants



**APPENDIX 12**  
**EMPLOYEE TRAINING COURSE COMPLETED DURING 2018**





















529	Sembcorp Myingyan Power Co., Ltd	MM3H	Finance	3200027	Female	Managers and Professionals	Media Training & Media Policy Briefing	GSCS	10-Dec-18	10-Dec-18	1.0	Local	Ext	7.0
530	Sembcorp Myingyan Power Co., Ltd	MM3H	CEO/EVP/GM/MD office	3200028	Male	Managers and Professionals	Media Training & Media Policy Briefing	GSCS	10-Dec-18	10-Dec-18	1.0	Local	Ext	7.0
531	Sembcorp Myingyan Power Co., Ltd	MM3H	Commercial	3200062	Male	Managers and Professionals	Media Training & Media Policy Briefing	GSCS	10-Dec-18	10-Dec-18	1.0	Local	Ext	7.0
532	Sembcorp Myingyan Power Co., Ltd	MM3H	Operation	3200048	Male	Managers and Professionals	Sustainability & Community Investment	GSCS	11-Dec-18	11-Dec-18	1.0	Local	Ext	7.0
533	Sembcorp Myingyan Power Co., Ltd	MM3H	Operation	3200047	Male	Managers and Professionals	Sustainability & Community Investment	GSCS	11-Dec-18	11-Dec-18	1.0	Local	Ext	7.0
534	Sembcorp Myingyan Power Co., Ltd	MM3H	Community Relations	3200015	Male	Associates Professionals	Sustainability & Community Investment	GSCS	11-Dec-18	11-Dec-18	1.0	Local	Ext	7.0
535	Sembcorp Myingyan Power Co., Ltd	MM3H	Human Resource & Admin	3200061	Female	Managers and Professionals	Sustainability & Community Investment	GSCS	11-Dec-18	11-Dec-18	1.0	Local	Ext	7.0
536	Sembcorp Myingyan Power Co., Ltd	MM3H	Development	3200001	Male	Managers and Professionals	Sustainability & Community Investment	GSCS	11-Dec-18	11-Dec-18	1.0	Local	Ext	7.0
537	Sembcorp Myingyan Power Co., Ltd	MM3H	Finance	3200027	Female	Managers and Professionals	Sustainability & Community Investment	GSCS	11-Dec-18	11-Dec-18	1.0	Local	Ext	7.0
538	Sembcorp Myingyan Power Co., Ltd	MM3H	CEO/EVP/GM/MD office	3200028	Male	Managers and Professionals	Sustainability & Community Investment	GSCS	11-Dec-18	11-Dec-18	1.0	Local	Ext	7.0
539	Sembcorp Myingyan Power Co., Ltd	MM3H	Commercial	3200062	Male	Managers and Professionals	Sustainability & Community Investment	GSCS	11-Dec-18	11-Dec-18	1.0	Local	Ext	7.0
540	Sembcorp Myingyan Power Co., Ltd	MM3H	Operation	3200047	Male	Managers and Professionals	Code of conduct	HR Department	14-Dec-18	14-Dec-18	1.0	Local	Int	3.0
541	Sembcorp Myingyan Power Co., Ltd	MM3H	Maintenance - C & I	3200055	Male	Managers and Professionals	Code of conduct	HR Department	14-Dec-18	14-Dec-18	1.0	Local	Int	3.0
542	Sembcorp Myingyan Power Co., Ltd	MM3H	Operation – Shift Team (Others)	3200021	Male	Associates Professionals	Code of conduct	HR Department	14-Dec-18	14-Dec-18	1.0	Local	Int	3.0
543	Sembcorp Myingyan Power Co., Ltd	MM3H	Operation – Shift Team (Others)	3200067	Male	Technicians	Code of conduct	HR Department	14-Dec-18	14-Dec-18	1.0	Local	Int	3.0
544	Sembcorp Myingyan Power Co., Ltd	MM3H	Maintenance	3200092	Male	Managers and Professionals	Code of conduct	HR Department	14-Dec-18	14-Dec-18	1.0	Local	Int	3.0
545	Sembcorp Myingyan Power Co., Ltd	MM3H	Human Resource & Admin	3200077	Male	Technicians	Code of conduct	HR Department	14-Dec-18	14-Dec-18	1.0	Local	Int	3.0
546	Sembcorp Myingyan Power Co., Ltd	MM3H	Human Resource & Admin	3200078	Male	Technicians	Code of conduct	HR Department	14-Dec-18	14-Dec-18	1.0	Local	Int	3.0
547	Sembcorp Myingyan Power Co., Ltd	MM3H	Human Resource & Admin	3200088	Male	Managers and Professionals	Code of conduct	HR Department	14-Dec-18	14-Dec-18	1.0	Local	Int	3.0
548	Sembcorp Myingyan Power Co., Ltd	MM3H	Human Resource & Admin	3200087	Male	Technicians	Code of conduct	HR Department	14-Dec-18	14-Dec-18	1.0	Local	Int	3.0
549	Sembcorp Myingyan Power Co., Ltd	MM3H	Human Resource & Admin	3200084	Female	Technicians	Code of conduct	HR Department	14-Dec-18	14-Dec-18	1.0	Local	Int	3.0
550	Sembcorp Myingyan Power Co., Ltd	MM3H	Human Resource & Admin	3200085	Female	Technicians	Code of conduct	HR Department	14-Dec-18	14-Dec-18	1.0	Local	Int	3.0
551	Sembcorp Myingyan Power Co., Ltd	MM3H	Human Resource & Admin	3200086	Female	Technicians	Code of conduct	HR Department	14-Dec-18	14-Dec-18	1.0	Local	Int	3.0
552	Sembcorp Myingyan Power Co., Ltd	MM3H	Human Resource & Admin	3200034	Male	Technicians	Code of conduct	HR Department	14-Dec-18	14-Dec-18	1.0	Local	Int	3.0
553	Sembcorp Myingyan Power Co., Ltd	MM3H	Operation – Shift Team (Others)	3200093	Male	Technicians	Code of conduct	HR Department	14-Dec-18	14-Dec-18	1.0	Local	Int	3.0
554	Sembcorp Myingyan Power Co., Ltd	MM3H	Operation – Shift Team (Others)	3200094	Male	Technicians	Code of conduct	HR Department	14-Dec-18	14-Dec-18	1.0	Local	Int	3.0
555	Sembcorp Myingyan Power Co., Ltd	MM3H	Operation – Shift Team (Others)	3200095	Male	Technicians	Code of conduct	HR Department	14-Dec-18	14-Dec-18	1.0	Local	Int	3.0
556	Sembcorp Myingyan Power Co., Ltd	MM3H	Operation – Shift Team (Others)	3200096	Male	Technicians	Code of conduct	HR Department	14-Dec-18	14-Dec-18	1.0	Local	Int	3.0
557	Sembcorp Myingyan Power Co., Ltd	MM3H	Government Relation Officer	3200097	Male	Associates Professionals	Code of conduct	HR Department	14-Dec-18	14-Dec-18	1.0	Local	Int	3.0
558	Sembcorp Myingyan Power Co., Ltd	MM3H	Operation – Shift Team (Others)	3200098	Male	Technicians	Code of conduct	HR Department	14-Dec-18	14-Dec-18	1.0	Local	Int	3.0
559	Sembcorp Myingyan Power Co., Ltd	MM3H	Health, Safety & Environment	3200099	Male	Managers and Professionals	Code of conduct	HR Department	14-Dec-18	14-Dec-18	1.0	Local	Int	3.0
560	Sembcorp Myingyan Power Co., Ltd	MM3H	Operation – Shift Team (Others)	3200026	Male	Associates Professionals	FDM	VTU Energy	5-Dec-18	8-Dec-18	4.0	Local	Ext	28.0
561	Sembcorp Myingyan Power Co., Ltd	MM3H	Operation – Shift Team (Others)	3200021	Male	Associates Professionals	FDM	VTU Energy	5-Dec-18	8-Dec-18	4.0	Local	Ext	28.0
562	Sembcorp Myingyan Power Co., Ltd	MM3H	Operation – Shift Team (Others)	3200035	Male	Technicians	FDM	VTU Energy	5-Dec-18	8-Dec-18	4.0	Local	Ext	28.0
563	Sembcorp Myingyan Power Co., Ltd	MM3H	Operation – Shift Team (Others)	3200014	Male	Technicians	FDM	VTU Energy	5-Dec-18	8-Dec-18	4.0	Local	Ext	28.0
564	Sembcorp Myingyan Power Co., Ltd	MM3H	Operation-CCR/Field	3200025	Male	Associates Professionals	FDM	VTU Energy	5-Dec-18	8-Dec-18	4.0	Local	Ext	28.0
565	Sembcorp Myingyan Power Co., Ltd	MM3H	Maintenance-Mechanical	3200009	Male	Associates Professionals	FDM	VTU Energy	11-Dec-18	12-Dec-18	2.0	Local	Ext	14.0
566	Sembcorp Myingyan Power Co., Ltd	MM3H	Operation – Shift Team (Others)	3200018	Male	Associates Professionals	FDM	VTU Energy	11-Dec-18	12-Dec-18	2.0	Local	Ext	14.0
567	Sembcorp Myingyan Power Co., Ltd	MM3H	Operation – Shift Team (Others)	3200010	Female	Associates Professionals	FDM	VTU Energy	11-Dec-18	12-Dec-18	2.0	Local	Ext	14.0
568	Sembcorp Myingyan Power Co., Ltd	MM3H	Operation – Shift Team (Others)	3200022	Male	Technicians	FDM	VTU Energy	11-Dec-18	12-Dec-18	2.0	Local	Ext	14.0
569	Sembcorp Myingyan Power Co., Ltd	MM3H	Operation – Shift Team (Others)	3200038	Male	Technicians	FDM	VTU Energy	11-Dec-18	12-Dec-18	2.0	Local	Ext	14.0

3033.0

**APPENDIX 13  
PROJECT DOCUMENTATION REVIEWED FOR THE FIFTH  
ENVIRONMENTAL AND SOCIAL MONITORING REPORT**

## APPENDIX 13 - PROJECT DOCUMENTATION PROVIDED FOR REVIEW

Ref no.	Document Title	Organisation	Date	Document Number
1	Environmental and Social Impact Assessment (ESIA) Report for Myingyan IPP Project – 225 MW Gas-fired Combined Cycle Power Station	ERM-Siam Co Ltd.	November 2015	Revision no. 1
2	Environmental and Social Impact Assessment (ESIA) Report for Myingyan IPP Project – 225 MW Gas-fired Combined Cycle Power Station	ERM-Siam Co Ltd.	August 2016	Revision no. 2
3	Myingyan IPP Project – 225 MW Gas-fired Combined Cycle Power Station. Project ESMP Implementation (PowerPoint).	Sembcorp	2016	-
4	Myingyan IPP Project – 225 MW Gas-fired Combined Cycle Power Station. Project HSSE Induction for Visitors (PowerPoint)	Sembcorp	April 2017	-
5	Environmental Management Plan	Sembcorp	30 May 2018	PPMS Document Ref: 3.02.03.001
6	Security Management Plan (Operations Phase)	Sembcorp	30 May 2018	PPMS Document Ref: 3.02.01.008
7	Plant Emergency Preparedness and Response Plan	Sembcorp	31 August 2018	-
8	Occupational Health and Safety Management Plan	Sembcorp	1 June 2018	PPMS Document Ref: 3.02.01.010
9	Quantitative Risk Assessment (QRA) Report	ERM (Singapore) Pte. Ltd.	2 May 2017	-
10	Plant Emergency Response Drill Report (Exercise Dragon)	Sembcorp	25 January 2019	-
11	Monthly Management & Finance Committee Meeting (MFCM) Presentation Slides from January 2019 to December 2019 which includes a summary of the stack emissions data	Sembcorp	January 2019 – December 2019	-
12	Incident Investigation and Reporting	Sembcorp	24 October 2019	PPMS Document Ref: 3.02.01.016



Ref no.	Document Title	Organisation	Date	Document Number
13	Plant Traffic Directional Layout (Operations Phase)	Sembcorp	-	-
14	Plant Internal Drainage Layout (Operations Phase)	Sembcorp	-	-
15	Procedure for Cleaning Empty Chemical Containers	Sembcorp	5 February 2019	PPMS Document Ref: 4.02.07.294
16	Sembcorp Myingyan Power Company Limited Organisation Chart (Operational Phase)	Sembcorp	3 December 2019	-
17	Stakeholder Engagement Plan	Sembcorp	-	SCI-HSSEC-SMP- 001
18	Community Development Plan	Sembcorp	-	SCI-HSSEC-SMP- 002
18	Project Community Health Management Plan	Sembcorp	20 July 2016	SDC-HSSEC-SMP-015
20	Workers' Accommodation Management Plan	Sembcorp	10 June 2016	SDC-HSSEC-SMP-016
21	Project Local Recruitment and Procurement Management Plan	Sembcorp	10 July 2016	SDC-HSSEC-SMP-017
22	Project Influx Management Plan	Sembcorp	10 July 2016	SDC-HSSEC-SMP-018
23	Project HSSE Training Plan	Sembcorp	20 July 2016	SDC-HSSEC-SMP-019
24	Project Cultural Heritage Management Plan	Sembcorp	20 September 2016	SDC-HSSEC-SMP-020
25	Resettlement Framework (RF). MYA: Myingyan Natural Gas Power Project. October, 2015.	Sembcorp	2015	-
26	Code of Business Conduct. MYA: Myingyan Natural Gas Power Project.	Sembcorp	Undated	-

Ref no.	Document Title	Organisation	Date	Document Number
27	Soil Analysis Laboratory Certificates	Golden Dowa Ecosystem Myanmar Co. Ltd.	6 March 2019 and 5 September 2019	GEM-LAB-201903045 and GEM-LAB-201909025
28	Third Party Wastewater Monitoring Laboratory Analysis from November 2018 to November 2019	Golden Dowa Ecosystem Myanmar Co. Ltd.	November 2018, February 2019, May 2019, August 2019 and November 2019	GEM-LAB-201812045, 201903042, 201905239, 201909020, 201911181
29	Third Party Ambient Air and Noise Emissions Monitoring Reports from December 2018 to September 2019	E-guard Environmental Services	December 2018, April 2019, June 2019 and September 2019	-
30	Third Party Wastewater and River Water Laboratory Analysis from Discharge Pipeline, 100m Upstream, Upstream Mid-river and 100 m Downstream conducted on January 28, 2020	Golden Dowa Ecosystem Myanmar Co. Ltd	14 February 2020	GEM-LAB-202002067, 202002068, 202002069 and 202002070
31	Public Participation Attendance Record and Photolog for January 28, 2020 Monitoring Event	Sembcorp	28 January 2020	-
32	Presentation Slides of Surface Water Quality Comparison: Upstream and Downstream Testing on 11, December and 24 December 2019 and 2 January 2020	Sembcorp	-	-
33	Sembcorp's Particulate Matter Monitoring Results from Portable Monitoring Device	Sembcorp	16- 30 December 2019	-
34	Job Completion Report for Sewage Tank Repair	Sembcorp	7 June 2019	MYI-CS-MB-IR-M-84
35	Water Treatment Plant – Process Flow Diagram	Sembcorp	06 January 2017	PA-1612-PC-02
36	Water Treatment Plant – Water Balance Diagram	Sembcorp	06 January 2017	PA-1612-PC-01
37	Water Treatment System Design	Sembcorp	Undated	-
38	Stakeholder Engagement Database September 2018 – November 2019	Sembcorp		
39	Stakeholder Engagement Report November 2018	Sembcorp		
40	Stakeholder Engagement Report November 2019	Sembcorp		
41	2018 - 2019 CSR Investments - Table of Projects	Sembcorp		
42	2020 CSR Activities Planned - Table of Projects	Sembcorp	-	-

Ref no.	Document Title	Organisation	Date	Document Number
43	Community Grievance Mechanism Database 2017- November 2019	Sembcorp		
44	Stakeholder Engagement Plan	Sembcorp	8-23-2018	
45	Community Development Plan	Sembcorp	8-23-2018	
46	Local Recruitment and Procurement Management Plan	Sembcorp	2-26-2018	