

Internship Report on
Redefining a Post-Pandemic World of Work:
Digitization of Total Reward Programs and HR Operations of
Chevron Bangladesh



Submitted to

Islamic University of Technology

in partial fulfillment of the requirements for the degree of
BBA in Business and Technology Management (BTM)

Submitted by:

Mahdia 26.4.22

Mahdia Akter

ID: 170061047

I understand that my final report will become part of the permanent collection of the Islamic University of Technology BBA in Business and Technology Management Program. My signature below authorizes release of my final report to any reader upon request.

Approved by:

Md. Abdullah Al Mamun

Assistant Professor, BTM Department

Islamic University of Technology



**Redefining a Post-Pandemic World of Work:
Digitization of Total Reward Programs and HR Operations
of Chevron Bangladesh**

Letter of Transmittal

April 25, 2022

Md. Abdullah Al Mamun
Assistant Professor
Department of Business and Technology Management
Islamic University of Technology

Subject: Internship report submission on the topic: *“Redefining a Post-Pandemic World of Work: Digitization of Total Reward Programs and HR Operations of Chevron Bangladesh”*

Sir,

I am pleased to submit the Internship Report that is required to submit as part of the Internship course, BTM 4800 in my 8th semester. I have been working as a HR Intern at ‘Chevron Bangladesh’. This report contains my experience in the company.

It is my immense pleasure in presenting you this report based on my observation and experience during my internship period, starting from January 02, 2022 to March 31, 2022. During this period, I worked under the supervision of Rezaul Huda, Total Reward Advisor, Chevron Bangladesh.

I hope that the report will reflect my learning during the internship program, and you will find it in order.

Mahdia Akter
26.4.22

Sincerely yours,

Mahdia Akter
ID: 170061047
Business and Technology Management
Islamic University of Technology

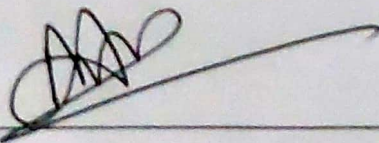
Declaration

I, Mahdia Akter, ID 170061047, student of Business and Technology Management in Islamic University of Technology, declare that this BBA internship report is accurate and completed on the topic "Internship Report on Redefining a Post-Pandemic World of Work: Digitization of Total Reward Programs and HR Operations of Chevron Bangladesh". The report has been delivered to Islamic University of Technology (IUT) under the guidance of Md. Abdullah Al Mamun, Assistant Professor, Department of Business and Technology Management, Islamic University of Technology (IUT). This is my own work, and it has not been submitted for a certificate or degree at any other institution or institute.

I further declare that I am solely responsible for any error that may have entered into my internship report.

Mahdia Akter
26.4.22

Mahdia Akter
ID: 170061047
Business and Technology Management
Islamic University of Technology



Md. Abdullah Al Mamun
Assistant Professor
Department of Business and Technology Management
Islamic University of Technology.

Acknowledgement

I would like to thank my Institute, Islamic University of Technology, for arranging the internship program for this course. I am also grateful to Chevron Bangladesh for recruiting me as an intern.

I take this opportunity to express my profound gratitude and deep regards to my Internship Supervisor, Rezaul Huda for his exemplary guidance, monitoring and constant encouragement throughout the course of this internship. The blessing, help and guidance given by him time to time shall carry me a long way in the journey of life on which I am about to embark.

I would like to express my heartfelt gratitude to my academic supervisor, Md. Abdullah Al Mamun, Associate Professor, Business and Technology Management, Islamic University of Technology for his kind support and inspiration which has immensely strengthened my confidence during my internship program.

I also take this opportunity to express a deep sense of gratitude to all the teachers of Business and Technology Management for their cordial support, valuable information and guidance, which helped me in completing this task through various stages.

I am thankful to them for their continual constructive criticism and invaluable suggestions and help, which benefited me a lot at my intern.

Executive Summary

The internship report highlights the major works carried out by the author in terms of academic and non-academic perspectives. The scope of this document is to identify and describe the analysis carried out, projects completed, experience gained and focuses on the achievements as an intern.

The author was sent to Chevron Bangladesh to complete her internship. The author found herself rather lucky by getting the chance to work in such an environment that Chevron Bangladesh provided and got introduced to some of the new terms, new technologies and learn about a systematic HR process runs in a multinational company alongside working with multiple cultures and diversity. The most amazing experience was to work in a multicultural work environment.

Chevron Bangladesh Ltd. is a multinational oil and gas business that produces the majority of Bangladesh's natural gas. Under the Asia South Business Unit, the Company functions as a profit center. Chevron is proud of its core values and safety record around the world. The company is now working in three gas fields, all of which are located in the Sylhet division, and has plans to expand into previously untapped areas and pursue alternate energy sources.

The internship report "*Redefining a Post-Pandemic World of Work: Digitization of Total Reward Programs and HR Operations of Chevron Bangladesh*" tells about the projects, mostly under Total Remuneration and Payroll, that the author worked in certainly helped her by increasing her practical knowledge and depth, learnt the transition from work from home to a hybrid culture without impacting the operations of a company has indeed been helpful in widening her views regarding different web application development frameworks.

There were also a few more challenges. Some of them were technical and some non-technical. Coming almost at the end of her internship, the author discovered that, some of her communicative and management skills have been improved to a great extent. Besides there were some vital lessons which will obviously help her in her future jobs.

After the internship, the author is more confident, more skilled, and more professional than she was before.

Table of Contents

Letter of Transmittal	II
Declaration	III
Acknowledgement	IV
Executive Summary	V
Table of Contents	VI
List of Figures	X
List of Tables	XI
Chapter 1: Introduction	1
1. Introduction	2
1.1 Objectives	2
1.1.1 Broader Objectives	2
1.1.2 Specific Objectives	2
1.2 Scope	3
1.3 Methodology	3
1.3.1 Research Design	3
1.3.2 Sources of Data	4
1.4 Limitations	4
Chapter 2 The Company Overview	5
2. Overview of Chevron Corporation	6
2.1 About Chevron Corporation	6
2.1.1 Company Leadership	7
2.1.2 Chevron Core Elements	8
2.1.3 Strategic Objectives of Chevron	9
2.1.4 Company History	10
2.2 Chevron Global Operations	11
2.2.1 Products and Services	13
2.2.2 Suppliers	13

2.3 Chevron Bangladesh.....	14
2.3.1 Chevron Bangladesh (BPC) Operations.....	14
2.3.2 Organogram.....	16
2.4 Chevron Global Projects.....	17
2.4.1 Global Projects.....	17
2.4.2 Local Projects.....	19
2.5 Company Analysis.....	20
Chapter 3 Industry Analysis.....	22
3. Industry Analysis.....	23
3.1 Industry Size.....	23
3.1.1 Growth Trends.....	23
3.1.2 Maturity of the Industry.....	24
3.2 External Economic Factors.....	24
3.2.1 Impacts of External Factors.....	25
3.2.2 Managing External Factors.....	25
3.3 Seasonality.....	25
3.4 Technological Factors.....	25
3.4.1 Managing Technological Factors.....	26
3.5 Regulatory, Political and Legal.....	27
3.5.1 Managing Regulatory, Political, and Legal Uncertainties.....	27
3.6 Competitive Environment.....	27
3.6.1 Managing Competitive Environment.....	27
3.7 Industry Overview using PESTEL.....	28
Chapter 4 Internship Description.....	30
Redefining a Post-Pandemic World of Work:.....	30
Digitization of Total Reward Programs & HR Operations of Chevron Bangladesh.....	30
4. Internship Description.....	31
4.1 The New Norm at Chevron.....	32

4.2 Onboarding at Chevron as a HR Intern	32
4.2.1 Induction.....	32
4.2.2 Introductory Sessions	34
4.3 Learning.....	34
4.3.1 Workday Learning:.....	34
4.3.2 Percipio Learning	36
4.3.3 e-learning Sessions	37
4.4 Total Remuneration and Payroll (Compensation)	38
4.4.1 Overtime Tracker for Rotational, Non-Rotational Employees	38
4.4.2 Tax Return Receipt.....	38
4.4.3 Preparing R&A for HSE Townhall	38
4.4.4 Advanced Income Tax Document.....	39
4.4.5 Letter of Intent/No Objection Certificate/Salary Certificate	39
4.4.6 Prepare Provident Fund Document File	39
4.4.7 Prepare Presentation Deck for Gratuity Fund	39
4.5 BHR Operations.....	39
4.5.1 Assisting Recruitment Activities.....	39
4.5.2 Feedback Fluency Awareness	40
4.5.3 Chevron Employee Survey (CES).....	40
4.6 Projects and Learning Sessions	40
4.6.1 Bangladesh Profit Center Female Mentoring Program (FMP)	40
4.6.2 Open Mic: HR and H&M.....	41
4.6.3 Sessions	42
4.7 Human Resource Business Partner	43
4.7.1 HR Policies.....	43
4.7.2 Tools Used for Analysis and Reporting	44
4.8 Challenges.....	44

4.9 Best Practice from Chevron Internship Program	45
Chapter 5 Analysis of Duties in Internship Site	47
5. Analysis of Duties in the Internship Site.....	48
Chapter 6 Conclusion & Recommendations.....	50
6. Conclusions and Recommendations.....	51
6.1 Recommendations.....	51
6.2 Conclusion.....	52
Chapter 7 References	53
References.....	54
Chapter 8 Appendices.....	55

List of Figures

Figure 1: Chevron beliefs	7
Figure 2: Chevron core values.....	9
Figure 3: Major Incident Timeline for Chevron.....	11
Figure 4: Chevron Global Operations	12
Figure 5: Chevron New Energies Operations.....	12
Figure 6: Chevron brands, products & services	13
Figure 7: Chevron supply and trading	14
Figure 8: Chevron operations network.....	16
Figure 9: HR Organogram in Bangladesh.....	17
Figure 10: Chevron Diversity and Inclusion Global Programs.....	18
Figure 11: Chevron performance graph	23
Figure 12: Chevron industry size as of December 2021	24
Figure 13: Chevron existing technology	26
Figure 14: Chevron global competitors.....	27
Figure 15 Chevron PESTEL Overview.....	29
Figure 16: Recruitment at Chevron	31
Figure 17: Induction for newly hired at Chevron.....	33
Figure 18: Workday Learning	36
Figure 19: Open Mic Tasks	42
Figure 20: Open Mic Workflow.....	42

List of Tables

Table 1: Chevron at a glance	6
Table 2: Chevron's strategic objectives	10
Table 3: Chevron Operations in Bangladesh.....	15
Table 4: Chevron Bangladesh corporate level departments	16
Table 5: Chevron SWOT Analysis.....	21
Table 6: BCG Matrix.....	48

Chapter 1: Introduction

Chapter 1: Introduction

1. Introduction

Business and Technology Management (BTM) of Islamic University of Technology (IUT) began its journey in 2017 with a batch of 90 students to integrate and strengthen the management and business knowledge of graduates with technical skills to expand the horizon of job prospects of students like in project management, data analysis or development sectors.

I got the opportunity to work at Chevron Bangladesh, an oil and gas company. The experience here gave me an explicit knowledge of how energy demand impacts the oil and gas supply, understanding the petroleum markets in Bangladesh, handling accidental situations, lastly meeting energy demands while protecting the environment.

1.1 Objectives

The purpose of this report is to document my complete internship experience, including my learning experience and career advancement. During internship, I was able to apply what I had learned about Human Resource Management (HRM), particularly my theoretical notions of Strategic HRM, to real-world tasks while also gaining job experience in a decision - making context.

1.1.1 Broader Objectives

Working at Chevron gives students and new graduates the skills and experience they need to start their careers in their preferred industry. Their professional development programs provide a variety of professional experiences within a framework that allows for learning, growth, and eventually success.

They aim to create an impact for all Chevron interns with the:

- career support and development guidance to ensure interns have clear goals and support to understand company's operations;
- provide on-the-job education with real world projects with decision making tasks;
- improve knowledge, skills and attributes that is needed to remain competitive in future job market;
- offer career development programs to foster learning among employees;
- tour the facilities of oil and gas company and learn how to meet energy demands by putting people first.

1.1.2 Specific Objectives

My internship was in HR department where I learnt about employee relations, some remuneration concepts, HR policies and how unified Chevron is despite their diverse

workforce using the Chevron Way. Just like that, Chevron aims to impact prospective graduates working in HR department as an intern with the following:

- learn about the Chevron Way to keep the global team united by a shared set of values starting from their volunteering initiatives to commitment to diversity and inclusion;
- as a global employer, they provide opportunities to work with people all over the world on all kinds of project example I learnt about the global R&A tool during my internship;
- gain knowledge about the Operational Excellence Management System (OEMS) which puts the Chevron Way;
- provide opportunities for interns to learn new skills and tools, in my case, it was mostly tools related total remuneration (TR)¹ and payroll;
- attend learning-centered sessions, courses such as in Workday that Leadership Team (LT) has prepared;
- socialize with other Chevron professionals.

1.2 Scope

This report details my work experience and takeaways at Chevron Bangladesh, as well as a background on Chevron Bangladesh, its operations, and how my HR internship assisted me in understanding the theoretical viewpoints that I studied in academics. I have explained about my tasks that were given during internship and tried to illustrate my learning with every task that I performed. Later I have provided with some recommendations which are not enough to understand for me as an intern however, I tried to share my viewpoint about ways on how to make some tasks more efficient and ease for other following interns.

1.3 Methodology

Methodology is the procedure or system through which a study is carried out with the aim of gathering data needed to conclude about the study. This report has mostly been prepared on the basis of experience gathered during the period of internship from 02 January to 31 March, 2022.

1.3.1 Research Design

This report is descriptive in nature with the learnings I gained during the three months of internship and from case studies and articles. It has been administered by collecting both primary and secondary data. Secondary data was mostly needed to gain more understanding of the company.

¹ Total Remuneration refers to an employee's total yearly pay package, which includes base salary, bonuses and pension plans, as well as other financial and non-financial advantages.

1.3.2 Sources of Data

The data gathering methods used are determined by the intended results, such as whether they are qualitative or quantitative. The research quality measures of validity, reliability, generalisability, trustworthiness, and transparency are all preserved in this paper, which is largely qualitative and experience-based.

Primary Data: This research was created with the use of a lot of primary data. It is gathered from a group of persons connected to this bank. Primary data is collected using the techniques listed below. These are the ones.

- Direct interviewing: Using the protested and well-designed questionnaire, I gathered data from the one-on-one initial encounter I held with HR experts.
- Personal communication: I obtained information from officers through personal conversation in order to gain a better understanding of the role.
- Observation method: I went to every department of four Banks and observe their activities.
- Practical work: The learnings I had through practical tasks and projects.

Secondary data: Secondary sources are those which are published or processed materials. I have collected secondary data from the following sources-

- Official documents: these include the annual reports published. Chevron manuals. Workbook, brochures;
- Case Study: Some published research report, books, journal and articles which gave me a strategic analysis of Chevron;
- Websites: Chevron's official website has plenty of information about the company's origin, types of operation etc.

1.4 Limitations

As I have worked in TR and Payroll part of HR. Chevron's compensation and benefits plans are tailored to be competitive in local labor markets and to satisfy the demands of employees regardless of where they reside. Chevron has certain data right, privacy and security concerns. I will try my best to provide as much information as possible without breaching the data, security and privacy rights of Chevron in this report.

- There are not enough written materials to provide a thorough picture;
- Insufficient time for data collecting when work from home;
- Due to confidentiality concerns, certain important information cannot be included.

Chapter 2 The Company Overview

2. Overview of Chevron Corporation

Chevron is a multinational energy corporation headquartered in San Ramon, California, with headquarters in Houston, Texas. Chevron operates in 180 countries with the goal of securely supplying energy products that contribute to long-term economic growth and human development. Chevron is Bangladesh's single largest natural gas producer, delivering over half of the country's total natural gas consumption. Chevron is currently extracting natural gas from the gas reserves of Bibiyana, Jalalabad, and Moulavi Bazar. Petrobangla buys the output from these three locations. To provide a brief understanding of what Chevron does, Table 1 has been provided below.

Industry	Oil & Gas Operations
Founded	1879
Country/Territory	United States
Chief Executive Officer	Michael K. Wirth
Employees	47,736
Sales	\$94.4B
Headquarters	San Ramon, California

Table 1: Chevron at a glance

2.1 About Chevron Corporation

Chevron is one of the world's top integrated energy businesses, and it believes that attaining a more affluent and sustainable world requires inexpensive, dependable, and ever-cleaner energy. Chevron produces crude oil and natural gas, as well as transportation fuels, lubricants, petrochemicals, and additives, and researches and develops technologies that benefit the company and the industry as a whole.

It is focusing on cost-effectively decreasing carbon intensity, growing renewables and offsets in support of business, and investing in low-carbon technologies that allow commercial solutions to create a lower-carbon future.

Chevron has always placed people at the heart of the energy discourse since energy is essential to everyone's well-being, 'human energy' refers to energy that is inexpensive, dependable, and ever cleaner.

2.1.1 Company Leadership

Chevron leadership is built on the foundation of the Chevron way and its operations relies on the fact that Chevron is the human energy company, with this they set up the following core beliefs as also summarized in Figure 1:

- Energy is necessary for modern living: Chevron's mission is to supply the energy that fuels global progress.
- The future will be low-carbon: Chevron's measures will assist companies and customers that use its products achieve a low-carbon society by making energy and global supply networks more sustainable.
- Innovation is fueled by human inventiveness: People's creativity and tenacity will provide answers to energy's most pressing issues.
- Being a leader entails a lot of responsibilities: Meeting expectations necessitates top-notch performance and accountability. They want to be the best in the industry.

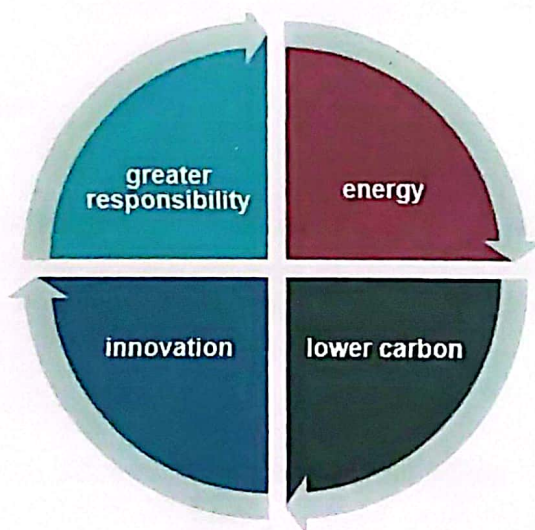


Figure 1: Chevron beliefs

The Chevron Way - This is the way Chevron employees are expected to behave and work. This explains their beliefs, vision, purpose and values. It guides how they work and establishes a common understanding of our culture and aspirations.

The human energy - Human ingenuity has the power to solve any challenge and overcome any obstacle. Meeting the world's growing energy needs demands pursuit of innovations and advancements that deliver a better future for all.

2.1.2 Chevron Core Elements

Chevron's core elements are its vision, mission and purpose which create the foundation to run the company and implement the beliefs it had set up (as mentioned in Figure 1). The practice of implementing the core elements is through OEMS which was created to put the ideals into practice (Chevron Corporation, 2021). This version keeps many of the original's fundamental aspects but simplifies the structure and makes it easier to grasp.

Vision

Chevron's vision is: *"to be the global energy company most admired for its people, partnership and performance."* As mentioned earlier about the Chevron way which is all about people, their needs, preferences, and potential. In fact, it states that people are its greatest resource.

Mission

Chevron mission statement is *"believe in the power of human ingenuity to lead us to a brighter future."* The company has a well-defined approach of running its business, rested on two main features:

- Distinguished services
- Improving lives

Chevron understands the complexity of running a business as an energy corporation. Its lengthy history of drilling for oil and providing its customers demonstrates its tenacity. It has also remodeled all of its locations to let consumers feel at ease while receiving all energy-related services.

Purpose

The purpose of Chevron as a company is to "develop the affordable, reliable, ever-cleaner energy that enables human progress". Chevron's finest feature is that it puts people first in every energy dialogue. Its recognition of the critical role that its products play in people's lives drives it to strive to remain a dependable and economical energy supplier.

All these set up the core values of the company as described below and illustrated in Figure 2. The core values urge to make effective leaders who will build and drive Chevron's OE culture through their beliefs, competences, and behaviors, which is a vital success element for OE.

Core Values

- Diversity and inclusion: Chevron respect and learn from the cultures in which it operates. They operate in an inclusive atmosphere that respects the individuality and diversity of abilities and experiences.

- **Partnership:** They collaborate with their partners to develop solutions and breakthroughs that benefit our shareholders and society by creating trusted, mutually beneficial partnerships.
- **Individuals and the environment:** They want to be the best in the industry when it comes to health, safety, and environmental performance. Our top responsibility is to safeguard people, assets, communities, and the environment.
- **Integrity and trustworthiness:** They acquire respect and trust by acting with honesty and adhering to the highest ethical standards. These values underpin Chevron's culture and reputation.
- **Leading performance:** Chevron cultivates leaders and works as a team to achieve industry-leading results. They keep raising the bar on actions and outcomes that satisfy stakeholders' high expectations.

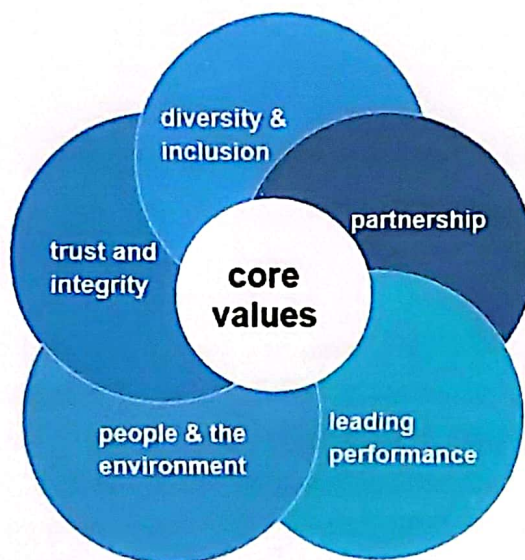


Figure 2: Chevron core values

2.1.3 Strategic Objectives of Chevron

Chevron's strategy, as stated in Table 2, is based on their skills, assets, and customers, as they strive to lead in reduced carbon intensity oil, goods, and natural gas, as well as create innovative products and solutions that cut the carbon emissions of important sectors.

Their strategy is based on their key strengths, which include a competitive portfolio, increased cost and capital efficiency, robust cash flow, and a market-leading balance sheet. They think that the same attributes that helped us survive market volatility will help us succeed in the future.

- **Align and inspire:** Set clear standards and express a unified goal to align and inspire;
- **Build relationships:** Develop trust through honouring promises, establishing a workplace where everyone belongs, and collaborating across boundaries in high-

performing teams to build connections;

- **Deliver results:** Deliver outcomes through giving individuals the power to make decisions and removing roadblocks to success;
- **Grow capabilities:** To preserve a competitive edge, enhance capabilities through offering and accepting feedback and taking well-thought-out risks.

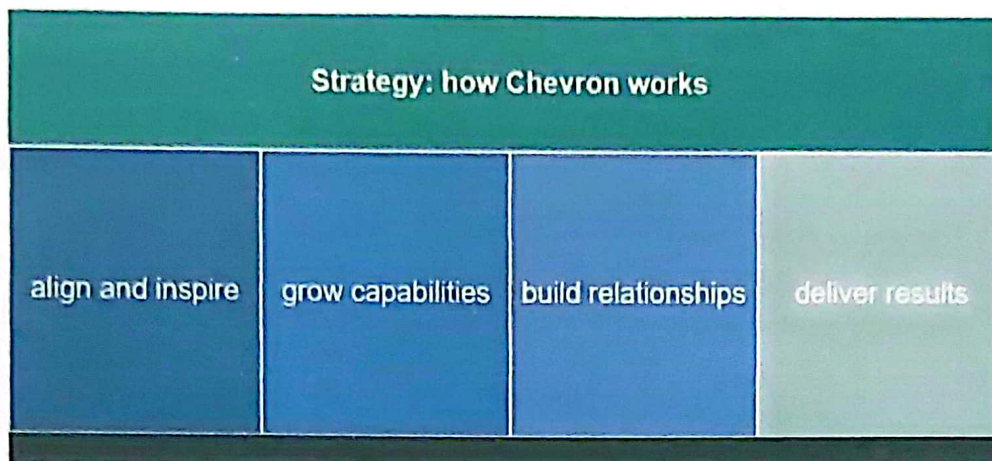


Table 2: Chevron's strategic objectives

2.1.4 Company History

Chevron has a long and illustrious history that dates back to September 10, 1879, when a group of explorers and businessmen founded the Pacific Coast Oil Co. Chevron dates back to 1879, when Pacific Coast Oil Co. was established. It was purchased in 1900 by the Standard Oil Co. & Trust, a large industrial conglomerate that once controlled nearly all oil production, processing, marketing, and transportation in the United States. In 1876, "Star Oil," one of Chevron's forerunners, found oil at the Pico Canyon Oilfield in the Santa Susana Mountains north of Los Angeles. Another forerunner, Texas Fuel Company, was formed in 1901 in Beaumont, Texas, by "Buckskin Joe" as an oil equipment distributor.

Chevron and Texas Fuel collaborated closely. Caltex, a joint venture with California Standard, was created in 1936 to explore for and produce oil in Saudi Arabia. In the year 2000, Chevron announced the purchase of Texaco (Chevron Corporation, 2021). Chevron paid \$18.4 billion for Unocal Corporation in 2005, boosting the company's petroleum and natural gas reserves by nearly 15%. After having several major activities, including as off-shore platforms off the Gulf of Mexico and the Permian Basin, Chevron began requiring select personnel, especially expatriate employees, those operating overseas, and workers on U.S.-flagged ships, to undergo COVID-19 vaccines in August 2021.

The regulation will take effect on November 1st for personnel in the Gulf of Mexico. Chevron briefly reduced output in Kazakhstan's Tengiz Field on January 5, 2022, in response to 2022 Kazakh protests sparked by high oil prices.

The origin of the name "Chevron"

Chevron owns the Standard Oil trademark in 16 states across the western and southeastern United States today. In the 1930s, the name "Chevron" was applied to several of the company's retail items. From 1946 until 1955, the name "Calso" was also used in states other than its native West Coast jurisdiction.

In 1984, Standard Oil of California and Gulf Oil joined, becoming the world's largest merger at the time. California Standard unloaded several of Gulf's operating companies and sold some Gulf stations and a refinery in the eastern United States to comply with antitrust laws in the United States.

Standard Oil of California used the same year to change its legal name to "Chevron Corporation," as it had been doing for decades under the well-known "Chevron" retail brand name. In Figure 3, is a summarized breakdown major incident of Chevron in every 50 years.

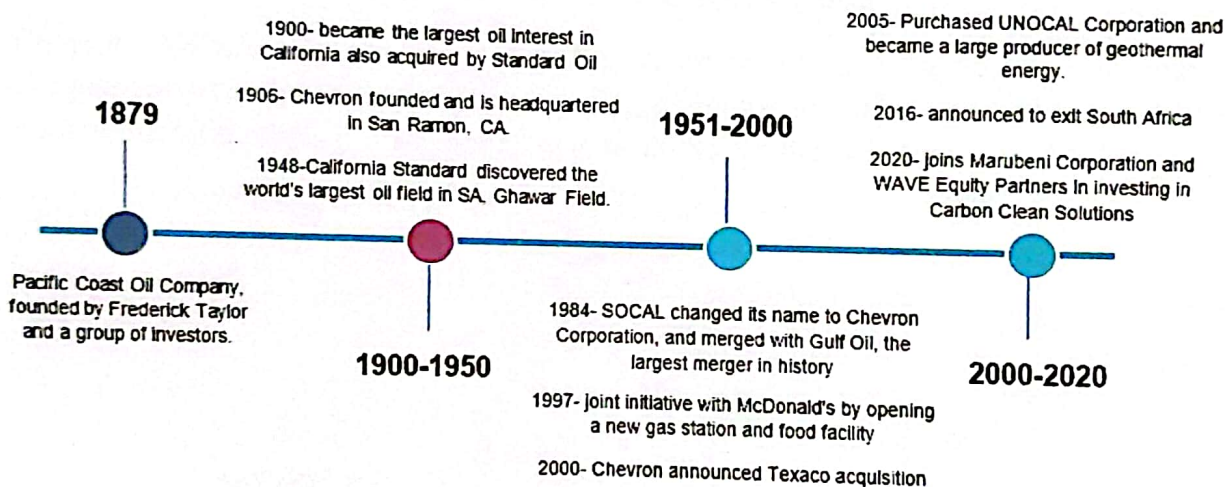


Figure 3: Major Incident Timeline for Chevron

2.2 Chevron Global Operations

Upstream and downstream operations are Chevron's two main business divisions. The upstream division is responsible for oil and natural gas exploration and production, while the downstream section is responsible for refining, transportation, and marketing. Chevron also has a presence in debt financing, insurance, real estate, and technological development.

Exploration, development, and production of crude oil and natural gas; liquefaction, transportation, and regasification of liquefied natural gas; transporting crude oil via major international oil export pipelines; processing, transporting, storage, and marketing of natural gas; and a gas-to-liquids plant are all part of the Upstream segment. Refining crude oil into petroleum products, marketing crude oil and refined products, transporting crude

oil and refined products by pipeline, marine vessel, motor equipment, and rail car, and manufacturing and marketing commodity petrochemicals, plastics for industrial uses, and fuel and lubricant additives are all part of the Downstream segment.

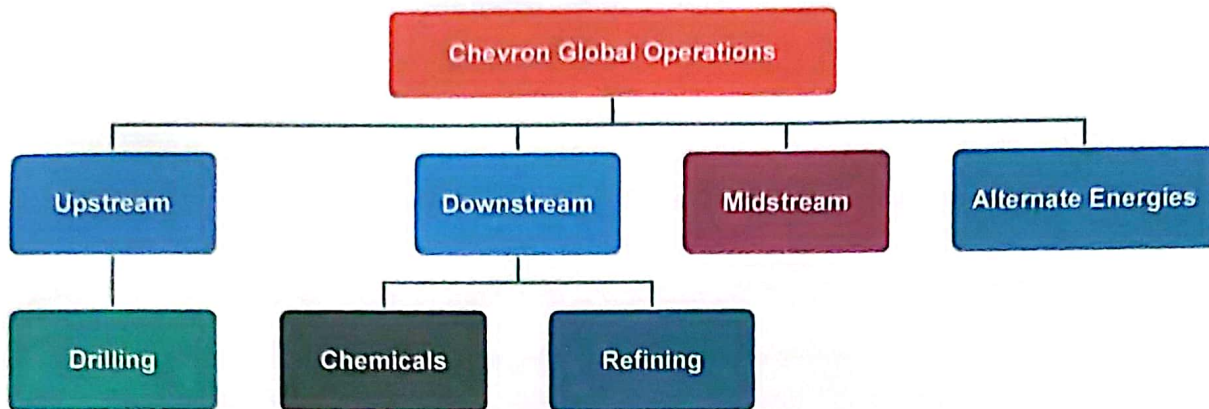


Figure 4: Chevron Global Operations

Chevron alternate energies has a new branch on which they are currently focusing. Commercialization potential in hydrogen, carbon capture, and offsets, as well as assistance for continuous biofuels growth, are among the division's first priorities.

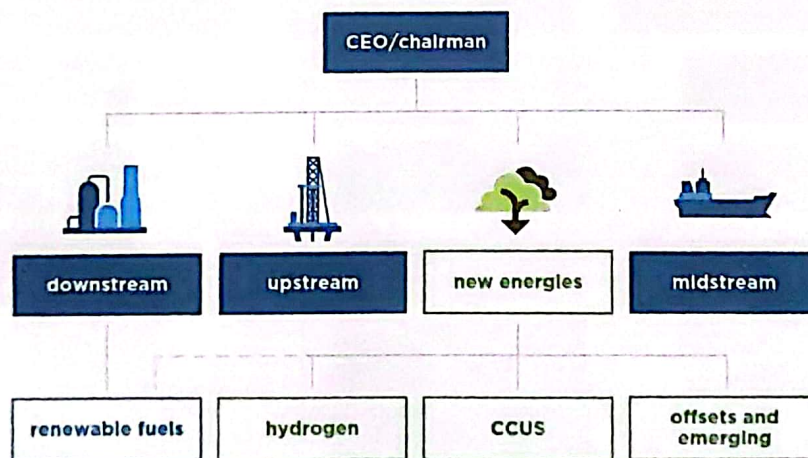


Figure 5: Chevron New Energies Operations

Chevron is likewise moving in the direction of a more sustainable future. Geothermal, solar, wind, biofuel, fuel cells, and hydrogen are among Chevron's alternative energy operations (Chevron Corporation, 2021). It increased its use of biofuel from dairy farms, such as biomethane, significantly in 2021. Chevron claims to be the world's largest geothermal energy producer. The majority of the company's geothermal operations were in Southeast Asia; however, these assets were sold in 2017.

2.2.1 Products and Services

Chevron sells its products under three different names around the world: Chevron, Texaco, and Caltex. In the United States and around the world, these brands have greater rankings and market value. Chevron combined with Texaco in 2001 to acquire a competitive advantage in the United States over its competitors. Caltex was once owned by both Chevron and Texaco, but following the merger, it became a subsidiary of Chevron Corporation.

Services: Chevron provides retail, commercial, industrial, and aviation gasoline clients in the United States, Latin America, Africa, and the Caribbean through the Texaco brand. Caltex markets the petroleum products in the Asia-Pacific area and the Middle East.

Products: Fuels, lubricants, additives, and petrochemicals are among the items manufactured and sold by Chevron's downstream activities. The company's main operating areas are the west coast of North America, the Gulf Coast of the United States, Southeast Asia, South Korea, Australia, and South Africa. Gasoline, diesel, and jet fuel are among the refined products available. Texaco and Caltex fuel and lubricant products are trademarked by Chevron. I have summarized Chevron's brands, goods, and services in Figure 6.

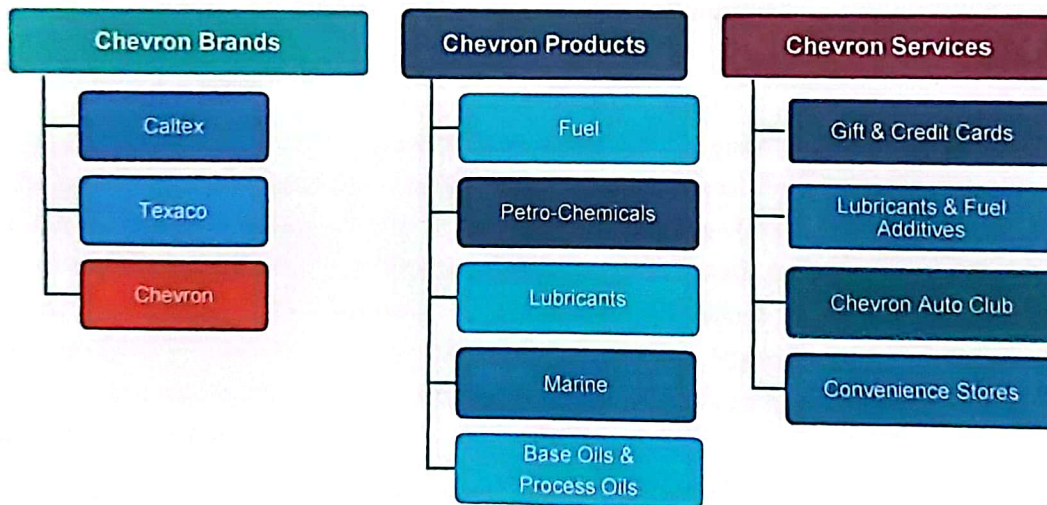


Figure 6: Chevron brands, products & services

2.2.2 Suppliers

Chevron Supply and Trading (S&T) serves as a vital link between the market and Chevron's upstream, downstream, and chemicals businesses, providing commercial support for the company's crude oil and natural gas production, refining, and marketing operations. S&T is based in Houston, Texas, and has offices all around the world.

Crude Supply and Trading (CS&T): is a company that buys, sells, and transports crude oil in all grades.

Gas Supply and Trading (GS&T): helps Chevron maximize the value of its equity natural gas, liquefied petroleum gas (LPG)/natural gas liquids (NGLs), and LNG around the world.

Product Supply and Trading (PS&T): is responsible for the global supply, trading, and logistics of fuels, and refined products such as gasoline, diesel as well as other products for the manufacturing and marketing network.



Figure 7: Chevron supply and trading

2.3 Chevron Bangladesh

Chevron performs upstream functions in Bangladesh and sells all of its natural gas and condensate to Bangladesh Oil, Gas & Mineral Corporation (Petrobangla), the country's government oil corporation. The three gas fields – Bibiyana, Jalalabad, and Moulavi Bazar – are operated under Production Sharing Contracts (PSC) with the Ministry of Energy and Mineral Resources of the People's Republic of Bangladesh, as well as Petrobangla (Chevron Bangladesh, 2021). The Muchai Compressor Station, in Bahubal, Habiganj District, is also part of the PSC and was inaugurated in 2012 to improve the capacity of the North-South pipeline.

2.3.1 Chevron Bangladesh (BPC) Operations

Chevron is divided into five regions: Europe and Eurasia, Asia Pacific, Africa and the Middle East, Latin America and the Caribbean, and the United States and Canada. Bangladesh, China and Thailand are managed by the Asia South Business Unit (ASBU). Bangladesh is the world's largest natural gas producer, accounting for more than 55 percent of total domestic natural gas output. In the table below, Chevron Bangladesh operations have been summarized:

Bibiyana		Jalalabad		Moulavi Bazar	
1995	PSC signed	1995	PSC signed	1995	PSC signed
2007	Started operation	1999	First production	2005	First gas
2020	27 wells	2020	8 wells	2020	7 wells

Table 3: Chevron Operations in Bangladesh

Through the application of Operational Excellence Management System, Chevron Bangladesh is able to prioritize the safety and health of our employees, as well as the protection of communities, the environment, and our assets:

- Consider the surroundings when making decisions: They all make decisions considering the environment from everyday actions to significant capital investments.
- Reduce environmental impact: They employ business procedures to detect and manage environmental hazards, as well as mitigate potential environmental impacts over the asset's lifetime.
- Carry out duties responsibly: To avoid inadvertent discharges, they use Tenets of Operation to improve reliability and process safety.
- Keep an eye on properties: They work to decommission, rehabilitate, and reclaim operational and legacy sites in order to make them useful again.

Chevron Corporation is divided into several regional offices based on their operations. Under each regional office there are two or more Business Units. Under these business units there are corporate offices known as Profit centers.

Chevron Bangladesh is a profit center and falls under the Asia South Business Unit (ASBU) and reports to the Thailand regional office for now. The ASBU reports to the regional office of Chevron Asia Pacific.

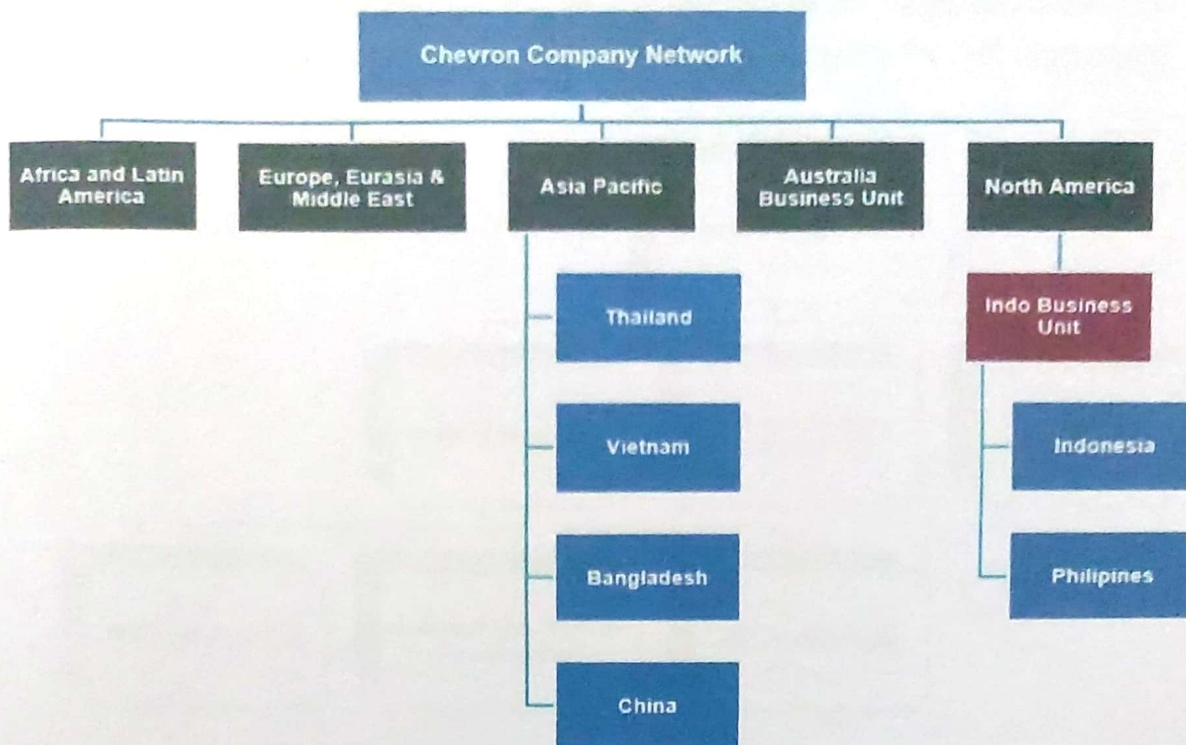


Figure 8: Chevron operations network

2.3.2 Organogram

Chevron Bangladesh has the following corporate level departments operating along with rotational employees working in field. They manage all aspects of the company's operation, from corporate compliance to strategic planning.

Chevron Bangladesh corporate-level departments	Operations
	Maintenance
	Base Business
	Security
	Asset Development & Wells
	Facilities Engineering & Construction
	Health Safety & Environment
	Human Resources
	Health & Medical
	Finance
	Supply Chain Management
	Corporate Affairs
	IC&T
	Legal
Planning & Commercial	

Table 4: Chevron Bangladesh corporate level departments

The Business Units as in Figure 8, are led by a President and a team of General Managers each responsible for a particular department. The Profit Center department directors report to these Business Unit department General Managers along with their respective

presidents. Due to confidentiality, the whole organogram of the company cannot be shared however, as I was a HR intern, I have illustrated the organogram for HR department below in Figure 9.

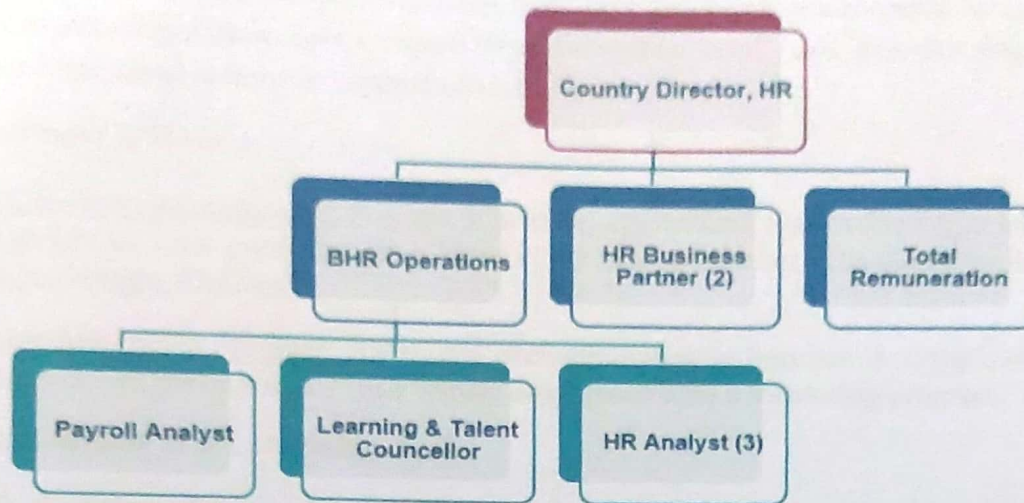


Figure 9: HR Organogram in Bangladesh

2.4 Chevron Global Projects

Chevron is dedicated to a diverse and inclusive culture that reflects the communities in which it operates through prioritization of people and environment to create a sustainable impact to meet energy demands for future need.

2.4.1 Global Projects

Their global projects as Chevron Strategy & Sustainability (CSS) directs the company's core strategies and sustainability activities by blending macroeconomic, energy market, price, competitive intelligence, and energy transition views; it also mobilizes key leadership groups to achieve strategic goals.

Chevron Sustainability: Advancing a lower carbon future

Chevron believes that the future of energy will be a lower carbon future. As a result, their plan is to be a leader in efficient and lower-carbon production of traditional oil and gas energy, which is in great demand today and for years to come, while also building lower-carbon enterprises, which we believe will become more important in the future.

Chevron Collaboration: Chevron New Energies

Chevron U.S.A. Inc. and Restore the Earth Foundation, Inc. announced a reforestation deal for up to 8,800 acres of property in St. Charles Parish, Louisiana, through their Chevron New Energies business. Chevron and the Restore the Earth Foundation will collaborate on the project to produce a nature-based solution that will remove carbon from the atmosphere while focusing on reforesting natural cypress forests and swamps in St. Charles Parish.

Diversity and Inclusion

Encourage various ideas and experiences to create a strong, inclusive culture. Chevron is working to promote a diverse and inclusive workforce and work environment by having intentional talks about these topics. Figure 10 shows more diversity and inclusive programs that drive intentional actions in support of an inclusive culture.

Empowerment of Women

- **The Chevron Championship:** It is one of professional women's golf's five major events. It is an LPGA Tour event that takes place every year at Mission Hills Country Club in Rancho Mirage, California.
- **Female Mentoring Program:** ASBU has been attempting to improve its organizational competence to provide all of their female employees with a mentoring program.

Cultural Empathy as a Leadership Tool

- **2022 Learning Series:** Leading with Cultural Empathy will assist employees understand why empathizing with people from other cultures as a leadership talent is vital to our company's success.
- **Elevate:** It is a new program modeled after the concept of the Women's Employee Network's Men Advocating Real Change (MARC) program, which established a framework for men and women to engage frank, open discourse about gender parity and workplace obstacles.
- **Enabled:** It has worked with our Talent Acquisition and IT teams to create a neurodiversity program to attract bright people with autism to work in areas like infrastructure, cybersecurity, and data science.
- **The XYZ Network:** It is one of Chevron's oldest programs, aiming to connect Chevron employees to short-term projects that are aligned with their career aspirations, in order to provide answers for business executives and opportunities for employees



Figure 10: Chevron Diversity and Inclusion Global Programs

2.4.2 Local Projects

These projects are for Chevron Bangladesh exclusively where Chevron supports the communities to invest more on their corporate social responsibility (CSR). Chevron Bangladesh participates in activities and initiatives that benefit thousands of people in northeast Bangladesh, with an emphasis on economic development, education, and health care (Chevron Bangladesh, 2021). Chevron's global social investment areas of focus are economic development, education, and health, with the goal of promoting long-term human progress

Continued Support for Local Students

Chevron Bangladesh has awarded scholarships to 783 students from 23 educational institutions near Chevron's Bibiyana, Jalalabad, and Moulavi Bazar gas fields as part of its ongoing annual scholarship program for financially disadvantaged, meritorious students.

Support for local entrepreneurs

Jibika: This initiative, funded by the Bangladesh Partnership Initiative (BPI), aimed to encourage entrepreneurship among impoverished and marginalized agricultural communities in the vicinity of Chevron-operated gas fields.

Uddokta: It aims to boost the impact of Chevron's investments in Bangladesh in improving the lives and livelihoods of rural people by focusing more on empowering local entrepreneurs and creating inclusive market systems that connect smallholder farmers to more lucrative prospects.

Skill development program for locals

"Uttoron – skills for a better life," a three-year initiative with Swisscontact aimed at making training more accessible and connecting learners with respectable firms in the region.

Local Community Hospitals Receive Covid Support

Chevron's Bangladesh subsidiaries recently donated 15 oxygen concentrators to four local hospitals near its Bibiyana and Moulavi Bazar gas plants to satisfy the immediate requirements of patients suffering from hypoxemia.²

Providing education for the underprivileged students

Shikhon: A cooperation between Chevron and Save the Children provides three and a half years of accelerated non-formal primary school education.

² Hypoxemia - a condition in which blood oxygen levels are lower than usual.

2.5 Company Analysis

SWOT analysis is done below to learn about the company's strengths, weaknesses, opportunities and threats.

Strengths: Strengths can help make sure maintain them to gain competitive advantage.

- **Brand Value:** Chevron is regarded as the 7th most valuable oil and gas brand, according to Brand Finance.
- **Vertical Integration:** Chevron has successfully integrated its business activities vertically by operating in the exploration and production of natural gas, crude oil, and other petroleum products in the upstream market.
- **Research and Development (R&D):** Chevron is constantly working to improve its technologies in order to reduce its carbon footprint and GHG emissions³ and owns numerous patents and has made significant investments in R&D.
- **Geopolitical Relation:** Chevron has a significant geographic presence throughout the world. It can be found in over 180 countries.
- **Competitive Advantage:** Chevron invests in alternative energy and is involved in mergers and acquisitions with similar companies to achieve a competitive advantage.
- **Lubricant and Gas Inventories:** Chevron has enough lubricant and gas reserves, as well as wells, to meet future demand.

Weaknesses: Weaknesses are the areas where the company is lacking behind and needs improvement.

- **Pandemic:** The global effort to halt the spread of the coronavirus by implementing fast economic shutdowns depleted demand, throwing the supply/demand relationship out of whack. Oil prices actually dropped to zero at one point.
- **Shortage of Resources:** As petroleum and other fossil fuels are non-renewable resources, their future reserves are diminished when they are extracted from the environment.
- **Geopolitical Tension:** In some countries, such as Ukraine, there are strict government rules and regulations that reduce operational efficiency and obstruct business operations.
- **Environmental & Social Impacts:** As the demand for energy rises and our reliance on fossil fuels grows, Chevron may have an opportunity to expand in its industry.

Opportunities: Chances of the company's future growth are referred to as opportunities.

- **Global Demand:** As the global demand for natural gas rises, Chevron can look for high-

³ GHG – Greenhouse Gas Emission

demand projects to invest in.

- **Alternative Energy:** Chevron is significantly investing in solar and wind power, which will assist to enhance energy storage in the long run.
- **Global Economic Growth:** As the demand for energy rises and our reliance on fossil fuels grows, Chevron may have an opportunity to expand in its industry.
- **The Demand-Supply Gap:** The demand-supply gap is expanding, providing Chevron with a fantastic opportunity to capitalize on the market's excess demand. Chevron can expand its market share by seizing this chance

Threats: Issues that may generate future troubles for the company.

- **Market Volatility:** Events that have the potential to disrupt the flow of oil and products to market, such as geopolitical and weather-related developments, which can affect oil and gas prices, leading to increased price volatility.
- **Climate Changes:** As energy demand rises, carbon dioxide emissions in production and upstream are expected to rise, which Chevron must keep under control.
- **Political Volatility:** Politics is always present when it comes to energy demands and production. Chevron has the risk of becoming a victim of future political developments.
- **Emerging Competition:** Over the last two years, increased rival technologies and profit stability have boosted competition in the business, putting downward pressure on not only profit but also sales.



Table 5: Chevron SWOT Analysis

Chapter 3 Industry Analysis

3. Industry Analysis

Industry analysis is a component of a company's strategic planning. Analyzing the industrial environment in which firms' function is what industry analysis is all about.

3.1 Industry Size

In 2021, global oil demand increased by 5.5 million barrels per day, returning to pre-pandemic levels in 2022. The introduction of additional COVID-19 variations in 2021 hindered demand recovery, with air travel and jet fuel being the most affected. In 2021, global natural gas demand increased by 4.1 percent, reversing losses from the previous year

3.1.1 Growth Trends

Upstream, they produced 3.1 million oil-equivalent barrels per day in 2021, a new high and a small rise over the previous year. They added 1.3 billion barrels of net oil-equivalent proved reserves this year, which is equivalent to 112 percent of net oil-equivalent output. The Permian Basin, the Gulf of Mexico, and Australia provided the most net additions (Chevron Corporation, 2021). Kazakhstan's assets had the most net decreases, owing to increasing prices and their negative impact on reserves. The Future Growth Project and Wellhead Pressure Management Project in Kazakhstan are both 89 percent complete. They approved the Jansz-Lo Compression project in Australia, which is expected to provide a key source of natural gas to clients in the Asia-Pacific area.

Five-year cumulative total returns
(calendar years ended December 31)

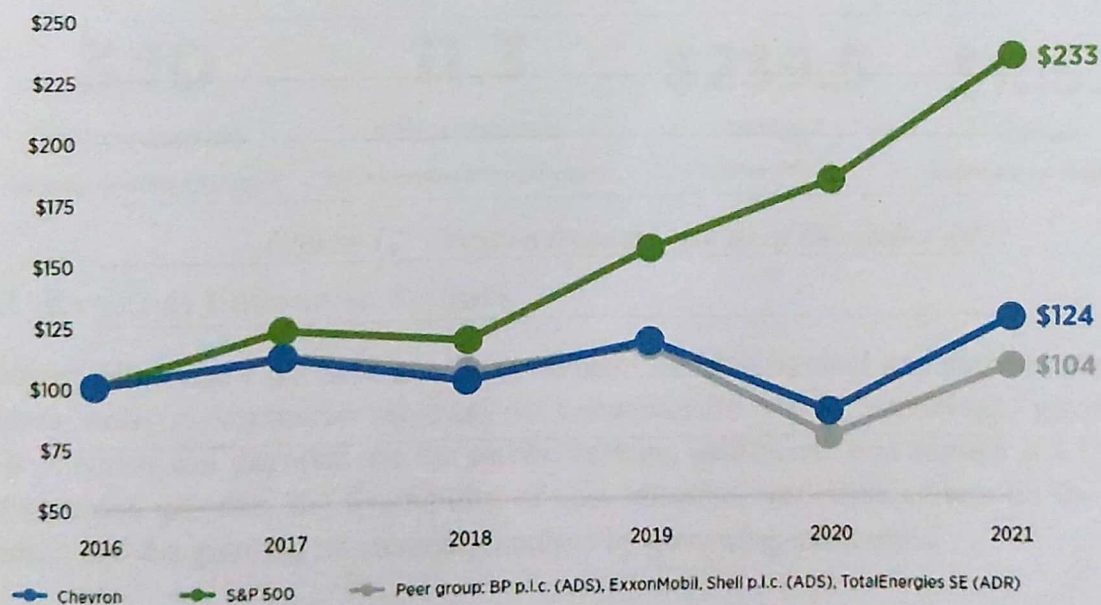


Figure 11: Chevron performance graph

Performance graph

The stock performance as shown in Figure 11, graph above compares a \$100 initial investment in Chevron stock to an equal investment in the S&P 500 Index⁴ or the Competitor Peer Group. The peer group is weighted by market capitalization as of the beginning of each year, and the comparison spans a five-year period commencing December 31, 2016, and ending December 31, 2021. It considers the reinvestment of any dividends that an investor is entitled to, as well as stock splits. Between 2017 and 2021, the interim measurement points indicate the value of \$100 invested on December 31, 2016, as of the end of each year.

3.1.2 Maturity of the Industry

A mature industry is one that has gone through both the emerging and growing stages of development. Chevron pushed the Anchor project in the Gulf of Mexico of the United States. In the second half of 2021, they also completed the sales of many traditional Permian Basin properties. In Downstream & Chemicals, GS Caltex, a 50 percent owned affiliate, started up an olefins mixed-feed cracker and accompanying polyethylene unit ahead of schedule and on budget at its refinery in Yeosu, South Korea.

They also completed the acquisition of an equity interest in American Natural Gas (now Beyond6) and its network of 60 compressed natural gas stations, and signed an agreement with Neste Oyj to acquire its Group III base oil company and brand. Their capital budget for 2022 excludes \$600 million in planned inorganic investments for the creation of a renewable fuel feedstocks joint venture with Bunge. Their 2021 results in Figure 12 reflect the maturity of the industry.



Figure 12: Chevron industry size as of December 2021

3.2 External Economic Factors

Chevron Upstream's net zero goal is contingent on both internal and external economic factors, such as continued progress on commercially viable technology, government policy, successful negotiations for carbon capture, utilization, and storage (CCUS) and nature-based projects, the availability of cost-effective, verifiable offsets on the global market, and the granting of necessary permits by governing authorities.

⁴ S&P 500 is an acronym for Standard and Poor's 500, a stock market index that measures 500 publicly listed domestic firms in the United States.

3.2.1 Impacts of External Factors

The upstream segment's earnings are highly linked to crude oil and natural gas industry prices. Product demand linked to global economic conditions, industry production and inventory levels, technology advancements, production quotas or other actions imposed by OPEC+ countries, regulatory actions, weather-related damage and disruptions, competing fuel prices, and natural and human causes beyond the company's control, such as the COVID-19 pandemic, are all factors that affect crude oil and natural gas prices. Any of these variables could stifle a company's ability to produce in a certain region. The corporation keeps a careful eye on developments in the nations where it operates and invests, and it works to minimize risks when running its facilities and companies.

3.2.2 Managing External Factors

To successfully control costs and maintain supply chain resiliency and continuity in support of operational goals, the organization is actively managing its schedule of work, contracting, procurement, and supply chain activities. External factors beyond the company's control can affect third-party costs for capital, exploration, and operating expenses, including, but not limited to, severe weather or civil unrest, construction delays, global and local supply chain distribution issues, general inflation, tariffs or other taxes imposed on goods or services, and market-based prices charged by the industry's material and service providers. Chevron uses a variety of pricing systems in its contracts, so there may be a lag before the company's expenses reflect market developments.

3.3 Seasonality

Natural gas prices in local markets are more closely matched with seasonal supply-and-demand and infrastructure circumstances. Prices at Henry Hub in the United States averaged \$3.85 per thousand cubic feet (MCF)⁵ in 2021, compared to \$1.98 per MCF in 2020. The Henry Hub spot price was \$3.93 per MCF as of mid-February 2022. Natural gas prices vary widely outside of the United States, depending on a variety of supply, demand, and regulatory factors. Long-term contract pricing for liquefied natural gas (LNG) at the corporation are usually tied to crude oil prices.

3.4 Technological Factors

Technology plays a critical role in assisting us in delivering affordable, reliable, and ever-cleaner energy that supports global human progress and economic success to lower-carbon traditional energy production, which is in great demand today and for years to come, while also building lower-carbon businesses that will play a larger role in the future (Chevron Global, 2021). The technology used enables to identify and commercialize new oil and gas

⁵ MCF is a unit of measurement for natural gas, such as 400 MCF per day, corresponds to a daily production rate of 400,000 cubic feet.

fields at a lower cost, as well as extract more resources from existing fields. They also allow to integrate data and information so that we may efficiently and effectively manage and develop our worldwide assets.

Chevron Technical Center: Their technical expertise is centralized, and their work is integrated across the company, guaranteeing good alignment between our technologies and our business priorities. This cross-value-chain collaboration aids us in addressing technological issues and developing scalable solutions.

Chevron Technological Ventures: It identifies, develops, and commercializes breakthrough technologies with the potential to revolutionize energy generation and use.

Existing Chevron Technology

- **Deepwater:** Advances in technology are opening up new possibilities far beneath the ocean's surface.
- **Exploration:** This enhances location and proof new resources, from seismic imaging to chemical fingerprinting.
- **Innovation:** It is advancing our performance – and our environmental stewardship – in the shale industry.
- **Liquefied natural gas:** We can securely deliver natural gas from our legacy projects all over the world thanks to liquefied natural gas technology.
- **Energy Efficiency:** New technology that can help enhance efficiency and reduce emissions are referred to as energy efficiency.



deepwater



exploration



shale



liquefied natural gas



energy efficiency

Figure 13: Chevron existing technology

3.4.1 Managing Technological Factors

Laws, regulations, private claims, and legal proceedings related to environmental matters that are subject to legal settlements or that may require the company to act in the future to

correct or ameliorate the effects on the environment of prior releases of chemicals or petroleum substances by the company or other parties expose the company to loss contingencies. Various active, closed, and divested sites, including but not limited to U.S. federal Superfund sites and equivalent sites under state legislation, refineries, chemical plants, marketing facilities, crude oil fields, and mining sites, may have such scenarios.

3.5 Regulatory, Political and Legal

Aside from acquisitions, the company's ability to add proven reserves may be hampered by events and circumstances beyond its control, such as delays in government permitting, partner approvals of development plans, changes in oil and gas prices, OPEC constraints, geopolitical uncertainty, and civil unrest.

3.5.1 Managing Regulatory, Political, and Legal Uncertainties

Laws, regulations, private claims, and legal proceedings related to environmental matters that are subject to legal settlements or that may require the company to act in the future to correct or ameliorate the effects on the environment of prior releases of chemicals or petroleum substances by the company or other parties expose the company to loss contingencies (Chevron Corporation, 2021). Various active, closed, and divested sites, including but not limited to U.S. federal Superfund sites and equivalent sites under state legislation, refineries, chemical plants, marketing facilities, crude oil fields, and mining sites, may have such scenarios.

3.6 Competitive Environment

As drilling activity in the United States and elsewhere picks up, oil and gas industry inputs are projected to see ongoing rising market pressure (such as rigs and well services). The rate of economic growth and altering spending habits may result in increasing cross-industry competition for resources, affecting the cost of non-oil and gas goods and services.



Figure 14: Chevron global competitors

3.6.1 Managing Competitive Environment

Chevron is focusing on technology for several reasons, one of which is to invest in renewable energy sources. Chevron can be a significant player from the time crude oil is extracted until it reaches the gas tank of the consumer thanks to an integrated upstream and downstream technology sector. Chevron is a pioneer in the use of diverse technologies for deep-water fields and hydro processing, giving it a competitive advantage over other

energy firms and improving its position in the fuel market. Oil firms are frequently chastised for failing to prioritize corporate social responsibility

3.7 Industry Overview using PESTEL

Political Factors that Impact Chevron Corporation

Chevron Corporation is a major integrated oil and gas company with operations in more than a dozen countries, exposing it to a variety of political risks. Diversifying the systematic risks of the political environment is necessary to accomplish success in such a dynamic Major Integrated Oil & Gas industry across several nations.

Economic Factors that Impact Chevron Corporation

Demand and aggregate investment in an economy are determined by macroeconomic factors such as inflation rate, savings rate, interest rate, foreign exchange rate, and economic cycle. Microenvironmental elements such as competition standards have an impact on the firm's competitive advantage. Chevron Corporation can forecast the growth trajectory of not only the —sector name— sector but also the organization by using country economic factors such as growth rate, inflation, and industry economic indicators such as Major Integrated Oil & Gas industry growth rate, consumer spending, and so on

Social Factors that Impact Chevron Corporation

The culture and way of life of a society have an impact on the culture of an organization in a given context. Chevron Corporation marketers will understand the customers of a given market and design the marketing message for Major Integrated Oil & Gas industry consumers based on shared beliefs and attitudes of the population.

Technological Factors that Impact Chevron Corporation

Across the board, technology is rapidly disrupting numerous businesses. A company should not only do a technological analysis of the industry, but also determine the rate at which technology disrupts it. Slower speeds allow for more time, whilst faster speeds allow for less time for a company to cope and remain profitable.

Environmental Factors that Impact Chevron Corporation

Varying markets have different norms or environmental regulations, which might have an impact on a company's profitability. Even within a country, states can have disparate environmental and liability legislation. Before entering new markets or starting a new operation in an existing market, a company should thoroughly assess the environmental criteria that must be met in those markets.

Legal Factors that Impact Chevron Corporation

The legal framework and mechanisms in a number of nations are insufficient to protect an organization's intellectual property rights. Before entering such markets, a company should carefully consider its options because it could result in the theft of the company's secret sauce, reducing its total competitive advantage.



Figure 15: Chevron PESTEL Overview

Chapter 4 Internship Description

Redefining a Post-Pandemic World of Work:

**Digitization of Total Reward Programs & HR Operations of
Chevron Bangladesh**

4. Internship Description

I joined Chevron as an intern under Human Resource Department, more specifically under Total Remuneration and Payroll. My role at Chevron Bangladesh was to assist in Human Resource Management related tasks. I work directly under Rezaul Huda, Total Reward Advisor in Chevron Bangladesh. I was selected after going through 3 selection process followed by medical and security clearance as shown in Figure 16:

CV screening: The process of determining whether a candidate is qualified for a role based on his or her education, experience, and other information captured on their CV

Aptitude test: Online test used to determine an individual's skill or propensity to succeed in a given activity. Aptitude tests assume that individuals have inherent strengths and weaknesses, and have a natural inclination toward success or failure in specific areas based on their innate characteristics.

Interview: A formal conversation in which the candidate and an employer exchange information.

After selection confirmation, medical and security clearance is done for the final confirmation.

Medical Clearance: A medical clearance is used to determine whether a proposed treatment or activity could affect the patient's condition or, conversely, if the patient's condition could affect a proposed treatment or activity

Security Clearance: A security clearance allows an individual filling a specific position to have access to classified national security information up to and including the level of clearance that they hold as long as the individual has a "need to know" the information and signed a non-disclosure agreement.

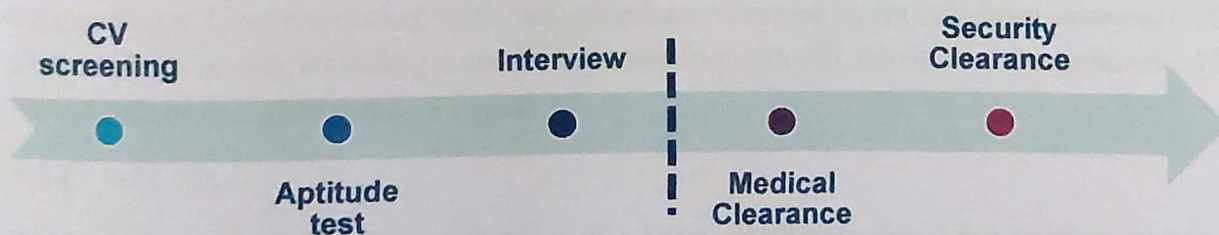


Figure 16: Recruitment at Chevron

Internship at Chevron prepares one individual for future career progression with all the grooming sessions they have, trainings etc.

My internship journey started from January 02, 2022 and ended on March 31, 2022. It was a 3-month internship program where due to COVID restrictions, Chevron Bangladesh

office was operating work from home so was my internship, later from March, work from office resumed. My report below all shows ways on how can be redefined for a post-pandemic work culture keeping the learning from pandemic like a hybrid work culture, online meetings rather travelling from one floor to another, which saves time, making online record of activities so that it is easier to find later.

4.1 The New Norm at Chevron

Bangladesh does not have a well-developed work from home culture yet unless pandemic happened. Chevron Bangladesh since the dawn of pandemic started operating work from home. A lot of new programs initiated since then like Open Mic, e-forums, more online workshops etc.

Work from home: During work from home, tasks were more online based, where we had to schedule meetings with seniors based on their calendars, complete the online courses for additional learning, chevron has immense learning platforms to diversify employee's knowledge, impromptu teams meeting to seek guidance anytime at anyone's convenience.

Work from office: During work from office, more interactions with senior and some tasks which were possible easily happened which was a little hassle some while work from home, can help prevent tech fatigue and is beneficial to our physical and mental wellbeing. It improves collaboration for meetings and group work, fosters cross-colleague relationships, and facilitates training and development opportunities.

Hybrid: For now, Chevron is maintaining a hybrid work culture with 4-days work from office and 1-day work from home. It improves their well-being, income, and mobility by offering them greater flexibility and autonomy over where and how they work, as well as allowing them to spend less time commuting.

4.2 Onboarding at Chevron as a HR Intern

Onboarding at Chevron started with induction later followed by introductory sessions with all the HR personnel including a one-to-one meeting with HR Director of Bangladesh. All the inductions are mentioned in Figure 17.

4.2.1 Induction

Medical Induction: This is to inform newly hired employees about the medical code of conduct that must be followed to work efficiently, as well as the importance of maintaining good health while working, such as reporting any illness as soon as possible and seeking advice from the Medical Department to avoid disrupting the regular workflow.

Compliance Induction: The purpose of this Compliance Induction training is to assist newly hired workers in better understanding the company's regulatory and ethical

requirements, as well as how to address conflicts of interest and other compliance-related difficulties.

Security Induction: People, information, and assets are protected against potential threats and dangers such as espionage, terrorism, and sabotage through protective security. To handle the threats, it entails identifying, assessing, and reviewing security measures and procedures. Physical security, human security, and information security are all part of security concerns. All these factors must be considered because they complement one another.

IT Induction: This is to instill a common knowledge of IT awareness among employees and contractors in order to help and safeguard persons and assets (P&A). Everyone is responsible for security and risk management, corporate policies framework of company's security process, how to detect sorts of possible security risks, and so on. Security concerns include physical security, human security, and information security. All these things must be examined since they are mutually beneficial.

Health, Safety and Environment (HSE) Induction: Chevron is about protecting the people and the environment, that is the core part of their belief, hence HSE induction is very important. The goal of this Health and Safety (HSE) Induction is to make newly recruited employees aware of the health and safety standards, specifying how to do job safely, providing necessary HR and emergency contacts, and training requirements, rules and procedures, and knowledge of pertinent risk assessments etc.

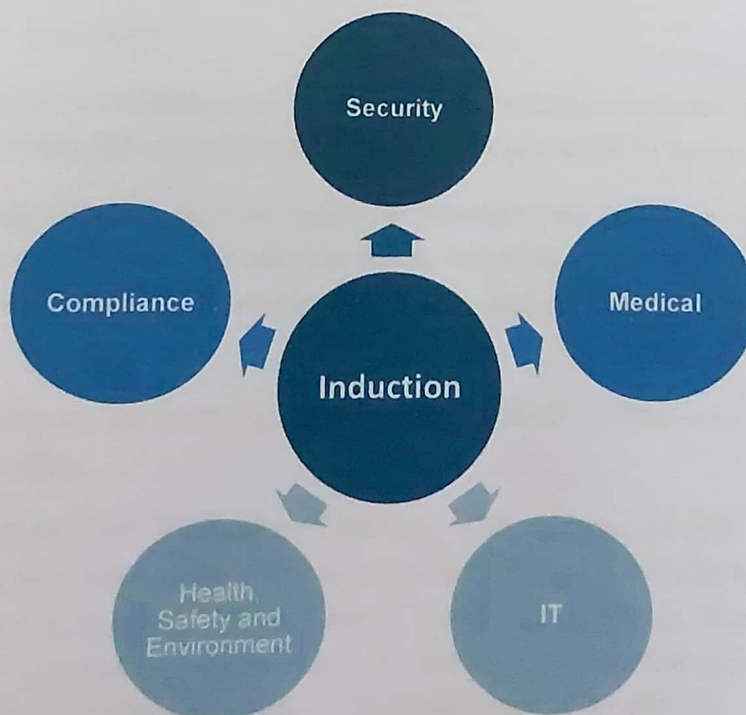


Figure 17: Induction for newly hired at Chevron

4.2.2 Introductory Sessions

Chevron supports everything that enables one to grow in their role and beyond – from hands-on experience to mentoring and training programs.

The session was meant to have a one-to-one meeting with other HR personnel to get to know more about them. Their Chevron journey, roles and responsibilities they have been carrying out in Chevron. These discussions played an utmost importance to my learning as it helped to know more into the functions that exist in HR and how they operate. Some include:

- How HR Business Partners function
- Significance of the courses/training
- Career guidelines
- Expatriate administrated related work
- HR Operations roles
- Payroll tasks

4.3 Learning

In the first week, I was given access to Chevron's Workday where employees are designated with some mandatory courses that needed to be accomplished to align employees with compliance issues, aware of security breaches and risk management of personal and office assets. I have summarized my learning activities during the three month internship tenure.

4.3.1 Workday Learning:

Workday delivers cloud solutions for unified finance, human resources, and student/faculty lifecycle management that are tailored to the way people work in today's businesses.

Workday is a cloud-based human resource management software system that brings together a variety of HR functions into one place. Benefits, personnel management, payroll, time tracking, compensation, workforce planning, and recruiting are all included in the software.

I was given access to the learning platforms in workday. Here are the courses that I accomplished learning:

Security Awareness and Vigilance Training: The purpose of this course is to give Chevron workers and contractors a common understanding of security to assist and secure Chevron personnel and assets. What I learnt from this course is that security and risk management is everyone's responsibility, corporate policies framework of Chevron's security process, how to identify types of potential security threats etc.

Corporate Compliance Data Privacy: Data Privacy course is designed to give employees a better awareness of personal data and information, the history and principles of data

protection, the ramifications of not following applicable laws and regulations, and employees' obligations in terms of data protection. I became more aware about data privacy best practices and the dangers of mishandling personal information.

- Organizational risk management problem: Data privacy should be considered as a whole-of-organization risk management problem, not just a concern for technical expertise.
- Track data flow: It can be done by making a map of dataflow by knowing what one has, who has it, where it is kept, and to whom it is given.
- Compliance: Ensuring actions are consistent with your words. Employees should comply with comprehensive privacy policies and will be held accountable for the responsibilities and statements they make under those policies.

Business conduct and ethics code (BC&EC) Training: The purpose of this training is to go over several key areas of Chevron's code of conduct to help become a better decision maker when faced with ethical decisions. This training allows organizations to create and sustain programs that have been shown to promote organizational integrity and build strong ethical workplace cultures that do the right thing.

Information Risk Management Course: IRM in short is an important course which aware of data breach and cybercrime incidents. An organization's most important tool is information. There are, however, cyber threats, such as the possibility of data being disclosed or misused. This course introduced information security, as well as other information security topics.

- several layers of security
- risks and weaknesses to information security
- concept of data and data security
- risk management strategies,
- risk management elements, and
- risk assessment methods

Information security is the employment of cutting-edge technology and defense techniques to secure and protect sensitive data. Some of the most significant ideas in cyber security are understanding risks, preserving system security against risk, and managing risk in the face of attacks.

Corporate Compliance Operational Excellence: The goal of this training is to learn about Chevron and align with its core values, which include the Chevron Way, which prioritizes the protection of people and the environment, and to contribute to Chevron's

vision of becoming the world's most admired energy company for its people, partnerships, and performance.

Accessibility of Information and Engineering Resources: this is to understand the pain points which occurs when information is missing. Hence this course points out of related departments i

Strategic Positioning Skilled Assessment: A test to understand how much I am aware of strategic position of HR activities with the overall strategy of the organization. I was keen to take this test as one of the subjects in my minor course was strategic HRM, and this was a practical understanding of my learning.

Payroll 100: Payroll Basics - This was also one of the important courses for me as I was interning mostly under payroll activities. The course helped me to learn some payroll basics mostly Chevron related that includes the Global Equity Taxation process, long term incentive program awards, Morgan Stanley, payroll file management etc.

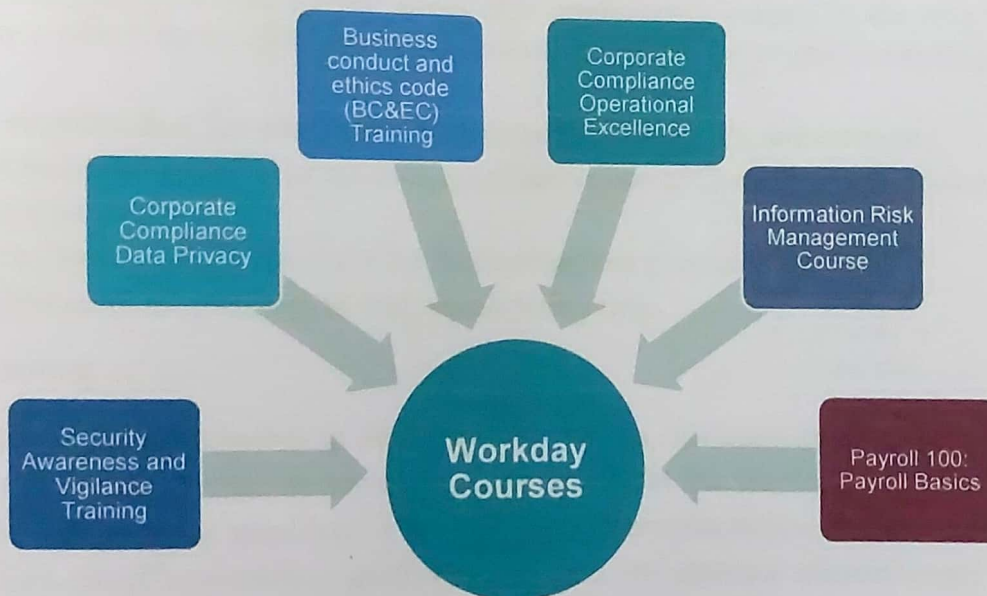


Figure 18: Workday Learning

4.3.2 Percipio Learning

Percipio is a multi-modal digital learning platform that improves employee engagement, reduces training expenses, and improves learning transfer for Learning and Development (L&D).

Business Analysis Overview: A basic course for Business Analysts aspirants. Data analytics, business intelligence, and computer programming are all part of business analytics. It is the science of analyzing data in order to uncover patterns that may be used to design strategies. Its application can be found in nearly every industry.

4.3.3 e-learning Sessions

Pandemic has led to lean more on digitization and virtual learning. Chevron has various opportunities to improve learning. These are internal programs only for the employees to enhance their learning and concepts. These e-learning sessions are held monthly to assist raise awareness and share knowledge about other departments.

e-learning Sessions

BPC e-learning, my second e-learning session after joining Chevron, gave me the opportunity to know about topics like the neuroscience of breaking science, 4 we lead platform- align & inspire, relationships, capabilities, deliver results, quarterly goal setting, feedback, performance, competitive performance cycle (to improve performance) – this is to define goals, focus ideas, manage business lastly I also learnt about the Global R&A program.

Soft Skills: Productivity and Prioritization

The course helped me to learn more about how productivity matters in the way we work each day to make it more efficient and effective. It helped me to gain knowledge on the following-

- Ascertain that the employee is aware of the company's requirements.
- Ensure that employees are making effective use of Chevron tools in order to boost productivity.
- Get more done in less time by increasing your productivity.
- Eliminate timewasters to stop squandering time.

BPC e-learning

This e-learning is held monthly to assist raise awareness and share knowledge about other departments. As per the last session was to aware about the learning platforms, how to access the training as per employee's individual requirements followed by another session which taught about competitive performance cycle (to improve performance) - define goals, focus ideas, manage business, lastly followed by HR updates.

Feedback Fluency Session

Chevron focuses immensely to develop a feedback fluent culture to maintain a higher level of workplace integrity in which there is no room for resentment toward a superior. As much as downward feedback, upward feedback is a culture that needs to be promoted in the company. as receiving positive/negative/critical/constructive feedback is important for managers, it gives helpful information that can be retrieved and used to change behavior, rules, and processes. Indeed, asking for upward feedback can improve the morale of the entire team. People are always ready to work for a boss who appreciates their contributions.

While studying on feedback fluency, I came across some new concepts like Ombuds. Chevron Global Office of Ombuds aids in providing a safe, discreet, and unbiased atmosphere for our employees to be heard and overcome any work-related challenges in order to bring their best selves to work, as well as obtaining conflict resolution. This way an inclusive and open feedback culture can be built, where conflicting parties can develop resolution strategies as they discuss ideas and have early approaches to raise issues at an early stage.

4.4 Total Remuneration and Payroll (Compensation)

When determining total pay in any case, it is vital to consider all sorts of employee perks. Hourly workers may be paid less, but if that income is complemented with free health care, the total package may be more tempting.

Exploring total remuneration in an executive compensation package will typically include not just the salary but also the prospect of regular bonuses, profit-sharing possibilities, and perhaps the option to design a retirement plan that includes the accumulation of employer-issued shares. Benefits generally go well beyond compensation and are likely to play a big impact in recruiting the appropriate individual to the post.

All the tasks mentioned below were carried from home by coordinating through Microsoft teams.

4.4.1 Overtime Tracker for Rotational, Non-Rotational Employees

Extra work hours are tracked using management information system (MIS) reports, and data analysis of key performance indicators (KPIs) is influenced by overtime working hours. Overtime hours are referred to as OT hours.

4.4.2 Tax Return Receipt

Tax returns are one of the most important obligations that HR payroll analysts must manage due to the circumstances and complexity of compensation and tax challenges. This may entail ensuring that all tax regulations are followed. My responsibility was to send an email to workers reminding them to submit their tax return receipts in the correct profile and to keep my superior aware of any issues they encountered.

Both the assignee and the employer are required by the government to follow all tax regulations and filing requirements. Tax rules must be reasonable and equitable to all employees, as well as cost-effective, controllable, and simple to understand.

4.4.3 Preparing R&A for HSE Townhall

The task for R&A was to prepare a pivot table with only the necessary columns for the employees who are currently working in the company and excluding those who had left. These had to be prepared for year 2020 and 2021 to create a summarized version of the data.

about the R&A that were so far distributed to the employees so that anyone can visually see the simplified data and understand the progress.

4.4.4 Advanced Income Tax Document

Tax for cars are documented separately by HR to avoid double deduction from employee's (salary), hence a document has to be prepared by validating their information that if they had already paid the amount or not, and later record it.

4.4.5 Letter of Intent/No Objection Certificate/Salary Certificate

A letter of intent (LOI) is a document that states a party's preliminary commitment to do business with another party. A letter of intent can be given to another party by one party. They are widely used as a pre-agreement in business e.g. for VISA related purposes.

Working personnel need a salary certificate to apply for causes like bank loans, credit card. When an employee applies for a vehicle loan or a home loan or similar cause, the bank will first question about the borrower's ability to repay the loan and hence the salary certificate is required. All of these has to be prepared by the HR, has similar written communications template and disburse to the employees to whoever asks for it by validating all necessary information.

4.4.6 Prepare Provident Fund Document File

Employees must enroll for provident fund and provide necessary documents to ensure their application. Chevron has its employees in Bibiyana, Jalalabad and Moulavi Bazar from where employees submitted their document to their supervisors. So the total list of data had to be categorized and sorted in one place for easier access and cross checking if everyone as listed has submitted the documents or not. My task was to gather compile all employee PF details in a single file and verify their required documents are provided or not.

4.4.7 Prepare Presentation Deck for Gratuity Fund

My task was to go through brochures of few companies and present the details in a slide so that it become easier for decision making by understanding the information provided in the slide. These helped to research and know what gratuity fund is for, its importance and what important point to seek out.

4.5 BHR Operations

4.5.1 Assisting Recruitment Activities

Assist in Intern hiring process

Chevron has 3 steps in intern recruitment/hiring process, I was engaged in the recruitment process for those who applied for Finance internship.

Assist in GP Operations recruitment process

Communicating with the shortlisted candidates for the later phases of the interview and staying active to answer their queries so that it can be ensured all candidates participate in the skill test.

Due to pandemic, the whole recruitment can be carried out virtually. Chevron even after pandemic is trying to keep that culture as it saves everyone's time and gives flexibility. My task for both the recruitment process was to verify their information and inform the shortlisted candidates about the online aptitude test.

4.5.2 Feedback Fluency Awareness

Distributing poster for post-feedback fluency session. Feedback culture is important to establish in a workplace, and Chevron has taken feedback fluency session in almost with departments to establish that.

As per post session awareness, posters were needed to be hung at office in notice boards and cubicles. As part of my responsibility, I had to communicate with the Facilities department to decide where to put the posters and get the necessary permissions, visit the meeting rooms and do a survey to find out the suitable place for poster.

4.5.3 Chevron Employee Survey (CES)

Assisting in preparing the document for Chevron Employee Survey (CES): Chevron does an employee survey to get feedback about workplace and other necessity things about work and workplace. As per the task we have to ensure people who left the company are not included in the current list of 500+ employees, which was checked in excel using some formula and the final document was prepared for further processes.

4.6 Projects and Learning Sessions

Community of Practice (CoP)-4 with BPC Female Employees

BPC Community of Practice session was held for female workforce to enhance OC demography. It was the 4th CoP for BPC female workforce as well as the first CoP of 2022 where demographic data of BPC organizations throughout the last 7 years was shared and discussed and Yvonne McIntyre, HR Sponsor, GM Human Resources Eurasia-Pacific, attended the CoP and shared valuable and inspirational insights of her leadership journey at Chevron which helped to learn more about Chevron and its heritage.

4.6.1 Bangladesh Profit Center Female Mentoring Program (FMP)

BPC FMP is a mentoring session for female workforce at Chevron. This year will be the second session for that, mentors were first communicated who are interested to take the session this year. Women mentoring women is critical because it helps them obtain access

to opportunities and develops their confidence in a corporate world that is still dominated by males.

- **Survey:** Chevron does a survey after every event to learn how to improve the session in a better way. My task was to create a form for post CoP feedback via Microsoft Forms. A post-event survey's main goal is to interpret event's success rate which reflects how much value the event had provided to the audience.
- **Workplace Post:** Chevron has its own social media platform for employees from other nations to connect and exchange information and updates. My task was to write a post to communicate about the BPC CoP-4 session that was conducted past week.
- **Post-Program Communication:** An email had to be communicated announcing the quiz winners from CoP-4 and sharing the survey link. My task was to make that email for the post program communications.
- **Survey Form for Supervisors:** A survey form for the supervisors was created to know their feedback about the benefit and work improvement if any, have been observed for the mentees who attended the first session of BPC FMP and also had to carry on with the necessary communication tasks to let people know to fill up the survey form.
- **Second batch mentee onboarding tasks:** For the second batch of mentors, I was assigned to communicate for their available slots, and had to communicate with them on the basis of their query.

4.6.2 Open Mic: HR and H&M

Every Thursday, Human Resource (HR) and Health & Medical (H&M) personnel sit for an online session called Open Mic. HR Open Mic is a pandemic exclusive biweekly virtual program which is an opportunity to know other HR senior personnel, to get to know weekly updates, some learning moments from H&M etc. The workflow for Open Mic has been illustrated in Figure 19.

I had either three of the tasks for biweekly Open Mic (as shown in Figure 20) - I had to present on a topic at the OE Moment or Learning Event or facilitate the session.

My OE Moment: The topic that I presented in my first Open Mic was 'Self Awareness' which is important to perform better in life and be more purposeful in leadership roles, lead teams more efficiently and be more self-aware in stress management.

My Learning Event: The objectives of Learning Moment are mostly to – comprehend a situation to describe learning which occurs in a formally designed method as opposed to learning that occurs through simple communication or on the job experience. I chose the topic: 'The Art of Responding' which addressed on how to respond to criticism, respond to stress and deal with constructive feedback, learn difference between react vs response.

Facilitation: It is to host the event as a facilitator and conduct the communication to gather updates, slide decks.

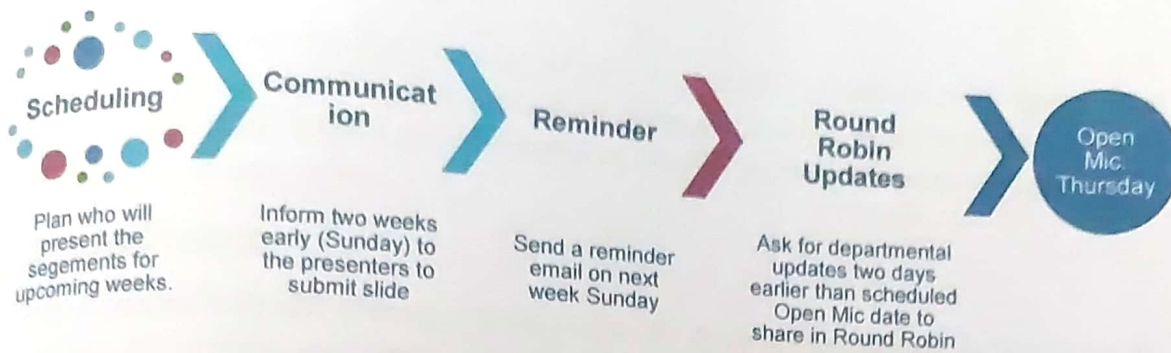


Figure 19: Open Mic Workflow

The session usually starts with an Operational Excellence (OE) Moment, proceeds to Learning Moment then other updates from HR and H&M are shared.

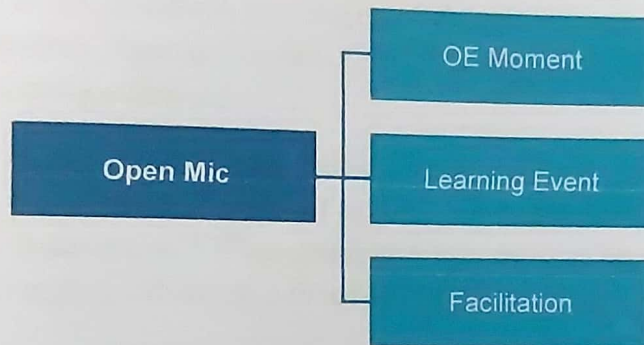


Figure 20: Open Mic Tasks

Feedback from Open Mic helped me to learn more on how to present topic in a workplace, what can be improved to make the session more interactive, this was also a session that gathered HR&M employees together in the pandemic time while working from home.

4.6.3 Sessions

I divided my learning in the sessions as three different parts – ad hoc meetings, weekly meetings, scheduled sessions.

Ad hoc Short Meetings

I was kept in some ad hoc meeting to observe the discussion where I got to hear some new terms and concepts, how the meeting is conducted, how people are communicating. All these helped me to learn better about Chevron's ongoing tasks eg. Global Payroll Item, Automating Employee Action Notice (EAN) Discussion.

Weekly Meetings

This meeting is done with the company supervisor virtually to share weekly updates and clear any confusion regarding any process or share any thought regarding any change in process. This is really helpful as confusion gets clarified within that week which allows to understand the system better.

Scheduled Meetings

Team Connect with HR Manager from Australia & Asia Operations: In this particular meeting, HR professionals from respective bodies shared their brief updates and two Performance Management Program (PMP) goals that will be done in the upcoming quarters. PMP helps plan activities to develop and grow careers and review employee's performance throughout the entire year.

HR Townhall: Business meeting in which an executive report is made and then employees have an opportunity to ask questions and engage with business executives. I got to learn about Chevron Production Sharing Contract Cost Recovery and Profit Split, updates and priorities for the upcoming quarters.

HR Digitalization: This meeting was to discuss on how personal files can be arranged by employers Chevron Access Identifier (CAI) as hard copies are difficult to search for any required information if needed also if any paper gets lost, data can be retrieved from online data also the scanned copies will act as a proof for verification.

4.7 Human Resource Business Partner

An HR business partner is an experienced human resource professional who works directly with an organization's senior leadership to design and direct an HR agenda that is aligned with company goals.

I learnt how HRBP handle emergent cases as a neutral body, get all employees stay within the policy and ensure every employee is having the same understanding by reading the clauses, learnt new concepts like Pay Determination Process how it is done and gets approved through each managerial level, how this is related to Performance Management Program (PMP) evaluation and that structure (salary survey) is done by TR on yearly basis.

4.7.1 HR Policies

A policy is a written statement of a concept or regulation that must be followed by all members of a firm. Each policy focuses on a specific issue that is important to the organization's goal. During my internship period, I had to go through each and every policy and this helped me to understand Chevron's work and functions.

To name the important ones from my perspective: Annual Bonus, Anti-Harassment, Discipline, Domestic & International Business Travel, Domestic Relocation, Educational

Assistance, Gratuity Policy, Grievance, Leave of Absence without Pay, Maternity and Paternity Leave, Substance Abuse Policy (Drug & Alcohol), Termination of Employment, TR Salary Disbursement Allowance, Work Hours, Income Tax Policy etc.

4.7.2 Tools Used for Analysis and Reporting

The tools that was used was mainly Office 365 tools – Microsoft Excel, PowerPoint, Word, One drive, One Note, SharePoint, Teams, Outlook.

Microsoft Excel was the prime tool that was needed while working, mostly functions like LOOKUP functions, IF, COUNTIFS, INDEX, MATCH etc, and for simplifying data for visualization purpose use pivot table, pivot charts and slicers.

Microsoft Teams and Outlook were very new to me, so I had to learn in the initial days how to schedule meetings by seeing other calendars, merge mail from Word to send to numerous people at once and how-to CC required people in Outlook while send mail merge emails.

4.8 Challenges

Challenges in the workplace are unavoidable in our day-to-day actions. How one responds to these issues has an impact not just on how others see us, but also on our ability to manage our employees and avoid risks that might lead to burnout, feeling stuck in the same position with little opportunity for advancement, or simply being at odds with coworkers.

Technical hassle during work from home

Chevron provides laptop for their employees. Work from home did create some technical hassles example speaker not working properly, failure to open certain sites using private networks etc. also face-to-face communication is difficult enough, but working from home makes it even more difficult. Nonverbal communication is commonly used. As a result, one of the most typical obstacles was when working from home is communicating effectively.

LOI Information Update

This is done using a template, employees give their required information like name, AB number, sometime as required passport number, the template in excel retrieves the data from another file as soon the AB number⁶ is placed, however employees are not clear sometimes about their name to be displayed, their changed designation (if not updated in the system), gets mistaken and when employees come to collect, another document needs to be printed also sometimes they miss giving certain information and requirements as per their need and later remembers or we have to carefully look into the details and ask for it.

⁶ AB is employee number

With this procedure, for one person 5-6 documents are required to print due to the repetitive mistakes.

Recruitment

When during calling shortlisted candidates, they do not receive calls, but later call back, a miscommunication may occur. Sometimes there are some common names of people who can be mistaken with internal employees and if done without verification, internal information may be leaked outside.

Slot for Mentoring Program

Some female employees were not that much enthusiastic about the FMP as they had other priorities. So, it was difficult to get slot from prospective mentors and mentees were not eager to give enough time.

Survey Response

Whenever there is a survey, few people respond, due to their other work priorities, hence getting the post event survey was a challenge.

Open Mic File Archive

I was responsible for coordinating Open Mic from starting to my end date. One thing that I faced problem was the documents were not in the required folders, after 2020, folders were not updated, so I had to figure out my way by scheduling meetings with my seniors.

Too Much Information

Chevron has very organized websites however as a newbie may face too much information to look for something, which caused a scenario like this that there was information but too many places to look for.

Organized Learning Courses for Respective Departments

Chevron has some amazing learning platforms for learning but as a newly recruit, it will be difficult to know which courses will offer the best outcome and will lead to failure of taking the right courses.

4.9 Best Practice from Chevron Internship Program

From macro perspective, Chevron recognizes that good risk and opportunity management in regard to business's financial, social, and environmental components is critical to achieving increased financial stability and profitability, employee motivation, and a better community in which we live and work.

- They provide a safe and healthy working environment for all of our employees that eliminates hazards and reduces occupational health and safety risks, so preventing injury and ill health in the workplace, both physical and mental.
- Try to preventing pollution in the air, land, and water helps to protect and improve the environment.
- Through effective recruiting, selection, and development, ensure that our personnel, contractors, and supply chain are adequately skilled and competent to carry out their roles.

I personally learnt the following which will help me as an individual in the future.

- About productivity and prioritization
- Learnt about payroll tools
- Provident and gratuity fund
- Pay determination process, about pay scale grade HR polices
- Working in a multicultural environment
- Communication with seniors
- Systematic workflow
- Take feedback and always look for learning from activities.

Chapter 5 Analysis of Duties in Internship Site

5. Analysis of Duties in the Internship Site

This is an internal analysis summary to assess an organization's resources, assets, traits, competences, capabilities, and competitive advantages by looking at its internal environment. I have worked only three months which is not adequate to do an analysis but I have attempted to use my available resources to do an analysis in three phases – company level, market level and professional level.

Company level analysis: Chevron as a company always focuses on learning, that is why they have surveys and other steps to learn what could be done better in the future. As mentioned in the recommendations those steps could be done to make workflows faster, Chevron has been working on to implement global payroll program and has already implemented global R&A tool which is a quick tool to award employees either via e-gift card or nominate for cash awards.

Market level analysis: Chevron has a strong marketing position from macro perspective because of natural gas prices now as of the BCG matrix in Table 12, Chevron dies survey among other companies to know they are providing g the required benefits of their employees, what I think sets Chevron apart are the following elements:

- They are looking for alternate energies like renewable sources
- They are always careful in putting people first and looking after their safety
- When they have accidents, it is according to the chevron way they look for improvements

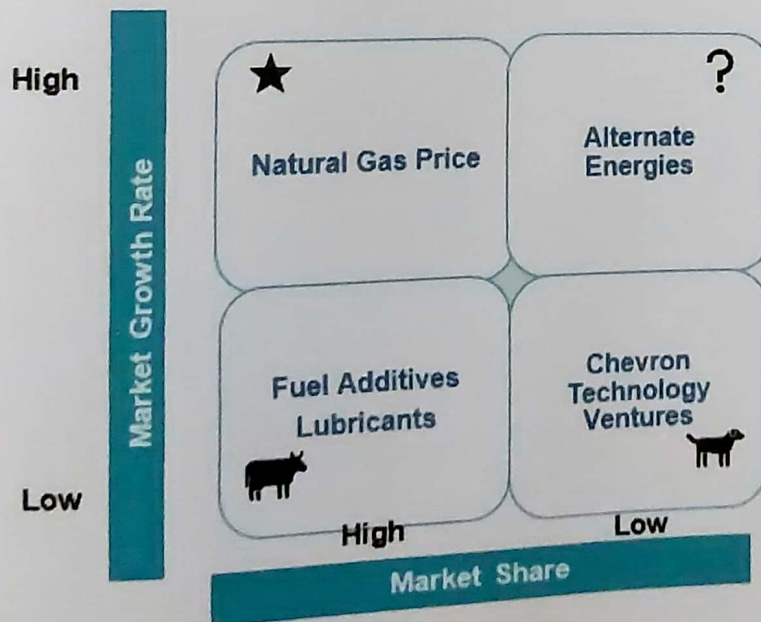


Table 6: BCG Matrix

Professional level analysis: As part of my course in strategic HRM, which covers the entire gamut of HR activities which will help the organization achieve its goals and objectives. The approach focuses on the alignment of HR policies, processes & systems with longer-term organizational goals and outcomes just like that HRBP in Chevron, looks after their employees with HR polices, process and systems like doing salary survey knows a structure to be aligned with the competitive market.

An HR business partner and an HR manager are two separate jobs which I understood at Chevron that reflect two different methods to providing human resources services inside an organization. The HR manager's responsibilities include creating rules and enforcing processes such as payroll processing, recruiting, and hiring, as well as system management. The HR manager oversees the HR department.

The HR business partner, on the other hand, does not have administrative responsibility over a department. Their major role is to work with the firm's senior management team and department heads to lead and convey overall corporate strategy. HR business partners collaborate with the HR department and provide HR advice to the executive team on challenges and objectives.

Chevron was an amazing place to give me opportunity to learn about total reward programs, employee relations, employee benefits and work in a diverse and multicultural environment which strengthened my communication skills than before.

Chapter 6 Conclusion & Recommendations

6. Conclusions and Recommendations

To conclude, I have provided some recommendations to build and maintain the efficiency across the workforce, based on the Chevron Way and respecting my seniors.

6.1 Recommendations

My internship period was not that enough to provide solutions but these observations, according to my subjective perspective, can ease up some hassle.

Technical Assistance

Some common problems are faced always by employees in offline also online like how to connect laptop with desktop, speaker issue, website access issue, for those reasons, either a tutorial or guideline can be preset so that without IT people coming to each cubicle they can easily sort out these issues.

LOI Template

This template that HRs have are not shared with employees, so they are not clearly aware or sometimes forgets what information is required. For that reason, a LOI Word template can be shared with employee, where there will be a predefined template set and employees will put only the information as required and send the soft copy to HR department, they will then put the confidential information based on their AB number and verify the required information, in that way, employee can put the personal information from their end.

Person Verification

Employee name or CAI for internal employees need to be verified before sharing confidential information with others.

Slot for Mentoring Program

Through workplace post and during OE moments, the benefit can be shared, so that more female employees are interest for future programs eg how productivity can be enhanced as an individual can be portrayed visually, to inform and aware more mentors and mentees.

Survey Response

During meeting, importance of survey responses can be shared so that people can also understand the importance and fill up the form as the form is usually very simple and takes two minutes to fill up.

Open Mic File Archive

In SharePoint, files need to be updated and shared with the network as the OE and learning moments are usually very important, like they do in US, HR can share the SharePoint link, in Workplace so that others from various departments can also view.

Guideline with Necessary Website Links

Usually some webpages are not required by all departments, so a list of most frequently visited websites can be bookmarked by the officials in a particular department and share that with an intern who can later create that guideline.

Set Required Learning Courses for Respective Departments

Every department has their requirements so while onboarding seniors can share a list of required courses other than the recommended ones by Chevron, as the courses are usually very helpful, this would guide the newly recruits on their way.

6.2 Conclusion

Internships provide a platform for potential graduates to give a hands-on learning experience of theoretical knowledge and an opportunity to network and make important career contacts before they graduate.

Chevron Corporation is a successful company not because of its accomplishments, but because it strives to maintain its success. They maintain a learning environment and strive to implement best practices whenever possible.

Their top priority is to protect their ideals, and this emphasis is reflected in their daily interactions. As a member of the Human Resource Staffing Team, I got the opportunity to witness and participate in the best organization culture and practices up close.

My entire experience has been a mix of learning and giving back. Their fair treatment and support have served as a motivator for me, allowing me to develop into a more resourceful individual. The most evident component throughout the business plan and recruitment process is their desire to attain maximum results.

Chapter 7 References

References

- Chevron Bangladesh. (2021). *Community*. Retrieved from Chevron Bangladesh:
<https://bangladesh.chevron.com/community>
- Chevron Corporation. (2021, December). Accelerating Progress. *Chevron Annual Report*.
- Chevron Corporation. (2021, December). Climate Change Resilience: Advancing a lower carbon future. *Climate Change Resilience Report*.
- Chevron Corporation. (2021). *Operational Excellence Management System*. Chevron Corporation.
- Chevron Global. (2021). *Chevron*. Retrieved from Operations:
<https://www.chevron.com/operations>
- Chevron Global. (2021). *Chevron and restore the earth foundation agree to collaborate on carbon offsets reforestation*. Retrieved from Chevron Global:
<https://www.chevron.com/stories/chevron-and-restore-the-earth-foundation-agree-to-collaborate-on-carbon-offsets-reforestation>