



Lao People's Democratic Republic
Peace Independence Democracy Unity Prosperity

Ministry of Planning and Investment

The Lao PDR Statistical System Modernization Project (P178002)

ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN (ESMP) (Revised Draft)

Prepared by:
Lao Statistics Bureau

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ABBREVIATIONS AND ACRONYMS

ADB - Asian Development Bank	LCD - Liquid Crystal Display
ALFS - Annual Labour Force Survey	LDPA - Lao Disabled People’s Association
ARC - Advance Release Calendar	LECS - Lao Expenditure and Consumption Survey
BMP6 - Bone Morphogenetic Protein 6	LED - Light-Emitting Diode Display
BOL - Bank of Lao PDR	LFS - Labour Force Survey
BOP - Balance of Payment	LMP - Labour Management Procedures
BRC - Belt Road Initiative	LSB - Lao Statistic Bureau
CAPI - Computer Assisted Personal Interviewing	LSS - Lao PDR Statistical System
CERC - Contingency Emergency Response Component	LWU - Lao Women Union
CHSP - Certified Healthcare Safety Professional	HLO - High Level Objective
CHS - Community Health and Safety	MAF - Ministry of Agriculture and Forestry
CIA - Component Implementing Agencies	ME - Monitoring and Evaluation
CITES - Convention on International Trade Endangered Species	MF - Ministry of Finance
CoC - Code of Conduct	MOU - Memorandum of Understanding
COVID 19 - Coronavirus Disease 19	MOIC - Ministry of Industry and Commerce
CPI - Consumer Price Index	MOHA - Ministry of Home Affairs
CPU - Central Processing Unit	MONRE - Ministry of Natural Resource and Environment
CPF - Country Partnership Framework	MOES - Ministry of Education and Sport
CRT - Cathode Ray Tube	MPI - Ministry of Planning and Investment
DQAF - Data Quality Assessment Framework	MOLSW - Ministry of Labour and Social Welfare
EA - Environmental Assessment	NA - National Assembly
EAP - Environmental Action Plan	NGOs - Non Government Organizations
EC - European Committee	NGD - National Geographic Department
E-GDDS - Enhanced General Data Dissemination System	NSEDP - National Socio-Economic Development Plans
EHSGs - Environmental Health and Safety Guides	OHS - Occupational Health and Safety
EHS - Environmental Health and Safety	PAD - Project Appraisal Document
EIA - Environmental Impact Assessment	PACs - Project Affected Communities
ESIA – Environmental and Social Impaction Assessment	PAPI - Paper Assisted Personal Interviewing
ESF - Environmental and Social Framework	PBB - Polybrominated Biphenyls
ESSs - Environmental and Social Standards	PBDE - Polybrominated Biphenyl Ether
ES - Environment and Social	PCBs - Polychlorinated Biphenyls
ESCP - Environment and Social Commitment Plan	PIU
ESCOP - Environmental and Social Code of Practices	PDO - Project Development Objective



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ESMP - Environmental and Social Management Plan	PHC - Population Housing Census
ESMF - Environment and Social Management Framework	PMO - Prime Minister Office
ESRS - Environmental and Social Review Summary	POM - Project Operations Manual
ESOs - Environment and Social Officers	PIMT - Project Implementation and Management Team
EPP - Emergency Preparedness Plan	PONRE - Province of Natural Resource and Environment
EU - European Union	PPE - Personal Protective Equipment
FAO - Food Agriculture Organization	PPI - Producer Price Index
FM - Financial Management	PSC - Project Steering Committee
FY - Fiscal Year	PIU - Project Coordination Unit
GBV - Gender-Based Violence	QLFS – Quarterly Labour Force Survey
GCB - Green Clean and Beautiful	RS - Remote Sensing
GDP - Gross Domestic Product	RD - Research and Development
GDDS - General Data Dissemination System	SA - Social Assessment
GOL - Government of Lao PDR	SBR - Statistical Business Register
GIIP - Good International Industry Practices	SDS - Safety Data Sheet
GIS - Geographic Information Systems	SDDS - Special Data Dissemination Standards
GPE - Global Partnership for Education	SDGs - Sustainable Development Goals
GPS - Global Positioning System	SDNSS - Strategies for the Development of the National Statistical System
GRM - Grievance Redress Mechanism	SGS - Strengthening Gender Statistics
GNI - Gross National Index	SEA/SH - Sexual Exploitation and Abuse and Sexual Harassment
GFS - Government Finance Statistics	SEP - Stakeholder Engagement Plan
HIV - Human Immunodeficiency Virus	SEZ - Special Economic Zone
ICT - Information Communication and Technology	SNA - System of National Accounts
IDA - International Development Association	SPI - Statistical Performance Indicator
IEE – Initial Environmental Examination	SSDNSS - Strategy for Sustainable Development of National Statical System
IFC - International Finance Corporation	SUT - Supply and Use Table
IMF - International Monetary Fund	TOR - Term of Reference
IIP - Index of Industrial Production	UDAA - Urban Development Administration Authority
ILO - International Labour Organization	UN - United Nations
INGOs - International Non Government Organizations	UNFPA - United Nations Sexual Reproductive Health Agency



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IO - Input-Output	UNICEF - United Nations International Children’s Emergency Fund
IOT - Input-Output Table	UXO - Unexploded Ordnance
IPCP - Infection Prevention and Control Protocol	VAC - Violence Against Children
IUCN - International Union Conservation of Nature	VAWC - Violence against women and children
IPI - Import Price Index	VMC - Village Mediation Committee (VMC)
IEE - Initiative Environmental Examination	WB - World Bank
ICT - Information Communications Technology	WBG - World Bank Group
Lao PDR - Lao People Democratic Republic	WHO - World Health Organization
LAOSTAT - Lao PDR’s Strengthening the National Statistical System	XPI - Export Price Index
LAOSIS - Lao PDR’s Statistical Information System (Website)	
LAOINFO - Lao PDR’s Information (Website)	



EXECUTIVE SUMMARY

Lao PDR has made substantial progress in advancing its national statistical system in recent years. The national statistical system (Lao PDR Statistical System (LSS)), consists of Lao Statistics Bureau (LSB), statistical centers of line ministries, provincial departments, and district and village offices. Activities within the realm of official statistics in Lao PDR have grown over the years. There has been increase in data production from LSB and the statistical centers of line ministries in support of policymaking process. There is strong demand for statistical products from the national government for monitoring and evaluation of National Socio-Economic Development Plans (NSEDP) implementation among other needs.

Despite these achievement in the recent years, high-quality data to inform decision making have been insufficient. In terms of global data sources and infrastructure, LSS ranks low in the second lowest quintile. LSS is characterized by (i) ineffective institutional coordination; (ii) inadequate analytical capability; (iii) weak statistical infrastructure, and information and communications technology (ICT) infrastructure. The proposed project will support the government's strategy to improve availability and quality of key statistics and enhance the efficiency of the statistical system for evidence-based decision making.

Project Description

The Lao PDR Statistical System Modernization project (P178002) is to be implemented nation-wide through the Lao Statistical Bureau (LSB) under the Ministry of Planning and Investment (MPI) along with the statistical center of line ministries or equivalent agencies under the LSB's technical guidance. The project development objective (PDO) is to improve the capacity of the Lao PDR Statistical System to produce and disseminate good quality statistics in a timely manner and to enhance the use of key statistics, and in case of an Eligible Crisis or Emergency, respond promptly and effectively to it.

To achieve the project objective, the implementing activities will be under three (03) components.

- ❖ **Component 1: Improving availability and quality of statistics (US\$ 11 million): The objective of this component is to improve the availability and quality of key statistics that meet international standards.** Improving availability means adding new statistical products and increasing the frequency of existing statistics while enhancing quality means improving the accuracy, reliability, relevance, and timeliness of statistics. These will be achieved by an improvement in collection of administrative, census and survey data as well as data compilation methodologies. This component will support statistics produced by the LSB and the statistical centers of line ministries or equivalent agencies under the LSB's technical guidance. It is made up of two subcomponents: i) Economic statistics; and ii) Social statistics.
- ❖ **Component 2: Enhancing use of statistics (US\$ 7 million): The objective of this component is to enhance use of statistics produced by the LSS through data integration and dissemination.** This component also lays a groundwork for the modernization of the LSB and the LSS through piloting data integration and making an investment in an early development of the four pillars for a data governance and management architecture: i) standards and protocols; ii) data management team; iii) ICT infrastructure; and iv) data literacy. This component operationalizes the 2017 Statistics Law that assigns the LSB the responsibility to



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provide quality assurance and technical endorsement to statistics produced by the LSS as well as to collect, consolidate, and request statistics from the line ministries and to disseminate them at the national level. It is made up of three subcomponents: i) Data integration; ii) Data dissemination; and iii) ICT infrastructure.

- ❖ **Component 3: Strengthening institutional capacity and project management (US\$ 3 million): The objective of this component is to strengthening institutional capacity and effectively manage the Project.** It is made up of two subcomponents: i) strengthening institutional capacity and (ii) project management. **CERC zero component** is included in the subcomponent 3.2 project management.

Overall, Lao PDR Statistical System Modernization project is expected to have positive environmental, social and economic benefits and impacts. The project is assigned overall Environmental and Social Risk Classification risk rating of 'low'. The potential environmental and social risks and impacts are expected to be site specific, limited, temporary, reversible, and readily mitigated. The anticipated key project activities are grouped as follows:

- General Condition (public notification, etc.)
- ICT Installation, upgrades and maintenance
- Package and Electronic waste management
- Social Risk Management in terms of collaboration for data surveys, labour management activities, stakeholders' consultations and collaborations, etc.

Purpose and Scope of the ESMP

The ESMP will identify and assess environmental and social issues related to the project activities. It will also detail mitigation and management measures in line with the national regulations, World Bank's Environmental and Social Standards (ESSs), the Good International Industry Practices (GIIP) and the World Bank General Environmental, Health and Safety Guidelines (EHSG), requirements. It will provide monitoring program to confirm effectiveness of the required mitigation measures. In addition, roles and responsibilities will be clearly defined for all stages of the project works. The ESMP will compose of:

- Project description summary and project rationale,
- National regulatory and legislative framework overview.
- Significance of the potential environmental and social risks and impacts.
- Mitigation methods in line with mitigation hierarchy.
- Monitoring approach, which will be the form of Environment and Social Management Plan (ESMP) table including institutional measures, costs, etc.
- Stakeholders Consultation and information disclosure.
- Grievance redress mechanism including SEA/SH prevention measures.

ESMP will contain following management tools: (i) Labour Management Procedures (LMP) with Workers' Grievance Procedure, (ii) e-waste management plan, (iii) description of technically and financially feasible measures to improve energy efficiency (e.g. use of energy-efficient equipment), (iv) OHS procedure, (v) ESMP Budget, (vi) monitoring and reporting process; (vii) staffing and



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operational arrangements, including staff capacity assessment and training; (viii) Code of conduct (CoC) to address SEA/SH and VAC, and (ix) CERC manual.

Potential Environmental and Social Impacts

The Project will be implemented nation-wide through LSS using the LSB as the implementation agency along with the statistical center of line ministries or equivalent agencies under the LSB's technical guidance. Despite its achievements in reducing poverty, Lao PDR faces significant longer-term challenges in growth related to the digital economy and youth employment.

The project will have mostly positive benefits as the interventions will set up a robust statistical system in the country which will result in, among others, correct estimates of poverty, gender & vulnerability assessments, MDGs, SDG indicators and other.

Overall, the environmental and social (ES) risks are considered Low. The Project is expected to bring about significant environmental, social and economic benefits and positive statistic system modernisation development outcomes to the target beneficiaries and the country in many ways. The environmental risks and impacts are expected to be limited, localized, site specific, and temporary. This can be easily mitigated with e-waste management plan, which has prepared as part of the Environmental and Social Management Plan (ESMP). In addition, the project included description of technically and financially feasible measures to improve energy efficiency (e.g. use of energy-efficient equipment) as part of the ESMP. The key environmental risks and impacts include:

- Risks and impacts due to generation of solid waste during meetings, training workshops and field data collection;
- Package and e-waste risks from the ICT center equipment upgrade, repair and installation. This risk is detrimental to human health and the environment if not disposed of in an environmentally sound and safe manner;
- OHS risks for the staff and workers involved in installing, repairing or upgrading ICT center equipment and service centres to be financed t under Components 1 and 2.

Potential social risks and impacts include: (a) lack of stakeholder engagement; (b) risks related to the labor and working conditions of project workers; (c) risk of exclusion and discrimination particularly of ethnic minorities and vulnerable groups; (d) risk of Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) and Violence Against Children (VAC) when conducting household interviews and (e) risk of data security and privacy. These risks and impacts will be managed and mitigated through LMP, COC on SEA/SH and VAC, LMP, CHSP and the CERC manual as annex, ESCP and the SEP.

It is not expected to have an Unexploded Ordnance (UXO) risk under this Project.

Grievance Redress

The grievance mechanism seeks to resolve concerns promptly, using an understandable process that is culturally appropriate and readily accessible at no cost. Grievances can be submitted if someone believes the Project is having a detrimental impact on the community, the environment, or on their quality of life. Stakeholders may also submit comments and suggestions. There are various mechanisms for different types of grievances, including labor and SEA/SH related grievances. This is described in full in the project's SEP, as well as in this ESMP.



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Monitoring and Reporting

The first two reports quarterly followed by six-monthly reports will be prepared and submitted to the World Bank throughout Project implementation. Monitoring reports will need to be undertaken in order to:

- Assess the efficiency and quality of the environmental and social assessment processes;
- Establish evidence- and results-based assessment of the implementation of the ESF instruments (ESMP, SEP and ESCP); and
- Provide an opportunity to report the results of the implementation of mitigation measures in future ESMPs and other project related documents.

Implementation Arrangements

Lao Statistic Bureau (LSB) under the Ministry of Planning and Investment (MPI), the apex entity of the national statistical system, will be the main implementing agency. The LSB will be responsible for planning, executing, and reporting on project activities including maintaining adequate procurement, financial management and auditing arrangements. The project institutional arrangement consists of (i) Project Steering Committee (PSC); (ii) Project Implementation and Management Team (PIMT); and (iii) Project Implementation Unit (PIU). The PIU will consist of LSB departments, line ministries and statistical centres at the provincial level as Component Implementing Agencies (CIA). The PIU will be supported by international and national consultants, as needed, with a focus on building the capacity of the PIU over the initial phase of the project. To facilitate and guide day-today operations, a Project Operations Manual (POM) will be developed and adopted prior to project effectiveness.

Project Implementation Unit (PIU) with the technical support from E&S consultants will be responsible for planning, implementation, monitoring and reporting of ESF instruments (ESMP, SEP and ESCP) including the implementation and management of the GRM. The PIU will assign one E&S coordinator to be responsible for coordination and compliance with environment and social standards of the project activities implemented by LSB departments, line ministries and statistical centers at the provincial level (as component implementing agencies).

Budget

Budget allocated for ESMP implementation cost includes ESF consultant, capacity building, consultation and communication and monitoring and report. The total indicative cost reviewed is estimated at USD320,000 plus the costs of specific mitigation measures in the ESCOP to be included under contractor (firms) cost for data collection works.

This ESMP, together with other project ESF instrument, was first disclosed on 23 May 2022 in the LSB website https://laosis.lsb.gov.la/board/BoardList.do?bbs_bbsid=B404

The ESMP together with SEP and ESCP documents were disclosed on 23 May 2022 in the LSB website https://laosis.lsb.gov.la/board/BoardList.do?bbs_bbsid=B404 before conducting a national consultation workshop on 7 June 2022 to get feedback and comments from broad and comprehensive stakeholders from the entire country. The Executive Summary of the SEP and ESMP was translated to Lao language while the ESCP was fully translated, and they were all disclosed in both Lao and English languages. These ESF instruments have been updated based on the comments and feedbacks received from the public consultation meetings on 7 June 2022. It was re-disclosed on 8 July 2022 prior to



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appraisal and approval. The ESF instruments (ESMP, SEP and ESCP) will be translated into Lao language before disclosing them publicly.



1 PROJECT DESCRIPTION

1.1 PROJECT BACKGROUND AND DESCRIPTION

Following the present global and regional sustainable development momentum, Lao PDR set out key National Social-Economic Development strategies to boost its national economic growth through investment in natural resource sectors, other large infrastructure developments, such as mining, hydropower and transport-related projects. To inform the economic growth and future development decision, the country needs to take in to account producing quality key statistics as evidence-informed decision-making. Lao PDR has made substantial progress in its national statistics system improvement in recent years, the new statistics law, forced since 2017, provided detailed organization of implementing agencies and associated mandates, the Strategy for Sustainable Development of National Statistics System (SSDNSS) has been developed to provide a long-term framework for the improvement of the Lao PDR Statistical System (LSS).

Although substantial efforts, data dissemination and integration remain weak, especially in the area of government finance and international investment positions which has attracted international attention. The largest gap in the LSS according to the World Bank's SPI is in fact in data services, in which the country ranks in the lowest quintile of the global ranking, suggesting an opportunity for improvement in areas of data releases, online access, and other data services.

To overcome the statistical development challenges, the Lao PDR Statistical System Modernization project has been proposed with three key project proponents with its project Development Objective (PDO) to improve the quality of key statistics, support data sharing across the statistical system and enhance the efficiency of the LSS for evidence-based decision making".

The Lao PDR Statistical System Modernization project (P178002) is to be implemented nation-wide through the Lao Statistical Bureau (LSB) under the Ministry of Planning and Investment (MPI) along with the statistical center of line ministries or equivalent agencies under the LSB's technical guidance. The project development objective (PDO) is to improve the capacity of the Lao PDR Statistical System to produce and disseminate good quality statistics in a timely manner and to enhance the use of key statistics, and in case of an Eligible Crisis or Emergency, respond promptly and effectively to it. To achieve the project objective, the implementing activities are divided into three (03) components. To assure PDO achievements, the main project components are divided into relevant sub-components, and they are assessed through four (04) high-level indicators.

The project consists of three components: i) improving availability and quality of statistics; ii) enhancing use of statistics; and iii) institutional and statistical capacity strengthening (See Table 1-1 and Annex 1 for more details). The project structure was determined through discussions with the LSB. The proposed project activities were identified through discussions and consultations with the LSS stakeholders including the LSB, the statistics departments of line ministries and Bank of Lao PDR, the Lao Academy of Social and Economic Sciences, and the National University of Laos, emphasizing an effort to strengthen the LSS as a system and foster data exchange and integration within the LSS. Consultations with key development partners including IMF, UNFPA, UNICEF, ADB, and ILO were carried out to foster collaboration, create synergies and avoid overlapping support among donors.



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- ❖ **Component 1: Improving availability and quality of statistics (US\$ 11 million): The objective of this component is to improve the availability and quality of key statistics that meet international standards.** Improving availability means adding new statistical products and increasing the frequency of existing statistics while enhancing quality means improving the accuracy, reliability, relevance, and timeliness of statistics. These will be achieved by an improvement in collection of administrative, census and survey data as well as data compilation methodologies. This component will support statistics produced by the LSB and the statistical centers of line ministries or equivalent agencies under the LSB’s technical guidance. It is made up of two subcomponents: i) Economic statistics; and ii) Social statistics.
- ❖ **Component 2: Enhancing use of statistics (US\$ 7 million): The objective of this component is to enhance use of statistics produced by the LSS through data integration and dissemination.** This component also lays a groundwork for the modernization of the LSB and the LSS through piloting data integration and making an investment in an early development of the four pillars for a data governance and management architecture: i) standards and protocols; ii) data management team; iii) ICT infrastructure; and iv) data literacy. This component operationalizes the 2017 Statistics Law that assigns the LSB the responsibility to provide quality assurance and technical endorsement to statistics produced by the LSS as well as to collect, consolidate, and request statistics from the line ministries and to disseminate them at the national level. It is made up of three subcomponents: i) Data integration; ii) Data dissemination; and iii) ICT infrastructure.
- ❖ **Component 3: Strengthening institutional capacity and project management (US\$ 3 million): The objective of this component is to strengthening institutional capacity and effectively manage the Project.** It is made up of two subcomponents: i) strengthening institutional capacity and (ii) project management. **CERC zero component** is included in the subcomponent 3.2 project management. This component will provide immediate response to an eligible crisis or emergency, as needed. In the event of an eligible crisis or emergency, the World Bank to re-allocate project funds to support emergency response and recovery.

TABLE 1-1 PROJECT COMPONENTS AND ACTIVITIES

Component 1: Improving availability and quality of statistics
Subcomponent 1.1 Economic statistics
Activity 1.1.1 System of National Accounts (SNA).
Activity 1.1.2 Price statistics.
Activity 1.1.3 Sectoral statistics
Activity 1.1.4 Annual enterprise survey
Activity 1.1.5 Agricultural survey
Subcomponent 1.2 Social statistics
Activity 1.2.1 Annual labor force survey
Activity 1.2.2 Household expenditure and consumption survey
Activity 1.2.3 Census cartography
Activity 1.2.4 Gender statistics



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Component 2: Enhancing use of statistics

Subcomponent 2.1 Data integration

- Activity 2.1.1 Integrated data platform
- Activity 2.1.2 Data sharing policy framework
- Activity 2.1.3 Quality assurance and assessment framework
- Activity 2.1.4 Capacity building for data management

Subcomponent 2.2 Data dissemination S\$ 3 million)

- Activity 2.2.1 Centralized data portal.
- Activity 2.2.2 Communication and dissemination.
- Activity 2.2.3 User engagement and data literacy
- Activity 2.2.4 e-GDDS and advance release calendar

Subcomponent 2.3 ICT infrastructure

Component 3: Institutional capacity strengthening and project management

Subcomponent 3.1 Strengthening institutional capacity

- Activity 3.1.1 Statistics law and SDNSS 2026 – 2035
- Activity 3.1.2 Human resource development and capacity building

Subcomponent 3.2 Project management

1.2 RELEVANCE TO HIGHER LEVEL OBJECTIVES

The project is closely aligned with the **FY2017 – 2021 World Bank Group Country Partnership Framework (CPF) and the draft FY2023 – 2027 CPF**. The FY2017 – 2021 CPF has been extended until FY2023 to better assess the needs resulting from COVID-19 in the next round CPF. The project is aligned with the cross-cutting theme: Strengthening institutions to establish a rules-based environment. Strengthening governance and institution is again included as a cross-cutting theme in the draft FY2023 – 2027 CPF, which also identifies three high-level objectives (HLOs): i) purchasing power and access to public services protected from macroeconomic instability and fiscal pressure on social spending (HLO 1); ii) improved labor incomes of vulnerable households (HLO 2); and iii) sustainable livelihoods through better management of natural resources (HLO 3). Success of this project will support data sharing across the statistical system and evidence-based policymaking, fostering data openness and data-driven cultures to improve transparency and accountability of the government. Additionally, the project aims to address data gaps and improve quality and frequency of the information needed to support monitoring of economic activities, prices, poverty, and labor market conditions and designing of well-targeted public policy and services delivery. Through these activities, the project will contribute to HLO 1 and HLO 2 as well as support the monitoring of these HLO indicators.

The project is aligned with the **9th NSEDP 2021–2025 through its direct support to the monitoring and evaluation (M&E) framework and contributes to measuring progress toward the achievements of the Sustainable Development Goals**. The 9th NSEDP 2021–2025 M&E framework has identified 168 indicators to measure and track the progress of six outcomes: economic growth, human capital, well-being, environment, integration and connectivity, and governance. The project will support the



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production of selected indicators as well as improving their quality and timeliness through its investment in national account statistics, sectoral statistics, and survey and census data collection. For example, the Lao Expenditure and Consumption Survey (LECS) will contribute to the monitoring of the human capital and well-being outcomes while GDP by region will contribute to the monitoring of the integration and connectivity outcome. The project will also support gender equality statistics, as prioritized by the NSEDP to promote and create opportunities for women and children. Lastly, the project will contribute to improving the availability and reliability of statistics for tracking progress toward the achievement of the SDGs.

This project is fully aligned with the SDNSS 2016 – 2025 and Vision 2030. Project activities are fully aligned with the five strategies and work programs identified in the SDNSS 2016 – 2025 and Vision 2030: legislation, infrastructure, production and dissemination, coordination and integration, and resources. In addition to improving data production and dissemination, the project will foster data exchange and integration within the LSS. The project aims to lay a groundwork for data exchange and integration through development of the memorandum of understanding (MOU) framework for data sharing, the LSS Data Quality Assessment Framework (DQAF), ICT infrastructure to support data exchange, and upgrading of the existing coordination mechanisms. The project will also support in assessing the progress of the SDNSS 2016 – 2025 and Vision 2030 and drafting the new SDNSS 2026 – 2035.

1.3 ESMP SCOPE AND OBJECTIVE

The ESMP will identify and assess environmental and social risks related to the project activities. It will also detail mitigation and management measures in line with the national regulations, World Bank's Environmental and Social Standards (ESSs), the Good International Industry Practices (GIIP) and the World Bank General Environmental, Health and Safety Guidelines (EHS), requirements.

The anticipated key ES risks are grouped as follows:

- ICT Installation and General Condition
- Package and Electronic waste management
- Social Risk Management

Integration of the ESMP

It is the responsibility of the Project Implementation Unit (PIU), to ensure that this ESMP is fully integrated into all Project preparation and planning. The ESMP shall form part of any tender documentation for physical works, and it shall be the Clients responsibility to ensure that the technical requirements and data sheets of Project bid documentation are subject to review against this ESMP to ensure that all appropriate safeguard measures are captured at the bid stage.

Further, it is the responsibility of the PIU to ensure that this ESMP is considered in the review of any Terms of Reference (TOR) for Technical Assistance developed for the Project. The safeguard requirements for any design or supervision of the Project will be fully integrated into TOR to ensure that all safeguard responsibilities allocated within the ESMP are realized at the early stage.

Disclosure

The final ESMP will be disclosed locally and at the World Bank external website.



2 POLICY AND LEGAL FRAMEWORK

2.1 NATIONAL LEGAL FRAMEWORK

The Constitution of Lao PDR, ratified in 1991 (updated in 2003), uses the term ‘citizens of all ethnicity’ throughout. It specifically recognizes the need to incorporate the concerns of ethnic groups in developing policy in all sectors, and the Government has reaffirmed its commitment to strengthening the rights of all ethnic groups in various congresses, conferences, decrees, and laws since the 1980s (Articles 8 and 22). Article 75 of the Constitution states that the Lao language and script are the official language and script. Constitutionally, Lao PDR is recognized as a multi-ethnic society, and Article 8 of the Constitution states, All ethnic groups have the right to preserve their own traditions and culture, and those of the nation. Discrimination between ethnic groups is forbidden. Article 8 also declares that “the State pursues the policy of promoting unity and equality among all ethnic groups. All ethnic groups have the rights to protect, preserve and promote the fine customs and cultures of their own tribes and of the nation. All acts of creating division and discrimination among ethnic groups are forbidden. The State implements every measure to gradually develop and upgrade the economic and social level of all ethnic groups.”

The key laws and regulations are identified in Box 2-1 below while details are provided in **Error! Reference source not found.2**.

BOX 2-1 KEY LAO PDR ENVIRONMENTAL AND SOCIAL LEGISLATIONS APPLICABLE TO THE PROJECT	
Subjects	Related national policies, strategies, laws, regulations
Natural Environment	<ul style="list-style-type: none"> • Constitution of the Lao PDR People’s Democratic Republic (1991, amended No. 63/NA, 08/12/2015) • Law on Environment Protection, No. 29/NA, dated 18/12/2012 • Law on Disaster Management, No. 15/NA, dated 24/06/2019 • Decree on Environmental Impact Assessment, No. 21/GoL, dated 31/01/2019 • Decree on the Promulgation and Enforcement of National Environmental Standards, No. 81/PMO, dated 21 February 2017 • The Decree on Occupational Health and Safety, No. 22/GOL, 05-Feb-2019 • Ministerial Decision on landfill management No. 521/MPWT, 23 February 2007 • Ministerial Instructions on Hazardous Waste Management, No. 0744/MONRE, 11-Feb-2015.
Social	<ul style="list-style-type: none"> • The Law on the Development and Protection of Women and Children (2004) g • Law on Hygiene, Prevention and Health Promotion (Amended 2011) • Law on Preventing and Combating Violence Against Women and Children (VAWC) (2014) • Decree on Occupational Health and Safety, No. 22/GoL, dated 05/02/2019 • The Lao Labour Law (2013)



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BOX 2-1 KEY LAO PDR ENVIRONMENTAL AND SOCIAL LEGISLATIONS APPLICABLE TO THE PROJECT	
Subjects	Related national policies, strategies, laws, regulations
Legislation on ethnic groups, including engagement	<ul style="list-style-type: none"> • The Constitution of the Lao PDR People’s Democratic Republic (1991, amended, No. 63/NA, 08/12/2015; • The Ethnic Minority Policy (1992); • The Law on Lao Front for National Development, No. 49, dated 20/8/2018; • The Law on Media No. 01/NA, dated 4/11/2016; • The 8th National Socioeconomic Development Plan (NSEDP); • The National Assembly of The Lao PDR –2009 and National Assembly Meeting No. VIII, 28/12/2018 for Ethnic Groups in Lao PDR. • The National Guideline on Consultation with Ethnic Groups, 2013; • The Guidelines for the Implementation of the State Decree on the Management and Protection of Religious Activities in the Lao PDR, no 16/Mol, 09/11/2016;
Laws and Decrees relevant to Labour and Labour Grievances a Codes	<ul style="list-style-type: none"> • The Law on Labour Protection, No. 43/NA, dated 24/12/2013; • The Law on Grievance Redress, No. 023/NA, dated 09/11/2016; • The Law on Hygiene, Prevention and Health Promotion, No. 73/NA, dated 22/11/2019; • The Law on Prevention of HIV Disease, dated 01/NA, dated 29/6/2010; • The Law on Entry-Exit and Management of Foreigners, No. 59/NA, dated 26 December 2014; • The Law on Lao Union, No. 3-/NA, dated 15/11/2017; • The Law on Anti-Human Trafficking, No. 73/NA, dated 17 December 2015; • The Law on the Protection of Children Rights and Benefits, No. 05/NA, dated 27/12/2006; • The Decision on Occupational Health and Safety at Construction Sites, No. 3006/MLSW, dated 21/08/2013; and • The Decree on Occupational Health and Safety, No. 22/GoL, dated 05/02/2019
Laws and regulations on Gender-Based Violence (GBV)	<ul style="list-style-type: none"> • The Law on Preventing and Combating Violence against Women and Children, Law No. 56/NA, 23/12/2014; • The Law on Anti-Human Trafficking, No. 022/NA, dated 17 December 2015; • The Law on the Development and Protection of Women, No.08/NA, dated 22/10/2004; • The Law on Prevention of HIV Disease, dated 01/NA, dated 29/6/2010; • The Family Law, No. 05/NA, dated 26/9/2008; • The Law on the Protection of Children Rights and Benefits, No. 05/NA, dated 27/12/2006; • Second National Plan of Action on Preventing and Elimination of Violence against Women and Violence against Children (2021-2025) and the Fourth National Plan of Action on Gender Equity (2021-2025)



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BOX 2-1 KEY LAO PDR ENVIRONMENTAL AND SOCIAL LEGISLATIONS APPLICABLE TO THE PROJECT	
Subjects	Related national policies, strategies, laws, regulations
<i>Laws, policy and procedure to combat COVID-19.</i>	<ul style="list-style-type: none"> • Law on Health Care, No. 58/NA, dated 24 December 2014; • Law on Preventive Vaccination (immunization), 09 August 2018; • Law on Prevention and Control of Communicable Disease, 19 December 2017; • Decision on Healthcare Waste Management, No. 1373, dated 23 November, 2017; • Decision on hygiene condition of healthcare facilities, No. 1667, dated 15 August 2018; • Guideline on prevention of the transmission and infection of COVID-19 at international airport, land border, and transportation stations; • Guideline on prevention of the transmission and infection of COVID-19 at suspected to be infected area or temporary quarantine center; • Guideline on prevention of the transmission and infection of COVID-19 at public place (hotel, guesthouse, offices, schools, and others). • Prime Minister’s Orders on Prevention and Response Measures

2.2 APPLICABLE WORLD BANK ENVIRONMENT AND SOCIAL STANDARDS (ESS)

The WB’s Environmental and Social Framework (ESF) is applied to the Project. The ESF objective goes beyond the traditional ‘do no harm’ approach to maximize development gains. The 10 Environmental and Social Standards (ESSs) set out the requirements for its clients relating to the identification and assessment of ES risks and impacts associated with projects supported by the WB through Investment Project Financing. The ESSs are designed to assist WB clients to fulfil the ESF’s requirements on the identification and management of ES risks. The ESSs are also designed to support WB clients in their goal to reduce poverty and increase prosperity in a sustainable manner for the benefit of the environment and their citizens, especially in (i) achieving good international practice relating to ES sustainability; (ii) fulfilling their national and international ES obligations; (c) enhancing non-discrimination, transparency, participation, accountability and governance; and (d) enhancing the sustainable development outcomes of projects through ongoing stakeholder engagement.

The environmental and social risk classification of the Project is low as indicated in the Environmental and Social Review Summary (ESRS) for this project. The project is not expected to include any civil works. Therefore, no sensitive environmental features would be impacted. It is assessed that six of the ten ESSs are relevant to the Project including:

- ESS1 – Assessment and Management of Environmental and Social Risks and Impacts;
- ESS2 – Labor and Working Conditions;
- ESS3 – Resource Efficiency and Pollution Prevention and Management;
- ESS4 – Community Health and Safety;
- ESS7 – Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities;



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- ESS10 – Stakeholder Engagement and Information Disclosure.

The following four (4) ESSs are not relevant to the project including:

- ESS5 – Land Acquisition, Restrictions on Land Use and Involuntary Resettlement;
- ESS6 – Biodiversity Conservation and Sustainable Management of Living Natural Resources;
- ESS8 – Cultural Heritage; and
- ESS9 – Financial Intermediaries.

As a result of this assessment, at this stage of project preparation MPI is required to prepare the following instruments in accordance with the World Bank’s Environmental and Social Framework (ESF):

- 1) Environmental and Social Management Plan (ESMP) with:
 - The electronic waste management plan (Annex 4);
 - Description of technically and financially feasible measures to improve energy efficiency (e.g., use of energy-efficient equipment);
 - Labor Management Procedures (LMP) with OHS procedure and workers’ Grievance Procedure (Annex 5);
 - Staffing and operational arrangements, including staff capacity needs assessment;
 - Operational arrangements for project E&S risk management (budget, staffing, training);
 - Code of conduct (CoC) to address SEA/SH and VAC (Annex 6);
 - Community health and safety plan (Annex 7); and
 - A CERC-Manual (Annex 8)
- 2) Standalone Stakeholder Engagement Plan (SEP), including Grievance Redress Mechanism (GRM); and
- 3) Environmental and Social Commitment Plan (ESCP).

Together these documents form the backbone of the Project ES risk management and the initial drafts have been disclosed on 23 May 2022 and consulted with Project stakeholders on 7 June 2022 before submissions to the WB for review and clearance and it was re-disclosed on 8 July 2022 prior to appraisal and approval. These ESF instruments (ESMP, SEP and ESCP) will be translated into Lao language before disclosing them publicly.

Due to the programmatic nature of the Project with activities and locations to be identified and detailed during Project implementation, the ESMP has been prepared and it will be applied during Project implementation. Given that the ESF’s vision behind the ESSs goes beyond the traditional ‘do no harm’ approach to maximize development gains, the ESMP also includes means to enhance positive ES impacts of the Project.

This ESMP is an integral part of compliance with the ESF. At this stage of project planning the World Bank has assessed the potential for environment and social risks and impacts as low for both environment and social.



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The six (6) E&S Standards and their relevance to the Project are summarized in Table 2-1.

TABLE 2-1 KEY OBJECTIVES AND RELEVANCE OF WORLD BANK'S E&S STANDARDS TO THE PROJECT

World Bank's E&S Standards	Key objectives	Relevance to the Project
<p>ESS1: Assessment and Management of Environmental and Social Risks and Impacts</p>	<ul style="list-style-type: none"> - Identify and assess social and environmental impacts, both adverse and beneficial, in the project's area of influence; - Avoid, or where avoidance is not possible, minimise, mitigate or compensate for adverse impacts on workers, Project Affected Communities (PACs) and the environment; - Adopt differentiated measures so that adverse impacts do not fall disproportionately on the disadvantaged or vulnerable, and they are not disadvantaged in sharing development benefits and opportunities resulting from the project; - Utilise national environmental and social institutions, systems, laws, regulations and procedures in the assessment, development and implementation of projects, where applicable; - Promote improved social and environmental performance, in ways which recognise and enhance Borrower capacity. 	<p>The potential risks and negative impacts considered include environmental and occupational health and safety impacts associated with the installation and use of ICT, health and safety of the data users. The potential impacts will be addressed and mitigated through measures under ESMP Annex 5 (<i>Labour Management Procedure</i>), Annex 7 (<i>Community Health and Safety</i>), and Annex 4 (<i>E-Waste Management</i>).</p> <p>The LSB has developed ESMP that was initially disclosed for public consultation on 23 May 2022 at the LSB's website: and was consulted with relevant stakeholders on 7 June 2022.</p>
<p>ESS2: Labor and Working Conditions</p>	<ul style="list-style-type: none"> - Promote safety and health at work; - Promote the fair treatment, non-discrimination and equal opportunity of project workers; - Promote project workers, including vulnerable workers such as women, person with disabilities, children (of working age, in accordance with WB's ESS) and migrant workers, contracted 	<p>The project will involve civil servants (government staff appointed from the implementing and concerned agencies at all levels), direct workers (consultants hired directly by the LSB/PMU) and contracted workers (service providers, employees of consulting firms), but is not anticipated to involve any primary supply workers (workers from ongoing providers of essential goods and materials) or</p>



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World Bank's E&S Standards	Key objectives	Relevance to the Project
	<p>workers, community workers and primary supply workers, as appropriate;</p> <ul style="list-style-type: none"> - Prevent the use of all forms of forced labour and child labour; - Support the principles of freedom of association and collective bargaining of project workers in a manner consistent with national law; and - Provide project workers with accessible means to raise workplace concerns. 	<p>community workers. Labor related risks include the risk of (i) workers health and safety resulting from unsafe working conditions, (ii) employment discrimination, (iii) labor related disputes and (iv) Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) and therefore, this ESMP includes a Labour Management Procedure (Annex 5) to address any gaps between the national Labour Law with the ESS2. The LMP should be an integral part of the bidding documents and construction contracts. In addition, the ESMP has annexes on Occupational Health and Safety (OHS) included in LMP (Annex 5), Codes of Conduct (Annex 6). The LMP includes the latest COVID-safe guidelines mandated by the government and/or best practice in the country, in order to maintain a safe working environment for workers and for the community and minimize the risk of COVID transmission. The LMP also includes safe hygiene practices, use of PPE and provisions for ensuring sick workers can self-isolate and access pay. The LMP also directs contractors to establish a Grievance Mechanism for workers, to collect and address potential grievances.</p>
<p>ESS3: Resource Efficiency and Pollution Prevention and Management</p>	<ul style="list-style-type: none"> - Promote the sustainable use of resources, including energy, water, and raw materials; - Avoid or minimize adverse impacts on human health and the environment by avoiding or minimizing pollution from project activities; - Avoid or minimize project-related emissions of short and long-term climate pollutants; 	<p>The risk is mainly related to ensuring use of energy-efficient equipment, proper management of package waste and electronic waste generated. The project considers issues related to the dismantled electronic equipment and materials generated when supplying ICT infrastructure with new IT equipment may cause risks to human health and the environment if not disposed of in an environmentally</p>



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World Bank's E&S Standards	Key objectives	Relevance to the Project
	<ul style="list-style-type: none"> - Avoid or minimize generation of hazardous and non-hazardous waste; and - 	<p>sound and safe manner. Where obsolete equipment and materials cannot be reused, they should be recycled or disposed of by licensed contractors. The project included e-waste management plan is this ESMP (Annex 4)</p>
<p>ESS4: Community Health and Safety</p>	<ul style="list-style-type: none"> - Anticipate and avoid adverse impacts on the health and safety of project-related communities during the project life cycle from both routine and nonroutine circumstances; - Promote quality and safety, and considerations relating to climate change, in the design and construction of infrastructure; - Avoid or minimize community exposure to project-related traffic road safety risks, diseases and hazardous materials; - Provide effective measures to address incidents and emergency events; and - Ensure the safeguarding of personnel and property is carried out in a manner that avoids or minimizes risks to the project-affected communities. 	<p>IT equipment will be installed within the existing footprint of facilities. The risk of improper disposal of electronic waste could pose risks to community health and safety, CHSP (Annex 7) and E-waste Management Plan (Annex 4) are included into the ESMP.</p> <p>To address the risk of SEA/SH, the project's CHSP will include provisions to prevent and manage SEA/SH; violence against children (VAC) and incidence of HIV/AIDS.</p> <p>The Project also has a potential risk of spreading COVID19 to communities and the CHSP will also need to take into account the latest COVID-safe guidelines mandated by the government and/or best practice in the country.</p> <p>The SEP includes provision of information on how the data will be collected including how participants and others can seek information, advice or make a complaint.</p>
<p>ESS7: Indigenous People/Sub-Saharan African Historically Underserved Traditional Local Community</p>	<ul style="list-style-type: none"> - Avoid adverse impacts of projects on communities of Indigenous Peoples, or when avoidance is not feasible, to minimise, mitigate, or compensate for such impacts, and to provide opportunities for development benefits, in a culturally appropriate manner; - Foster good faith negotiation with and informed participation of Indigenous Peoples when projects 	<p>The Project has a nationwide scope. The project area is culturally diverse; there are 50 distinct ethnic groups in Laos. The 50 ethnic groups in Laos are classified into four ethno-linguistic families namely Hmong-Mien, Mone-Khmer, Chine-Tibetan and Lao-Tai. The term "Ethnic Groups" is often used for ethnic minority groups belonging to the first three ethno-linguistic families (Hmong-Mien, Mone-Khmer and</p>



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World Bank's E&S Standards	Key objectives	Relevance to the Project
	<p>are to be located on traditional or customary lands under use by the Indigenous Peoples; and</p> <ul style="list-style-type: none"> - Respect and preserve the culture, knowledge and practices of Indigenous Peoples; - Promote sustainable development benefits and opportunities for Indigenous People in a manner that is accessible, culturally appropriate and inclusive; - Improve project design and promote local support by establishing and maintaining an ongoing relationship based on meaningful consultation with the Indigenous People throughout the project's life's cycle; - Obtain FPIC of affected Indigenous People; and - Recognize, respect and preserve the culture, knowledge, and practices of Indigenous People, and to provide them with an opportunity to adapt to changing conditions in a manner and in a timeframe acceptable to them. 	<p>Chine-Tibetan) who meet the characteristics and definition of Indigenous Peoples under ESS7. Since Lao PDR is a multi-ethnic groups country and the engagement of ethnic groups is an integrated part of the SEP, and thus a separate ethnic development plan (equivalent to an IPP under ESS7) will not be prepared. The Project will prepare and implement guidelines for inclusion of disadvantaged groups including ethnic groups and women. SEP has included instructions on how to effectively engage ethnic groups during the implementation period.</p> <p>The project will mainstream ethnic groups into activities involving data collection and analysis and target these groups specifically and in an appropriate manner, during statistic collection and allowing for differentiated statistical analysis. This will include appropriately naming ethnic identities as part of the data collection. Special attention to the needs of ethnic groups in engagement including ensuring translation into relevant languages during data collection. Special attention will be paid to ensure the active participation of the different ethnic groups and representatives in the project's stakeholder engagement activities and to ensure that any information shared is sensitive to cultural needs.</p> <p>The grievance mechanism for the project has been prepared and communicated taking into consideration the needs of the ethnic groups, and accessibility for ethnic</p>



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World Bank's E&S Standards	Key objectives	Relevance to the Project
		groups to submit feedback or grievances. Whenever feasible, locally appropriate GRMs have been built upon. Also, whenever feasible, the GRM includes traditional grievance or conflict resolution systems and appropriately naming ethnic identities as part of the data system.
ESS10: Stakeholder Engagement and Information Disclosure	<ul style="list-style-type: none"> - Establish a systematic approach to stakeholder engagement that will help borrowers identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties; - Assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social performance; - Promote and provide means for effective and inclusive engagement with project-affected parties through the project life cycle on issues that could potentially affect them; and - Ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format. 	A Stakeholders Engagement Plan (SEP), including a GRM, has been prepared. The SEP will be implemented, updated, and disclosed throughout the different phases of the project life cycle. This was developed early in the project preparation process to inform engagement to address key risks and develop communication and engagement strategies and materials to effectively reach out to affected and interested stakeholders to ensure accessibility and culturally appropriateness. The Draft SEP was initially disclosed at the LSB website on 23 May 2022. A consultation with stakeholders was carried out on 7 June 2022. It was re-disclosed on 8 July 2022 prior to appraisal and approval. The ESF instruments (ESMP, SEP and ESCP) will be translated into Lao languages before disclosing them publicly.

3 ENVIRONMENTAL AND SOCIAL OVERVIEW

Lao PDR has made substantial progress in advancing its national statistical system in recent years. The national statistical system, commonly known as the Lao PDR Statistical System (LSS), consists of the Lao Statistics Bureau (LSB), the statistical centers of line ministries or equivalent organizations, the statistics units of provincial departments, and the statistics units of district and village offices.



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Activities within the realm of official statistics in Lao PDR have grown over the years. There has been an increase in data production both by the LSB and the statistical centers of line ministries to support the policymaking process. The growth momentum reflects an increasing level of government support and continuing collaborative efforts with bilateral and multilateral donors. A demand for the statistical system's products is strong, both from the Government of Lao PDR to support monitoring and evaluation of the National Socio-Economic Development Plans (NSEDP) and from international communities.

Lao PDR is culturally diverse with 50 ethnic groups. Cities in Lao PDR are small in population, with only the capital city Vientiane having a population of more than 100,000 people and few high-rise buildings. City centers are not very densely built up and have wide peri-urban areas around them. The total population of Laos is 7.3 million people in 2020. Besides the urban-rural divide, because the country is geographically long, there is also often a divide into 3 areas, North, Central and South.

The Project will be implemented nation-wide through LSS using the LSB as the implementation agency along with the statistical center of line ministries or equivalent agencies under the LSB's technical guidance.

Since the project aims to support institutional transformation to improve the statistical system in Lao PDR, the project is not expected to include any civil works. Therefore, no sensitive environmental features would be impacted. However, under Component 2, ICT infrastructure and consulting services will require replacement and purchase of IT equipment (computers, printers, tablets). E-waste management could be the environmental issue that will need particular attention.

Key stakeholders include line ministries, all ministries contributing their data and statistical users including the National Assembly, government officials, students, etc. Stakeholder consultations will be held at the national and provincial levels with participation of key stakeholders.

4 POTENTIAL E&S RISKS, IMPACTS AND PROPOSED MITIGATION MEASURES

4.1 ANTICIPATED POSITIVE IMPACTS

The proposed project is closely aligned with the Country Partnership Framework (CPF) for Lao PDR FY 2017–2021. The CPF has been extended by one year until June 2022 to better assess the needs resulting from COVID-19 in the next round CPF. The project is aligned with the cross-cutting theme: Strengthening institutions to establish a rules-based environment. Governance is again identified as a cross-cutting theme in the Concept Note of the FY22-26. Success of this project will support data sharing across the statistical system and evidence-based policymaking, fostering data openness and data-driven cultures to improve transparency and accountability of the government.

The Project will be implemented nation-wide through LSS using the LSB as the implementation agency along with the statistical center of line ministries or equivalent agencies under the LSB's /technical guidance. Despite its achievements in reducing poverty, Lao PDR faces significant longer-term challenges in growth related to the digital economy and youth employment.



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The project will have mostly positive benefits as the interventions will set up a robust statistical system in the country which will result in, among others, correct estimates of poverty, gender & vulnerability assessments, MDGs, SDG indicators and other.

The project beneficiaries are divided into groups below:

- **LSS statistical producers – LSB and statistical centers of line ministries and agencies – are the beneficiaries of the project.** The LSB will be the main beneficiary of the project. It will benefit from training and technical assistance to produce quality statistics, investments in its human resources and ICT infrastructure, financing to undertake statistical operations and prepare and publish updated statistics, and technical assistance to strengthen its role as a main coordinator of the LSS. Other project beneficiaries will be statistical centers of line ministries and agencies which produce sectoral and administrative statistics, especially those supported under Activity 1.1.3 and Component 2.1.
- **Other beneficiaries of the project will be a diverse group of data users.** Decision- and policy-makers in ministries and agencies, and members of the National Assembly will benefit from improved availability and timeliness of statistics produced by the LSS and training to promote data literacy, which will allow them to make better use of data and statistics for planning and decision-making processes as well as for monitoring and evaluation of development plans and commitments, and other public programs. The private sector, the civil society, engaged citizens, and media will benefit not only from improved availability and timeliness of statistics but also from more user-centric dissemination practices which will allow them to make evidence-based decision making and hold government accountable. Students, researchers, development partners and international organizations will also benefit from this project for having data for socio-economic analysis and research to support learning, teaching, project planning, etc.

4.2 ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS

Overall, the environmental and social (ES) risks are considered Low. The Project is expected to bring about significant environmental, social and economic benefits and positive statistic system modernisation development outcomes to the target beneficiaries and the country in many ways. The potential risks associated with the Project activities are minimise and mostly related to weak communication and coordination issues.

4.2.1 Environmental Risks and Impacts

Environmental Risks are also considered Low as it involves statistical production by improving availability of statistics ensures that key data and statistics are produced regularly to be made accessible to users and enhancing quality means improving the accuracy, reliability, relevance, and timeliness of statistics through enhanced data collection and data compilation methodologies. It also involves enhancing the efficiency and user relevance of the statistical system as well as the capacity and management skills of the LSB. The project does not support civil works, so the environmental risks and impacts will be confined to disposal/recycling of package and electronic waste when equipment is replaced, upgraded or repaired. It will finance upgrading, repairing and installation of ICT equipment such as desktop computers, laptops, tablets, software to accommodate statistics system, etc. The ICT tools to be financed by the Project will eventually end-up in the waste stream as



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electrical and electronic waste (e-waste). E-waste is a very complex waste stream, as it encompasses a wide range of items, metals and chemicals of which some are valuable, and others are hazardous. Valuable metals include gold, silver, copper and iron/steel; and hazardous waste includes heavy metals such as lead, cadmium and mercury. Plastic cabinets often contain flame retardants such as polybrominated biphenyls (PBB) and polybrominated diphenyl ether (PBDE), which are considered persistent organic pollutants by the Stockholm Convention. These chemicals are considered potentially bio accumulative and toxic to humans and wildlife. Consequently, the use of these compounds has been restricted internationally. Cathode ray tube (CRT) glass which is used in computer monitors contain lead and at present, there is no effective way to deal with leaded glass.

The e-waste recycling industry in Lao PDR is rather diverse, and a substantial part of the e-waste is imported from China, India, South Korea, Singapore, Europe and USA. The e-waste recycling process starts with manual separation and dismantling into more homogenous groups of materials (e.g., gold, copper, plastic, circuit boards) for some fractions this is then followed by shredding and sorting/refining process e.g., with water, heat, or with metallurgical processes.

There are currently 13 e-waste / battery recycling industries in Lao PDR. In 2016 a total of 200,000 tons of e-waste and 120,000 tons of used batteries were handled and processed. Wastes from recycling of e-waste typically include slag, ashes, and sludge, emissions of dust and wastewater containing metals. There is no information readily available about the environmental performance of these e-waste recycling companies.

Although regulations to control collection and disposal of industrial hazardous waste were introduced in 2015, the implementation of these regulations is still in early days and environmentally safe systems for controlled collection, treatment/destruction and disposal of hazardous waste (including e-waste and waste from e-waste recycling) have yet to be developed and introduced systematically. Currently, such waste is likely disposed of together with municipal waste at dump sites or in some cases in controlled landfills. Five controlled landfills are currently under construction (Vangvieng, Pakse, Kayson Phomvihanh, Thakek and Paksan). These landfills will be in operation in the next 1-2 years and will provide an environmentally safer option for final disposal of waste from e-waste recycling activities. However, the four project ICT focal point/piloting are locating in Champasack, Salavanh, Oudomxay and Xiengkhouang provinces. An e-waste management procedure is provided as part of the ESMP to address possible package and e-waste concerns, which would be in close collaboration with MoNRE for its implementation.

These environmental risks and impacts are expected to be limited, localized, site specific, and temporary, and this can be easily mitigated with e-waste management plan (see Annex 4), which is as part of this Environmental and Social Management Plan (ESMP). In addition, the project included description of technically and financially feasible measures to improve energy efficiency (e.g., use of energy-efficient equipment) as part of the ESMP.

Improve knowledge on reduction and management of e-waste (including used computers, batteries, and electrical appliance will also be promoted. This will include issues such as prevention or reduction of noise or emission of air or water pollutants, e-waste management, waste recycling, substitution of hazardous materials with non-hazardous materials, climate change risks and practical adaption concepts, workplace and personal hygiene to prevent the spread of diseases, and practical means and methods to prevent or reduce the risks of work-related accidents and injuries.



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Moreover, recognizing high risk on natural disaster in Lao PDR, the Project will also support development of emergency action plans for ICT facilities and service centres by introducing standard emergency procedures and building capacity of Project staff and managers as well as other government officials in related departments of LSB.

Table 4-1 identifies the potential risks and impacts of the Project activities and the proposed mitigation measures. All Project activities and locations will be identified, selected, and designed during Project implementation. In response to the outbreak of the COVID-19 pandemic, all Project activities will also incorporate appropriate measures to prevent COVID-19 contagion (included **Annex 5**).

4.2.2 Social Risks and Impacts

The Social Risks are considered Low. Potential social risks associated with Project activities include (i) a lack of stakeholder engagement, (ii) a weak coordination mechanism within and between line departments and amongst line ministries (various statistical data producers, contributors), (iii) risks related to the engagement of labor and working conditions of project workers, (iv) a risk of exclusion and discrimination, particularly of people with disability, ethnic minorities due to culture and language barriers and other vulnerable groups, especially if they are not adequately represented in statistical data collection, (v) a risk of sexual exploitation and abuse/sexual harassment (SEA/SH) and violence against children (VAC), especially when they directly interact with people during data collection and household surveys, (vi) risk of data security and privacy breaches, (vii) risk of data inaccuracy and lead to cost ineffectiveness, and (viii) risk of weak and/or inaccessible to grievance redress mechanism. These risks and impacts are low and mostly predictable and preventable. They can be mitigated during the lifetime of the project.

As for the development of statistical systems, data production by the Lao Statistics Bureau (LSB) and the statistical centers of the line ministries has increased to support the policymaking process. The growth momentum reflects an increasing level of government support and continuing collaborative efforts with bilateral and multilateral donors. These donors have significantly contributed to the growth and maturity of statistical activities in Lao PDR, which has led to increased stakeholder engagement and involvement.

However, ineffective institutional coordination between various statistical data producers, contributors and users has caused limitations, as have a lack of qualified personnel. As a result, there has been low capability to effectively engage stakeholders at various levels and limited capacity to manage environmental and social risks and instruments.

Acknowledging challenges and limitations, the LSS Modernization Project commits to improving the coordination mechanism and communicating with stakeholders in accordance with government public involvement guidelines (2013) and WB ESF requirements, especially ESS 10. The LSB also acknowledges that Lao PDR is culturally diverse with 50 ethnic groups, so the design of the stakeholder engagement tools is culturally appropriate and suitable to communicate with people from different backgrounds. LSB has set up an Environmental and Social (ES) team within LSB to assist in the preparation of ESF instruments and consultation with various stakeholders. To improve institutional coordination and communication, LSB has established central coordination points in Oudomxay to



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cover the northern part of Lao PDR, Vientiane and Xiengkhouang to cover the central part, and Champasack and Salavan to cover the southern part.

4.2.3 Summary of E&S Risks, Impacts and Proposed Mitigation Measures

Table 4-1 presents potential risks/impacts and proposed mitigation measures to be implemented by the Project.



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TABLE 4-1 POTENTIAL NEGATIVE ENVIRONMENT AND SOCIAL RISKS AND IMPACTS AND MITIGATION MEASURES

Type of Potential Impact	Project component	Description of Potential Risk and Impact	Potential Mitigation Measure	Ref. to WB ESS	Responsibility / Estimated Project Stage
1. General Condition					
1.1 Assessment and management of environmental and social risks and impacts	All components	<ul style="list-style-type: none"> The potential environmental and social risks and impacts are defined below in each potential impact. 	<ul style="list-style-type: none"> Prepare, implement, monitoring and reporting of the ESF instruments (ESMP, ESCP and SEP); Conducting training on the ESF instruments for PIU; 	ESS1	LSB/PIU during project implementation
2. Environmental Risk Management					
2.1 Installation, repairing and replacement works of ICT equipment	Subcomponent 2.3: Supply and installation of the IT infrastructure and equipment	<ul style="list-style-type: none"> Risks and impacts due to the generation of packaging waste, noise and vibration during the installation, repairing and replacement works of ICT equipment Inappropriate handling of E-wastes E-waste risks to human health and the environment including climate change if 	<ul style="list-style-type: none"> Properly schedule time for installation of the IT infrastructure to minimize noise and vibration and seal the installation areas to control dust; Clean up the area every time after Installation, repairing and replacement works; Providing proper facilities (bins and storage) for general and 	ESS1 and ESS3	LSB/PIU during project implementation



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Type of Potential Impact	Project component	Description of Potential Risk and Impact	Potential Mitigation Measure	Ref. to WB ESS	Responsibility / Estimated Project Stage
		not disposed of in an environmentally sound and safe manner.	hazardous wastes; <ul style="list-style-type: none"> • The use of energy efficient equipment; and proper use and regular inspection of ICT equipment to minimize replacement of ICT equipment; • Include resource efficiency and pollution prevention and management measures (effective use of resources, reuse of recyclables, management of general waste and E-waste) in the E-waste management plan (Annex 4) and LMP (Annex 5). • Provide safety training programs for the workers; • Climate change actions are integrated into E-waste management plan and training on E-waste management plan will be provided for project staffs. Prepare, implement, monitoring 		



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Type of Potential Impact	Project component	Description of Potential Risk and Impact	Potential Mitigation Measure	Ref. to WB ESS	Responsibility / Estimated Project Stage
			and reporting of E-waste management plan (Annex 4)		
2.2 Package and Electronic waste management	Subcomponent 2.3: Supply and installation of the IT infrastructure	<ul style="list-style-type: none"> E-waste risks to human health and the environment including climate change if not disposed of in an environmentally sound and safe manner. 	<ul style="list-style-type: none"> Prepare, implement, monitoring and reporting of E-waste management plan (Annex 4); Clean up the area every time after Installation, repairing and replacement works; Providing proper facilities (bins and storage) for general and hazardous wastes. Incorporate waste management in the LMP (Annex 5); Providing proper PPEs and ensure enforcement of application; 	ESS1 and ESS3	LSB/PIU during project implementation



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Type of Potential Impact	Project component	Description of Potential Risk and Impact	Potential Mitigation Measure	Ref. to WB ESS	Responsibility / Estimated Project Stage
			<ul style="list-style-type: none"> • Conducting training on LMP and E-waste management; • Taking initiative action through procurement and supply chain system by taking into account “Green, Recyclables, and Reusable Packaging” (where feasible). • Ensure Extended Producer Responsibility clause is to be integrated in the supply and installation contracts such as the supplier could be made responsible for: (i) buy back of old equipment or take out for safe disposal; and (ii) extended responsibility of end of life collection and 		



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Type of Potential Impact	Project component	Description of Potential Risk and Impact	Potential Mitigation Measure	Ref. to WB ESS	Responsibility / Estimated Project Stage
			safe disposal of equipment.		
2.3 Domestic solid wastes	All components	<ul style="list-style-type: none"> Littering of garbage on roadsides and in the community during trainings, meetings, data collection and field survey. 	<ul style="list-style-type: none"> Clean up the area every time after Installation, repairing and replacement works; Providing proper facilities (bins and storage) for general and hazardous wastes. Incorporate waste management in the LMP (Annex 5); Conducting training on LMP; Taking initiative action through procurement and supply chain system by taking into account “Green, Recyclables, and Reusable Packaging” (where feasible). 	ESS1 and ESS3	LSB/PIU during project implementation

3. Social Risk Management



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Type of Potential Impact	Project component	Description of Potential Risk and Impact	Potential Mitigation Measure	Ref. to WB ESS	Responsibility / Estimated Project Stage
3.1 Labour and Working Conditions	All components	<ul style="list-style-type: none"> Risks related to the labour and working conditions of project workers; Risk of Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH); Risk of labor disputes; Lack of capacity to implement the Project Management in accordance with World Bank Environmental and Social Standards; Lack of stakeholder engagement; risks related to the labour and working conditions of project workers. 	<ul style="list-style-type: none"> Prepare, implement, monitoring and reporting of LMP (Annex 5); Conduct trainings on LMP 	ESS2	LSB/PIU during project implementation
3.2 Occupational, health and safety	All components	<ul style="list-style-type: none"> Potential CHS concerns relate to health and safety risks for data user in connection with ICT 	<ul style="list-style-type: none"> Prepare, implement, monitoring and reporting of LMP (Annex 5); Performing Occupational Health 	ESS4	LSB/PIU during project implementation



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Type of Potential Impact	Project component	Description of Potential Risk and Impact	Potential Mitigation Measure	Ref. to WB ESS	Responsibility / Estimated Project Stage
		<p>installation, and service facilities, workplace practice as interns or apprentices (for example the use of mechanical or electrical tools and equipment, handling of hazardous materials, and exposure to zoonotic diseases when managing electronical material) and for data users at ICT centres with potentially hazardous work or work environments.</p>	<p>and Safety measures;</p> <ul style="list-style-type: none"> • Providing proper facilities (bins and storage) for general and hazardous waste 		
3.3 Labour rights, gender and non-discrimination	All components	<ul style="list-style-type: none"> • Risk of exclusion of vulnerable groups, including indigenous people from participating in the project implementation; 	<ul style="list-style-type: none"> • Prepare, implement, monitoring and reporting of LMP (Annex 5); 	ESS2	LSB/PIU during project implementation



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Type of Potential Impact	Project component	Description of Potential Risk and Impact	Potential Mitigation Measure	Ref. to WB ESS	Responsibility / Estimated Project Stage
		<p>accessing to training or jobs under the project;</p> <ul style="list-style-type: none"> • Risk of Sexual Harassment; • Risk of labor disputes 			
3.4 Child labour	Subcomponent 1.2: Social statistics	<ul style="list-style-type: none"> • Risk of Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) and Violence Against Children (VAC) when conducting household interviews. 	<ul style="list-style-type: none"> • Update LSB Communication Guidelines for data collection. • Prepare, implement, monitoring and reporting of LMP (Annex 5); • Code of conduct for project workers including data collectors /interviewers 	ESS2	LSB/PIU during project implementation
3.5 Community health and safety	Subcomponent 1.1: Macro-economic statistics; Subcomponent 1.2: Social statistics	<ul style="list-style-type: none"> • CSH associated with dust generation from road use and road accident (dead, injury, oil spillage etc.). 	<ul style="list-style-type: none"> • Prepare, implement, monitoring and reporting of CHSP (Annex 7); • Incorporating environmental and social management and emergency preparedness procedures in the field work plan; • Following technical instruction on vehicle use (vehicle operation, 	ESS4	LSB/PIU during project implementation



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Type of Potential Impact	Project component	Description of Potential Risk and Impact	Potential Mitigation Measure	Ref. to WB ESS	Responsibility / Estimated Project Stage
			maintenance and check-up); <ul style="list-style-type: none"> Following traffic rules. 		
3.6 Data security, privacy and confidentiality	Component 2: Enhancing user relevance of the statistical system	<ul style="list-style-type: none"> Risk of data security and privacy 	<ul style="list-style-type: none"> Implement and enforce data security and privacy requirements as covered Law on Statistic, Article 55 on confidentiality; Training on data security, privacy and confidentiality. 	ESS 1 and ESS4	LSB/PIU during project implementation
3.7 Violence to Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) and Violence Against Children (VAC)	Subcomponent 1.1: Macro-economic statistics; Subcomponent 1.2: Social statistics	<ul style="list-style-type: none"> Risk of Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) and Violence Against Children (VAC) when conducting household interviews. 	<ul style="list-style-type: none"> Prepare and implement COC on SEA/SH and VAC (Annex 6); Update LSB Communication Guidelines for data collection; Prepare and implement LMP (Annex 5); Conducting training on LMP and COC on SEA/SH and VAC. 	ESS 2 and ESS4	LSB/PIU during project implementation
3.8 Stakeholder Engagement	All Components	<ul style="list-style-type: none"> a lack of stakeholder engagement 	<ul style="list-style-type: none"> Prepare, implement, monitoring and reporting of SEP including 	ESS10	LSB/PIU during project preparation and implementation



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Type of Potential Impact	Project component	Description of Potential Risk and Impact	Potential Mitigation Measure	Ref. to WB ESS	Responsibility / Estimated Project Stage
and Grievances Redress		<ul style="list-style-type: none"> risks related to the engagement of labor and working conditions of project workers a risk of exclusion and discrimination, particularly of ethnic minorities and other vulnerable groups, especially if they are not adequately represented in statistical data collection a risk of sexual exploitation and abuse/sexual harassment (SEA/SH) and violence against children (VAC), especially when they directly interact with people during data collection and household surveys risk of data security and privacy breaches. 	<p>GRM;</p> <ul style="list-style-type: none"> Ensure project funding is allocated to ESF instruments implementation, including SEP. LSB’s communication guidelines for data collection will be updated and implemented. The guidelines will include broad range of stakeholder engagement as instructed in SEP, ensure social inclusion, poor, vulnerable and ethnic groups. Training on SEP, CoC on SEA/SH and VAC and GRM and ensure labor and workers signed provided Code of Conducts. Disseminate and enforce data security and privacy under Article 55 on confidentiality of Law on Statistic. 		



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Type of Potential Impact	Project component	Description of Potential Risk and Impact	Potential Mitigation Measure	Ref. to WB ESS	Responsibility / Estimated Project Stage
3.9 Ethnic Groups, Cultural and beliefs	<p>Subcomponent 1.1: Macro-economic statistics;</p> <p>Subcomponent 1.2: Social statistics</p>	<ul style="list-style-type: none"> Risk of exclusion and discrimination particularly of ethnic minorities and vulnerable groups. 	<ul style="list-style-type: none"> Appropriately naming ethnic identities as part of the data collection is covered; Recognition of ethnic groups that include naming ethnic identities as part of the data collection and in line with Guideline on Consultation with Ethnic Groups, 2013 and Decree on Ethnic Groups No. 207/GoL (20 March 2020) Training and capacity building on the ESF instruments and use of local languages for communication, such as during household interviews, as outlined in the SEP 	ESS7	LSB/PIU during project implementation



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Type of Potential Impact	Project component	Description of Potential Risk and Impact	Potential Mitigation Measure	Ref. to WB ESS	Responsibility / Estimated Project Stage
3.10 Vulnerable Groups (such as those with a disability, female-headed households, the elderly, the poor, ethnic people)	Component 1: Improving the availability and quality of statistics	<ul style="list-style-type: none"> Risk of exclusion of vulnerable groups, including indigenous people from access to consultation and survey. 	<ul style="list-style-type: none"> Updated LSB Communication Guidelines for data collection. 	ESS2, ESS7	LSB/PIU during project implementation



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To reduce climate change vulnerabilities from increased flood risk in particular, the Project will incorporate climate-resilient design measures in the ICT facilities (Component 2) as well as improving basic knowledge on climate adaptation and natural disaster risks for the capacity to be conducted at the ICT Centres and other activities to be implemented under Component 3.

4.3 CLIMATE ACTION

The project activities will support institutional transformation to improve the statistical system in Lao PDR. To this end, the project will provide the centers with IT equipment such as computers, which must be energy efficient. It should also be considered that dismantled electronic equipment and materials generated when supplying ICT infrastructure with new IT equipment may cause risks to human health and the environment if not disposed of in an environmentally sound and safe manner. Where obsolete equipment and materials cannot be reused, they should be recycled or disposed of by licensed contractors. The relevant provisions will be included in the e-waste management plan. This plan should address the proper dismantling, storage, handling, and final disposal of e-waste in accordance with internationally recognized practices and should include the monitoring of the types/quantities of waste electrical and electronic equipment disposed of and document evidence of proper management (e.g., recycled, refurbished, discarded, exported).

Lao PDR is developing Lao Environmental and Waste Management Project (P175996), which aims to improve environmental, solid waste and plastics, and pollution management in Lao PDR; in these conditions, depending on the timing of project implementation, the project's e-waste management will benefit from the national strategy that will be given under the Lao Environment and Waste Management Project. The e-waste management plan is included in this ESMP (Annex 4).

The climate actions under this project will include:

- The use of energy efficient equipment; and proper use and regular inspection of ICT equipment's to minimize replacement of ICT equipment;
- Include resource efficiency and pollution prevention and management measures (effective use of resources, reuse of recyclables, management of general waste and E-waste) in the E-waste management plan (Annex 4) and LMP (Annex 5).
- Climate change actions are integrated into E-waste management plan and training on E-waste management plan will be provided for project staffs.

4.4 COVID-19 RESPONSE

The GOL and World Health Organization (WHO) has issued technical guidance in dealing with COVID-19, including Risk Communication and Community Engagement, Action Plan Guidance Preparedness and Response; Risk Communication and Community engagement readiness and response; COVID-19 risk communication package for healthcare facilities; getting your workplace ready for COVID-19; and a guide to preventing and addressing the social stigma associated with COVID-19. These materials can be accessed on the WHO website: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance>.

General COVID- 19 response guidelines and suggested hygienic measures and visualizations that could be used to create awareness by the Project are provided also covered in the project's Labor Management Procedures (Annex 5) to this ESMP in order to maintain a safe working environment for



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workers and for the community and minimize the risk of COVID-19 transmission. The LMP includes guidance on hygiene practices, use of PPE and ensuring sick workers can self-isolate and continue to be paid.

The project shall ensure the safety of all project personnel and local communities, and other concerned stakeholders from being infected with COVID-19. The Project shall closely monitor COVID-19 developments in Lao PDR and strictly comply with requirements of the GOL and updated guidance issued by WHO. All measures to address COVID-19 related risks need to be in accordance with the local applicable laws and policies, especially those related to media and communication. The Project must follow the prevention procedure of the COVID-19 pandemic and the new update notification from the National Taskforce Committee for COVID-19 COVID19 measures as part of their contract, through explicitly mentioning it in bid documents and contracts of the Ministry of Health on the webpage: <https://www.covid19.gov.la/>.

5 ESMP PROCESS AND MANAGEMENT PROCEDURES

5.1 OBJECTIVE AND APPLICATION

As required under the WB’s ESF, the ESMP is designed to comply with the relevant ESSs. The ESMP includes screening criteria, guidelines, rules and procedures that are appropriate to the nature and scale of the Project and commensurate with the significance of ES risks and impacts ensuring that such risks and impacts will be effectively prevented or mitigated during Project implementation.

Given that the WB’s vision behind the ESSs goes beyond the traditional ‘do no harm’ approach to maximize development gains, the ESMP also includes means to enhance positive ES impacts of the Project.

The ESMP tools are listed in Table 5-1.

TABLE 5-1 OVERVIEW OF ESMP TOOLS

ESMP Tool	Applicability	Objective
Measures towards ethnic groups, including but not limited to addressing culture and languages barriers, recognizing and accurately recording of ethnic names and their identities as part of data collection, etc., are incorporated in the SEP	Apply to all Project activity/ subproject that can create adverse impacts to vulnerable ethnic groups	Ensure that the vulnerable ethnic groups will have equal access and opportunity to benefits from the Project
Labour Management Procedures (LMP) (Annex 5)	All types of workers identified in the LMP including contracted workers and government workers assigned to the project	Prevent occupational injuries and illnesses



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ESMP Tool	Applicability	Objective
Health and Safety in ICT service facilities (Annex 5 LMP)	Data storage, data users, electronic equipment supported by the Project	To ensure that appropriate health and safety measures are incorporated into ICT facilities
Code of Conduct (CoC) to prevent and manage SEA/SH and violence against children (VAC) – Annex 6	All project workers	To prevent SEA/SH and VAC and CHS issues.
Community Health and Safety Plan (Annex 7)	Data collection in all villages	To prevent and reduce risks and impacts of Community, Health and Safety (CHS) anticipated also from field works and stay in the villages include increased potential for infectious diseases including Covid-19, privacy effect, mental well-being and SEA/SH.
Contingency Emergency Response Component (CERC) – Annex 8	The overall project operation	Guidance and procedures included in this CERC ESMF should be considered in the Emergency Response Manual (ERM)
E-waste management (Annex 4) Including Energy Efficiency measure and Climate Actions (Section 4.3)	ICT centres supported by the project	To manage the package and e-waste in line with the e-waste management plan of the ESMP as well as utilize measures to improve energy efficiency of the ICT equipment. Also, to identify and utilise opportunities for climate change adaptation or mitigation activities

5.2 TECHNICAL ASSISTANCE

Ensure that the consultancies, capacity building, training, and any other technical assistance activities will be carried out in compliance with the ESMP. E-waste management will be carried out in accordance with Annex 4 with technical assistance from ES consultants.



6 INSTITUTIONAL ARRANGEMENTS AND CAPACITY BUILDING PLAN

6.1 INSTITUTIONAL ARRANGEMENTS

Lao Statistic Bureau (LSB) under the Ministry of Planning and Investment (MPI), the apex entity of the national statistical system, will be the main implementing agency. The LSB will be responsible for planning, executing, and reporting on project activities including maintaining adequate procurement, financial management and auditing arrangements with support from a team of implementation support consultants. The project institutional arrangement consists of (i) Project Steering Committee (PSC); (ii) Project Implementation and Management Team (PIMT); and (iii) Project Implementation Unit (PIU). The PIU will consist of LSB departments, line ministries and statistical centers at the provincial level. Figure 6-1 and Table 6-1 present project responsible agencies with their roles and responsibilities.

The Project Implementation Unit (PIU) (under LSB) with the technical support from E&S consultants will be responsible for planning, supervision, training/capacity building, implementation, coordination, monitoring and reporting of ESF instruments (ESMP, SEP and ESCP) including the implementation and management of the GRM. The PIU will assign one E&S coordinator to be responsible for coordination and compliance with environment and social standards of the project activities implemented by LSB departments, line ministries and statistical centers at the provincial level (as component implementing agencies).

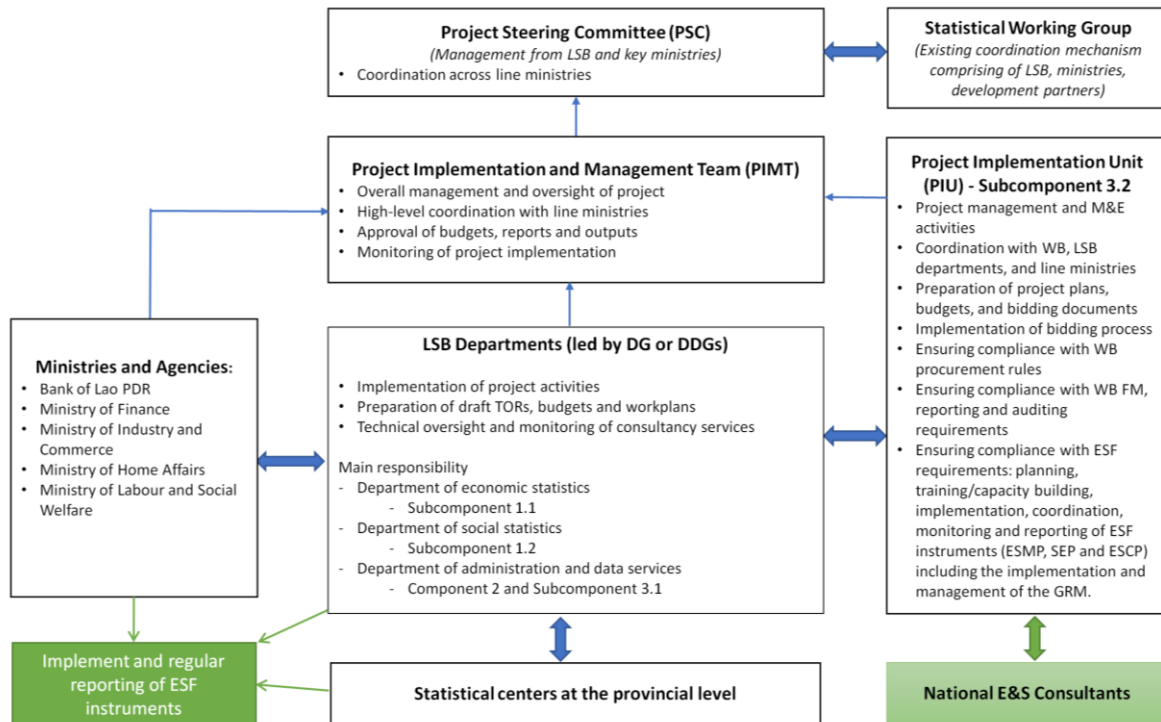


Figure 6-1 Project Institutional arrangement



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TABLE 6-1 KEY RESPONSIBILITIES FOR ESMP IMPLEMENTATION

Project cycle	MPI and LSB	Component Implementing Agencies (CIA) ¹
ESF preparation	<ul style="list-style-type: none"> • The LSB hired E&S consultants to prepare ESMP, SEP and ESCP. • E&S Consultants: Advise LSB on E&S issues, as needed, and provide required training and assistance. 	<ul style="list-style-type: none"> • Component Implementing Agencies (CIA) including LSB departments, line ministries and statistical centers at the provincial level, participate in the initial discussion on the project design and their experience and capacity on the implementation of the WB's ESF standards.
ESF review and approval	<ul style="list-style-type: none"> • Review and approve all ESF instruments (ESMP, SEP and ESCP); • Assess the adequacy and feasibility of the ESF assessment and consultation process; • Assess the adequacy and feasibility of the ESF measures and documents. If needed, request appropriate changes to these and reassess prior to final approval; • As applicable, publicly disclose draft and final ESF instruments on the website prior and after project approval. 	<ul style="list-style-type: none"> • Participate in the national consultations and provide comments and feedback on the draft ESF instruments.
Implementation	<ul style="list-style-type: none"> • Hire two part-time E&S consultants (environmental consultant and social consultant); • With technical assistance from the two E&S consultants, will be responsible for planning, supervision, training/capacity building, implementation, coordination, monitoring and reporting of ESF instruments (ESMP, SEP and ESCP) including the implementation and management of the GRM. • Assign one E&S coordinator to be responsible for coordination and compliance with environment and social 	<ul style="list-style-type: none"> • Implement the approved ESF instruments: ESMP (Annex 4, Annex 5, Annex 6 and Annex 7), SEP and ESCP; • Provide regular E&S progress reporting and preparation and support to regular monitoring missions;

¹ Component Implementing Agencies: LSB departments, line ministries and statistical centers at the provincial level



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Project cycle	MPI and LSB	Component Implementing Agencies (CIA) ¹
	<p>standards of the project activities implemented by CIAs</p> <ul style="list-style-type: none"> • Supervise and review ESF documents and issues during project implementation. If needed, request changes to E&S measures; • Provide regular progress reporting and preparation and support to regular monitoring missions; • Operate the GRM, including maintaining GRM database and reporting on the GRM. 	
Internal and External Monitoring	<ul style="list-style-type: none"> • Ensure inclusion and review of E&S issues and outcomes in mid-term and final project evaluation and reporting, including concerning any lessons learned on the sustainability of project; • Conduct review of the project E&S implementation completion reports and confirm compliance of the agreed ESF instruments; • Conduct an independent technical audit of the implementation performance of both environmental and social measures in close coordination with CIAs. The technical audit report will be presented to the WB. 	<ul style="list-style-type: none"> • Evaluate the implementation and outcomes of E&S measures.

6.2 PROJECT PERSONNEL AND CONSULTANTS

Project planning and management will be supported by the provision of technical advisory services, training, operating costs, and the acquisition of goods. Successful implementation of the project requires a dedicated PIU staffed with a project coordinator as well as specialists in financial management (FM), procurement, social and environmental standards, and monitoring and evaluation (M&E). The project will also require regular financial auditing, both internal and external. The unit will be supported by international consultants, as needed, with a focus on building the capacity of the PIU over the initial phase of the project. To facilitate and guide day-to-day operations, a Project Operations Manual (POM) will be developed and adopted prior to project effectiveness.

To facilitate effective planning and implementation of ESF activities, two part time E&S consultants will be mobilized to facilitate the ESF plan and implementation including monitoring, reporting, training, and other capacity building on ESF requirements.



6.3 CAPACITY NEED ASSESSMENT AND BUILDING

The Statistics Law 2017 mandated the Lao Statistics Bureau (LSB) under the Ministry of Planning and Investment (MPI) with the responsibility to coordinate horizontally across different ministries and vertically across provinces, districts and villages to collect, consolidate, and request statistics to disseminate them at the national level. The Statistical Centers of line ministries and equivalent organizations, provinces, capital city and districts, are responsible to execute sample and specific surveys aiming. The overall National Statistics Coordination System is illustrated in **Figure 6-2**

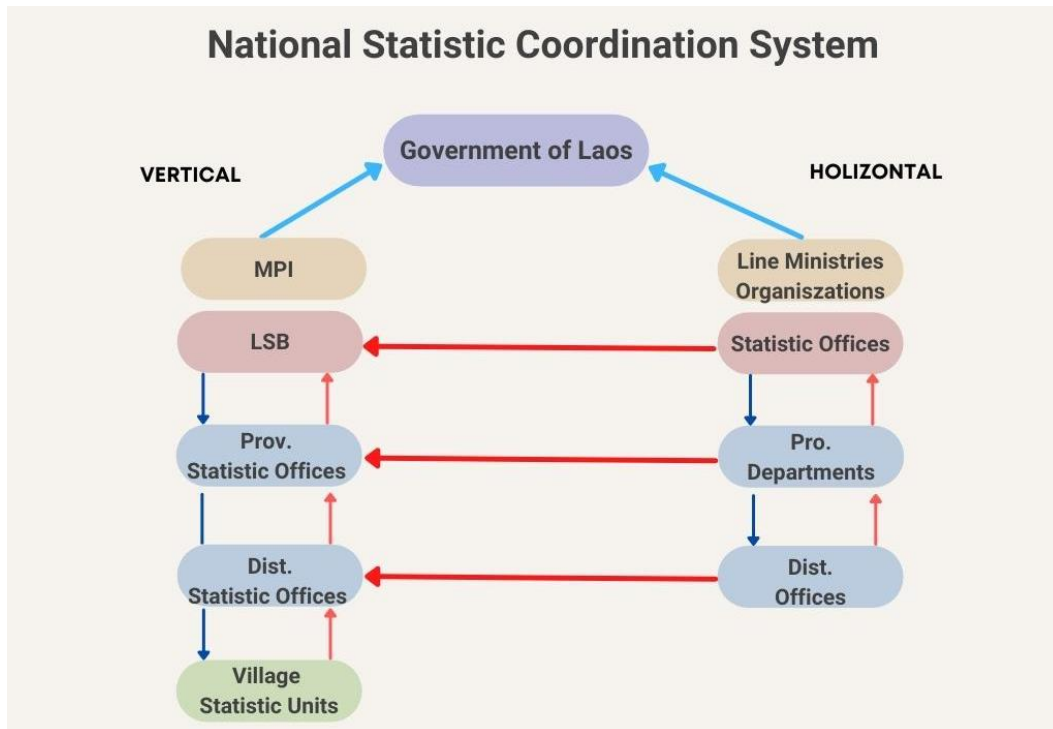


FIGURE 6-2 NATIONAL STATISTIC COORDINATION SYSTEM

Lao Statistic Bureau (LSB) under the Ministry of Planning and Investment (MPI), the apex entity of the national statistical system, will be the main implementing agency. The organizational structure of the LSB consists of four departments: (i) Department of Economic Statistics responsible for macroeconomic and business statistics; (ii) Department of Social Statistics responsible for social and vital statistics; (iii) Department of Administration responsible for administrative and external relations affairs of LSB, personnel and capacity building; and (iv) Department of Data Services responsible for ICT and data dissemination. It is expected that during the project implementation period Department of Administration and Department of Data Services will be merged, and a new Department of Environmental Statistics will be formed. The LSB will be responsible for planning, executing and reporting on the project activities including maintaining adequate procurement, financial management and auditing arrangement. The LSB organization arrangement is illustrated in **Figure 6-3**.



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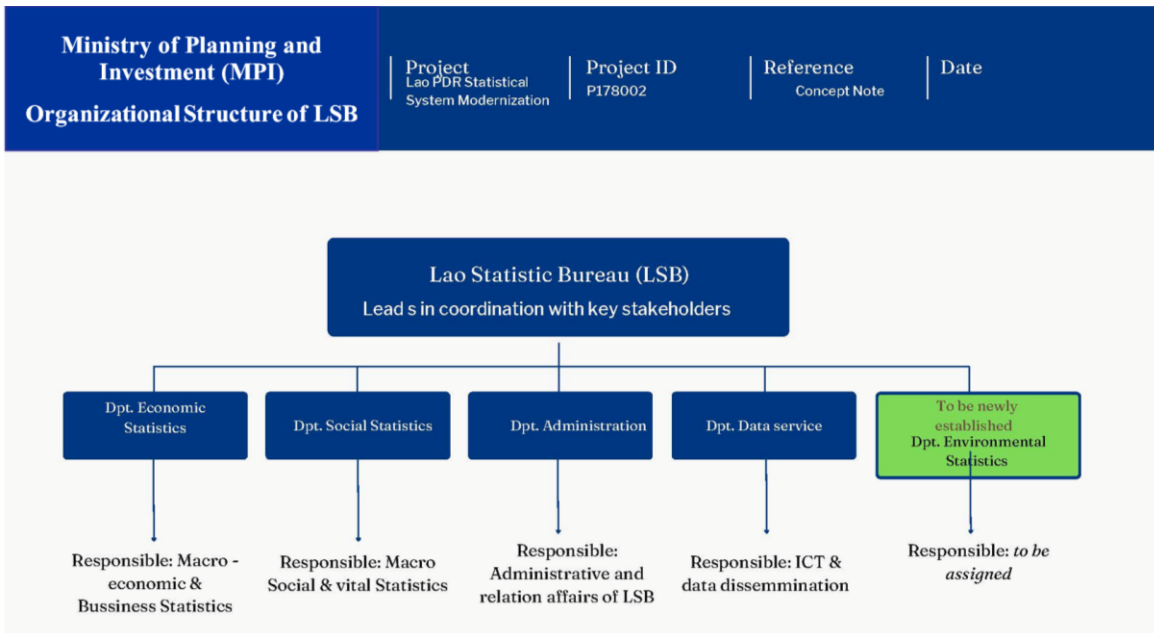


FIGURE 6-3 ORGANIZATIONAL STRUCTURE OF LSB

The World Bank has worked closely with the LSB in the previous project called “Lao PDR’s Strengthening the National Statistical System Project; therefore, the LSB has a good understanding of the World Bank’s operational procedures, including fiduciary and safeguards, but has no experience with implementing the Environmental and Social Framework (ESF).

Although LSB has previous work with the WB under the Lao PDR’s Strengthening the National Statistical System Project, the current assigned ESF coordinators from each department have no experience with implementing the Environmental and Social Framework (ESF). They informed the assessment team during the interview on 30 March 2022 that despite having worked with WB project, there are many procedures they still do not understand, especially the requirements under the ESF and standards under each ESS. They proposed that the training on ESF should be given to (i) senior management so that their line managers understand what are required by WB and help to support their work during the implementation, (ii) key ESF Unit assigned specifically for implementing ESF instruments so that they can effectively implement and manage ES risks, (iii) key provincial and district officers, especially those who work at the provincial/district ICT centers. While ESF training will be provided to LSB line management from central to district levels, some specific measures such as ethnic groups culture sensitivity, GBV-SEA/SH, and other health and safety procedures such as community guidelines, covid-19 measures will be provided to data collection teams at the local level prior to mobilising to work.

The capacity building plan of the ESMP is designed through a provision of training on the environment, health and safety awareness to provide the Project staff and the people involved in implementing the ESMP overall understanding of the organizational environmental and social policies and compliance obligations and the importance of a maintaining a safe and healthy environment.

LSB with technical assistance from an ESF consultant will provide trainings and workshops for the LSB key personnel and other stakeholders needed to strengthen capacity on the ESF Instruments (ESMP, SEP and ESCP). Some examples of the training topics are presented in Table 6-2 below:



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TABLE 6-2 LIST OF TRAINING TOPICS

No.	Training Topic	Targeted audience	Frequency of repeating training	Trainers responsible to provide the trainings
1	ESF Instruments (ESMP, SEP, and ESCP)	Project management unit (LSB, line ministries and the provincial and district levels)	Three training workshops for the first year; one training workshop for year for year 2 to year 5	E&S Consultants
2	LSB Technical Guidelines on Data Collection and Communication covering data security, privacy and confidentiality	See above	One time per year	LSB, E&S consultants
3	Training on Ethnic Groups and Gender Sensitivity, GBV, SEA/SH		One time in the first year and one time in third year	E&S Consultants and 3 rd party trainer such as a GBV service provider or LWU may be required.
4	Grievance Redress Mechanism (safe disclosure and referral)		One time in the first year and one time in third year	TBC
5	Technical guideline on inclusive, fair and transparent approaches and measures to ensure that ethnic people have access to and benefit from Project support		Project managers and focal Points, the LSB (managers and key staff)	
6	ESF communication manual/guideline for data collection	Data collection team	One time in the first year and one time in third year. Follow session Every time before the data collection	Social consultant and data collection team leader.
7	Others	TBC	TBC	TBC

The COVID-19 pandemic protection measures shall be strictly implemented:

- Regularly monitor the announcement of the Ministry of Health for possible lockdowns in order to re-schedule or arrange the training plans such as a virtual or online training workshops;



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- Wearing masks, use of disinfectant, and practice social distancing;
- Limit the number of participants and attendees during each training session to maintain social distancing and encourage participants to wash their hands and check for body temperatures.

7 CONSULTATION AND STAKEHOLDER ENGAGEMENT

7.1 OBJECTIVES

The Project has developed a Stakeholder Engagement Plan (SEP) in accordance with the ESF's ESS10 to ensure effective engagement and meaningful consultation and the consideration of stakeholder's expectations and concerns into the implementation arrangements for the project programme, including feedback on environmental and social mitigation measures and their implementation. It is also to provide opportunities for complaints handling and grievance management, and create platforms for information sharing and disclosure as well as foster strong project community relationships.

The basic principle that underpins the stakeholder engagement of the Project is that engaging with stakeholders must be done with timely, openness, inclusiveness, and respect culture diversity of the various ethnic of Lao PDR. SEP addresses inclusive representation of views at the national government/country level to local community level including those of women, people living with a disability, ethnic peoples, and other vulnerable people, as necessary. Therefore, SEP includes specific measures to effectively engage not only various government line agencies, development partners, civil society organizations, but also youth, women, ethnic groups and other vulnerable groups.

SEP provides clear instructions to ensure that the Project will engage stakeholders at both project preparation and project implementation and that it will continue to engage stakeholders in each stage of the project life. The SEP is designed to be flexible, responsive and adapted to changes throughout the project life. The SEP should be read together with other project documents (ESMP and ESCP).

SEP provides an analysis of different stakeholders and classified them into three broad categories: . They are (i) affected parties — stakeholders who are positively or negatively impacted by the project; (ii) government agencies — stakeholders who are responsible for project implementation; and (iii) interested parties — stakeholders who are not impacted by the project but may be interested in the project outcomes and/or may influence the Project. However, it is important to note that since the Project's core objective is to improve the statistical system in Lao PDR and the data can be contributed to and used by anyone at any time, the affected parties and interested parties, at times, will fall into the same category because they may be contributing their data or be engaged as users of statistical data.

Affected and interested parties: Directly and indirectly affected stakeholders — people and organizations — engage in contributing and using data, including

- 1) Government line agencies (all ministries contributing their data)
- 2) International development organizations
- 3) Lao National Assembly
- 4) International NGOs



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- 5) Lao not-for-profit organizations/associations
- 6) Financial institutions/banks
- 7) Research institutions/academia
- 8) Commercial companies/business
- 9) Communities, groups, villagers: women's groups, ethnic groups
- 10) Private sector development
- 11) Disadvantaged/vulnerable individuals/groups.

7.2 CONSULTATIONS DURING PROJECT PREPARATION

The ESMP has been prepared with active participation from those affected through public consultations with relevant stakeholders and the findings incorporated into the ESMP, SEP and inform the Environmental and Social Commitment Plan (ESCP).

Consultations and discussions with the above-mentioned stakeholders, include representations of different ethnic groups, private sector, NGOs and government (See list of persons met in Annex 9) was conducted from March to May 2022. The results suggest that there may be associated risks, specifically:

- i. A lack of stakeholder engagement
- ii. A weak coordination mechanism within and between line departments and amongst line ministries (various statistical data producers, contributors)
- iii. Risks related to the engagement of labor and working conditions of project workers
- iv. A risk of exclusion and discrimination, particularly of people with disability, ethnic minorities due to culture and language barriers and other vulnerable groups, especially if they are not adequately represented in statistical data collection
- v. A risk of sexual exploitation and abuse/sexual harassment (SEA/SH) and violence against children (VAC), especially when they directly interact with people during data collection and household surveys
- vi. Risk of data security and privacy breaches.
- vii. Risk of data inaccuracy and lead to cost ineffectiveness
- viii. Risk of weak and/or inaccessible to grievance redress mechanism

These risks and impacts are low and mostly predictable and preventable. They can be mitigated during the lifetime of the project.

As for the development of statistical systems, data production by the Lao Statistics Bureau (LSB) and the statistical centers of the line ministries has increased to support the policymaking process. The growth momentum reflects an increasing level of government support and continuing collaborative efforts with bilateral and multilateral donors. These donors have significantly contributed to the growth and maturity of statistical activities in Lao PDR, which has led to increased stakeholder engagement and involvement.



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However, ineffective institutional coordination between various statistical data producers, contributors and users has caused limitations, as have a lack of qualified personnel. As a result, there has been low capability to effectively engage stakeholders at various levels and limited capacity to manage environmental and social framework (ESF) instruments.

Acknowledging challenges and limitations, the LSS Modernization Project commits to improving the coordination mechanism and communicating with stakeholders in accordance with government public involvement guidelines (2013) and WB ESF requirements, especially ESS 10. The LSB also acknowledges that Lao PDR is culturally diverse with 50 ethnic groups, so the design of the stakeholder engagement tools is culturally appropriate and suitable to communicate with people from different backgrounds. LSB has set up an Environmental and Social (ES) team within LSB to assist in the preparation of ESF instruments and consultation with various stakeholders. To improve institutional coordination and communication, LSB has established central coordination points in Oudomxay to cover the northern part of Lao PDR, Vientiane and Xiengkhouang to cover the central part, and Champasack and Salavan to cover the southern part.

Following review by the World Bank, the draft documents will be disclosed by the Client prior to project appraisal and consulted upon.

The SEP includes full details of the consultations carried out during project preparation, including concerns/comments and should be read together with this ESMP.

TABLE 7-1 ESF INSTRUMENTS CONSULTATION AND DISCLOSURE UNTIL PROJECT EFFECTIVE

What to engage about	Who to engage	When to engage	With whom to engage	How to engage
Consultation with LSB and its four core departments in Vientiane Capital and representatives of the provincial statistics offices	LSB, provinces E&S consultants	30-31 March 2022 Completed	LSB (Vientiane Capital, Xiengkhouang, province)	Online group meeting with all participants Written response to questionnaire
Consultation with other stakeholders on coordination, ICT infrastructure development, services centers, IT equipment, data collection: - Project purpose, organization, components, planning system, - Environmental and social assessment	E&S consultants	30-31 March 2022 Completed	Implementing agency: LSB Government agencies LSS in the provinces	Phone interviews in the provinces WhatsApp messaging Online meeting, one-on-one Email correspondence



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What to engage about	Who to engage	When to engage	With whom to engage	How to engage
<ul style="list-style-type: none"> - Lessons learned from previous WB projects - Mitigation of risks and impacts, highlighting issues that might affect vulnerable and disadvantaged groups - Differentiated measures taken to avoid and minimize risks 				
<p>Conducted internal discussion workshop with line departments of LSB on preliminary results and mitigation plans Discussed first draft and obtained comments and feedback</p>	E&S consultants	25-29 April 2022 Completed	Implementing agency: LSB Government agencies WB	Online group meeting
<p>Circulating semi-final draft to heads of departments within MPI/LSB and obtain comments/feedback Circulating E&S summary in Lao language to key stakeholders and obtain comments/feedback</p>	PIU/LSB E&S consultants	25-29 April Completed	Departments under LSB Provincial statistics offices WB	Zoom Email WhatsApp Phone calls
<p>Disclosed of ESF Instruments</p>	PIU/LSB	23 May 2022 completed	All stakeholders	LSB Website
<p>Conducted national consultation /country level disclosure of information (formal public consultation, in person/online) and revised ESF instruments</p>	PIU/LSB	7 June 2022 Completed	All Stakeholders; however, selected stakeholders have been invited to join a	Hybrid (physical and virtual) E&S dissemination workshop



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What to engage about	Who to engage	When to engage	With whom to engage	How to engage
to reflect consultation feedback/comments.			consultation WS to obtain their feedbacks.	
Updated ESF instruments (ESCP, ESMP, SEP internal LSB circulation)	PIU/LSB E&S consultants	10-13 June 2022	E&S consultants PIU/LSB	physical and virtual meetings
Redisclosure of ESF instruments ESCP, ESMP and SEP	PIU/LSB	8 July 2022	All stakeholders and the general public	Post on LSB project website
Final ESMP, ESMP and SEP	PIU/LSB	After project effective date (18 July 2022)	Implementing agencies	Print/copy and send to relevant project sites

The project ESF instruments (ESMP, SEP and ESMP) were disclosed on 23 May 2022 (including Lao translations of the Executive Summaries) and it was re-disclosed on 8 July 2022 prior to appraisal and approval. The ESF instruments (ESMP, SEP and ESMP) will be translated into Lao languages before disclosing them publicly.

The National Stakeholders Consultation Workshop was organised with participation from relevant stakeholders at the central and provinces on 7 June 2022 with a total number of 93 participants from a wide range of organization. Of these 93 participants, 44 are female and 44 of them are females (Annex 10 Photos and List of Participants). These processes were also used to ensure that the ESF instruments are known to stakeholders.

The National Stakeholder Consultation/Workshop on 7 June 2022 was conducted with participation of broad and comprehensive stakeholders from the Central and 17 provinces. The Workshop was hosted and led by the Deputy Head of LSB Ministry of Planning and Investment. The workshop was design in such a way that is easily accessed by large number of stakeholders via either physically and/or virtual participation to ensure that all viewpoints from different sectors' participants are captured and include in the revised ESF instruments. The workshop was divided into two sessions for two main broad groups: (i) government line ministries and department in both at the Central and provinces in the morning session and (ii) all other stakeholders in the afternoon session. Stakeholders include (i) key development partners (international organisation and the UN agencies), (ii) implementing partners (various government lines ministries and departments), (iii) INGOs/NAPs various non government organizations, (iv) Provincial Statistics Departments from 17 provinces and the capital, (v) Private sector/business owners and (vi) mess media, (vii) students, and (viii) other such as individual consultants (see List of Participants in Annex 10). Participants were encouraged to provide feedback, recommendations, and concerns during the workshop as well as had the opportunity to continue provide feedback and comments until June 10 June 2022. All feedback and



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concerns raised during and after the consultations were integrated in the updated ESF instruments (this ESMP, SEP and ESCP).

Key discussion questions and answers, including feedback, recommendations and project responses from the stakeholder consultation workshop are include in the Table 7-2 below.

TABLE 7-2 RECORD OF NATIONAL CONSULTATION RESULTS

No	Stakeholders	Feedback/Comment Issues/concerns raised by Participants	Remark Project responses to issues/concerns
1	Ministry of Planning and Investment (MPI). Various Departments and Key Decision-Makers under MPI and under the Lao Statistical Bureau (LSB)	<ol style="list-style-type: none"> 1. The process of managing environmental and social impacts and risks of should be designed for phases: 1. project preparation phase, 2. project implementation phase and 3. post-project phase. During the implementation, the project, should conduct an evaluation of each document that further information could be updated; 2. The project should also capture more on the positive impacts as the statistic is important for the society as a whole and it will be an opportunity to for different sectors to contribute and share and can also build trust with the public based on the index of statistics. 3. Managing negative impacts include (i) allocate budget for communication, including communicate in different ethnic groups languages when work in the field work, when/if necessary, use interpreters for local languages. (ii) First-aid kits or medicine bags should be included for field works and (iii) include security and privacy breaches procedures in ESF instruments. 4. Improve information accuracy - instruct survey team and design survey/data collection methodology in such a way that LSB collects accurate data to avoid cost (time and resources to redo the data collection. 	<ol style="list-style-type: none"> 1. 1. The ESCP addresses reporting and evaluation of project progress. ESF instruments will be updated based the project actual project design, implementation and progress presented as per states in the ESCP. 2. The objectives of improving the modern statistic are to generate good and comprehensive data, provide platforms for different sectors to contribute, share and use by the public. It aims to bring more positive in the long run as well. 3. Issues related to ethnic groups culture and language barriers addressed and estimated budget is allocated; (ii) community health and safety, including covid-19 measures are included; (iii) information confidentiality, security and quality are dressed in the project design and in ESMP as part of project management. 4. Data accuracy is not an ESF element and this will be addressed in the quality assessment framework. The project ESF consultants will support LSB to develop the survey/data collection guidelines, communication guidelines/field survey guiding notes, etc. to make



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No	Stakeholders	Feedback/Comment Issues/concerns raised by Participants	Remark Project responses to issues/concerns
		<p>Some specific recommendations include, (i) appropriately selecting an agent for data collection to avoid mistake, (ii) designing of the questionnaire should be concise, clear and easy to understand, not to exaggerate, (iii) train the survey staff to collect statistical data so that they can understand the data collection form, know how to ask for information from agents and be able to communicate easily during the data collection inquiry, as well as the data collection staff should know in detail about data entry, database entry and be able to edit the data in the database.</p> <p>5. Addressing on good preparation prior to mobilizing field staff to avoid challenges while working in the field such as issues dealing with lack of equipment, no personnel, no service vehicles and no budget etc.</p> <p>6. Project should use the existing integrated grievance mechanism approved by the government, except for the specific ones.</p> <p>7. In the event there is an adverse effect occurred during implementation project period, how will the project manage the risks?</p> <p>8. How will the project ensure about the sustainability of the project and how it will be managed?</p> <p>9. How many stages are there in the impact assessment process and at what stages? Prior to the implementation of the project and what kind of evaluation?</p>	<p>sure that these concerns are integrated the various implementation guidelines</p> <p>5. Point number five will also be addressed under the project design as the preparation prior to mobilizing field staff is related to project management and not an element of ESF instrument.</p>



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No	Stakeholders	Feedback/Comment Issues/concerns raised by Participants	Remark Project responses to issues/concerns
		10. Risks may arise positively or negatively during the implementation of this project, in particularly the Stakeholder Engagement Plan (SEP), How many stakeholders will be involved? How to manage to indicator and monitor for this project?	
2	Ministry of Home Affairs	<ol style="list-style-type: none"> 1. The project should pay attention to training and capacity building for relevant staff and pay attention to the proper maintenance of IT equipment 2. If any infrastructure is to be improved, such as painting work, the workers should be focused on environmental protection during painting work so the protective measures (PPEs) such as masks and safety shoes must be in place. 3. Project should provide information security and privacy breaches. Personal information of ethnic groups and the disadvantaged groups should be protected. 4. Grievance mechanism should be communicated and made available for the public, especially for the ethnic groups, during the implementation of projects. The grievance mechanism should include a hotline communication method. 	<p>IT related capacity building, especially on how to use IT properly are addressed under the project design as they are an element of ESF instrument.</p> <ol style="list-style-type: none"> 1. 2. PPEs is addressed under health and safety and emergency procedures. 3. Social inclusion and security regarding information of the ethnic is addressed under SEP on engagement of ethnic groups and vulnerable people as well as data security is integrated into the project design 4. GRM also included in ESF instruments. The ESF project consultant will update and assist LSB to establish a team to communicate and implement the GRM, that also include hotline.
3	Ministry of Industry and Commerce	Agree with the current ESF instruments	
4	Ministry of Energy and Mine	<ol style="list-style-type: none"> 1. Agree with the current ESF instruments 2. It is desirable to pay attention to the e-waste management, especially in the local area, so 	E-waste management is included in the ESF instruments.



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No	Stakeholders	Feedback/Comment Issues/concerns raised by Participants	Remark Project responses to issues/concerns
		that the staff of each province and each district should be clearly understand about the e-waste management	
5	Ministry of Labor and Social Welfare	<ol style="list-style-type: none"> 1. Agree with the current ESF instruments 2. The Ministry of Labor and Social Welfare will be monitored and assessed the health and safety of workers for the project. 	<p>Appreciate that the Ministry of Labor and Social Welfare will monitor labor.</p> <p>Labor management plan and health and safety procedures are included in the ESF instruments for the project to monitor as well.</p>
6	Phongsaly Province's Statistic Center	<ol style="list-style-type: none"> 1. Is it possible for the documents to be integrated from the local, Lao Statistical Bureau (LSB), government and donors to be linked in the same way? 2. The project should have clear document guidelines on the use of, equipment, vehicles, energy management, communication tools/technology (Lao telephone signal near the Chinese border is poor, the Chinese network signal is used) 3. There are many ethnic groups, languages are not the same, the ESF toll should capture more of these issues and do more research on ethnic culture. 4. Health and safety of field staff. The project should develop guidelines/policy to check and approve all work before starting to implement the actual work in the field and must have a clear definition and work plan, including budget, equipment, vehicle, etc. The local staff should be trained to understand the use of equipment, properly 	<ol style="list-style-type: none"> 1. All WB funded projects' documents are developed based on ESF-requirements according the triggered ESSs. However, the ESF instruments can only addressed certain documents inconsistency within the scope of the project by bring them to meet the ESSs standards. ESF instruments cannot bring internal government documents and other donors documents into consistency. 2. This point is also not an element of ESF instrument. LSB will updated it communication guidelines to (i) meet WB ESS requirements and (ii) local suitability. Communication and data collection guidelines will include instruction on the use of project equipment, vehicles, etc as part of POM. 3. Ethnic groups culture and language barriers are addressed in the ESF instruments. 4. Guidelines/policy to check and approve all work before



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No	Stakeholders	Feedback/Comment Issues/concerns raised by Participants	Remark Project responses to issues/concerns
		<p>manage e-waste in accordance with ESF instructions.</p> <p>5. There should be a clear timeline for the implementation of work and coordination between the central level to provinces and local community. There should be guideline on how to appoint people to directly responsible for coordination.</p>	<p>starting to implement the actual work in the field, etc are included in the project management design will be incorporate in POM, not an ESF element. ESF instruments are design to address health and safety during the implementation.</p> <p>5. Technical training (on the how to use provided IT equipment, etc) is part of the project activities.</p> <p>6. E-waste management included in the ESF Instruments.</p> <p>7. Coordination between the central level to provinces and local community is not element of ESF instrument, project institution arrangement and management included in project design and to be implemented under component 3</p>
7	Representative from Vientiane Province's Statistic Center	<p>1. In collecting statistics at the local level, all employees should have an ethic in concealing important information and must not disclose information without permission</p> <p>2. To collect statistical information in the provinces and districts, most of the staff use personal vehicles and there is a risk of accidents in the field, causing damage to the property of the staff.</p> <p>3. In addition, collecting statistics in remote areas is difficult to communicate with due to the large number of ethnic groups and all employees who go to collect statistics should</p>	<p>1. Data confidentiality and security of information is included. The Law on Statistics article 55 addresses this, and the communication guidelines to be developed by the project will include this as well.</p> <p>2. Use of personal vehicles for the project will not be encourage under the project. This is not an element of ESF instruments and the project will address in the POM.</p> <p>3. Ethnic sensitivity and culture appropriateness while communicating with ethnic groups is included in ESF instruments and will be addressed in the Communication Guidelines</p>



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No	Stakeholders	Feedback/Comment Issues/concerns raised by Participants	Remark Project responses to issues/concerns
		respect the cultural traditions of each ethnic group).	
8	Representative from Huaphan Province's Statistic Center	<ol style="list-style-type: none"> 1. Inform the detailed implementation plan of the project to the relevant parties in detail, including the responsibilities of each party from the central level to the local level; 2. There should be had a guideline to carry out the detailed implementation methods for uniformity in implementation, especially at the local level of the Lao Statistical Bureau because the Provincial Statistics Center is integrated with the Provincial Department of Planning and Investment, as part of the Planning Department, the responsible statistical department should be included in the implementation plan; 3. Regarding the budget for the implementation in the past, the projects involved from the central level to the local level, most of the budget is spent at the central level, mostly at the local level and the people are still involved. 	<ol style="list-style-type: none"> 1. SEP provide communication programme. Coordination mechanism will also be addressed in the project operation manual and under project management component 3. 2. After project effective date, the project will develop an operation manual to be used by the project across the country. 3. Allocation and management of budget is addressed under Component 3-Project management
9	Representative from Champasack Province's Statistic Center Small young entrepreneurs (coffee)	<ol style="list-style-type: none"> 1. Agree with current ESF instruments 2. In Champassak province, it is difficult to collect statistics in Pakxong district because it rains all year round and people rarely stay at home. Most people go to the garden because they grow cassava and 3. Another problem is that the signal connection is problematic in Khong district because it is on the Lao-Cambodian border, so the 	<ol style="list-style-type: none"> 1. Ethnic groups culture and language barriers are addressed in ESF instruments, especially SEP. 2. LSB will updated it communication guidelines to (i) meet WB ESS requirements and (ii) local suitability. 3. This is not an element of ESF instruments. Field equipment like telephone and internet signal and use of vehicles will be address in communication



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No	Stakeholders	Feedback/Comment Issues/concerns raised by Participants	Remark Project responses to issues/concerns
		<p>telephone signal network is often inaccessible.</p> <p>4. In addition, there have been difficulties due to COVID 19 virus disease outbreak, so the staff are not able to go to collect statistics on a regular basis).</p> <p>5. Information, including GRM should be made available to the people/public digitally.</p>	<p>and data collection guidelines.</p> <p>4. ESF instruments are design to address health and safety during the implementation. Covid-19 measures are included in ESMP</p> <p>5. Project offers different channels for people to use GRM.</p>
10	<p>Xiengkhouang Province's Statistic Center</p> <p>Xiengkhouang Small young entrepreneurs (pig, chicken, fish and agriculture products)</p>	<p>1. Don't know where to get information, Information, especially related to employment opportunity should be available at the local level</p> <p>2. Local market prices information should be made available to business and there should be instruction on how to get information with going to the department of Statistics</p>	<p>This is not an element of ESF instruments. SEP addressed inclusive social engagement as well as information sharing.</p>
11	<p>Representative from UNDP</p>	<p>1. Attention should be paid to identifying and synthesizing different stakeholders as the project involves many parties in the implementation of this project. Therefore, it is necessary to have a detailed plan for working together and coordinate between the working groups, especially the staff of the surveyors to collect data to go to work in the field, leading the ethnic people (affected people) with different cultural traditions in remote areas;</p> <p>2. The other side of this project is that it will have a positive impact and bring many benefits, as secondary positive impact (e.g., Enhance statistics can be used by and benefit to other stakeholders so it is a</p>	<p>1. The project has worked and will continue working with different sectors/groups who are both data contributors and users. Improve coordination mechanism will be addressed under Component 3-project management and this should be reflected in the project operation manual. The ESF instruments, SEP is addressing effective and inclusive stakeholders' engagement. Ethnic groups, sensitivity, culture diversity and language barriers are included in SEP and will also addressed in various communication and data collection guidelines.</p>



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No	Stakeholders	Feedback/Comment Issues/concerns raised by Participants	Remark Project responses to issues/concerns
		secondary positive impacts), if we can implement in accordance with the environmental and social framework instruments (ESMP, SEP and ESCP) of this project and will make the work of collecting statistical data effectively and efficiently according to the project goals.	2. The ESCP requires project to commit to implement ESF instruments.
12	Gender for Development Association	1. In particular, the capacity building project of the Lao Statistical Bureau, which is an important topic and has identified the issue of gender mainstreaming in ethnic groups, our organization has been working, especially in the target areas of some provinces of Lao PDR, so it is considered that capacity training has been adapted for these target groups. Therefore, we would like the project to provide further details, such as training on gender sensitivity in ethnic groups, particularly the implementation and coordination groups of this project.	The LSB communication and data collection guidelines will incorporate gender lenses/gender and ethnic groups sensitivities. After project effective date and after the recruitment of ESF consultants, support by WB, gender/ethnic groups/culture sensitivity training will be provided to project management team as part of ESF training. The project then will be responsible to provide training to project staff and survey/data collection team prior to mobilizing them to the field.
13	Lao Disabled People's Association (LDPA)	1. Would like to get clear and detailed information about people with disabilities because people with disabilities have many forms (such as physical disabilities, visual impairments, ear and mouth and mental disabilities), in particular, the information on people with mental illness is very limited, so would like to ask the Lao Statistical Bureau to provide clear and accurate information on people with disabilities with age and gender about people with disabilities.	SEP address inclusive stakeholders' engagement, include People with Disability. The detailed information on type disabilities will be address under Subcomponent 1.2 Social statistics. The project will ensure type of disabilities are reflected in the Household Survey Forms.



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No	Stakeholders	Feedback/Comment Issues/concerns raised by Participants	Remark Project responses to issues/concerns
14	Representative from UNFPA	<ol style="list-style-type: none"> The statistical should include clear information about age, sex and gender for the household’s census and population survey (the 2015 was not as clear, hope that the 2025 is clearer, more comprehensive) Would like to all parties to be involved in the implementation of this project. 	<ol style="list-style-type: none"> Gender statistic are addressed under Subcomponent 1.2 Social statistics Activity 1.2.4 Gender statistics coordination mechanism will be addressed in the project operation manual and under project management component 3.
15	Bank of Lao PDR)	Agree with the current ESF instruments and the project	

7.3 CONSULTATIONS DURING PROJECT IMPLEMENTATION

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and grievance mechanism. Consultations on specific activities shall be undertaken. In addition to written reports submitted to relevant departments/offices, reporting shall be undertaken in the form of open meetings/workshops at national level. SEP activities and indicative timeline of implementation are provided in the SEP. Table 7-3 and Table 7-4 below demonstrate stakeholder’s engagement and communication during project implementation period.

TABLE 7-3 ENGAGEMENT PROGRAM DURING PROJECT IMPLEMENTATION PERIOD

What to engage about?	Who to engage? (responsibilities)	When to engage?	With whom to engage? (targeted stakeholders)	How to engage?
Policy level coordination with line ministries and other ongoing projects under the LSB	MPI, LSB, the four LSB department heads and their representatives from the provinces at the roundtable meetings	Annually, prior to preparation of annual work plans and budgets	Policy planning level within MPI, LSB	<ul style="list-style-type: none"> - Roundtable meetings - Virtual (web) meetings
Commitments, division of responsibilities in the ESCP Evaluation of compliance	LSB PIU	6-monthly Annually during implementation and as stated in ESCP	WB, project managers, coordinators, assistants and consultants at central and	<ul style="list-style-type: none"> - Distribution by email - Call for comments - (Web) workshop - Response to comments



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What to engage about?	Who to engage? (responsibilities)	When to engage?	With whom to engage? (targeted stakeholders)	How to engage?
			provincial level	
Guidelines, procedures and codes of conduct in the ESMF Evaluation of what works and what not	LSB	Guidelines and procedures are to be communicated prior to commencement of project activities Annually, during implementation	WB, project managers, coordinators, assistants and consultants at central and provincial levels	<ul style="list-style-type: none"> - Distribution by email - Call for comments - (Web) workshop - Response to comments - Feedback to project planning
GRM: Experiences, evaluation, need for changes, feedback on project implementation	LSB	6-monthly Annually, during implementation	WB, project managers, coordinators, assistants and consultants, ICT centers at central and provincial levels	<ul style="list-style-type: none"> - Questionnaire - (Web) workshop - Site visits - Distribute summary of comments, etc.
National level project planning Evaluation of past implementation of the ESMP	LSB	Annually, as part of preparation of annual workplans and budgets	WB, project managers, coordinators, assistants and consultants, training centers at central and provincial levels	<ul style="list-style-type: none"> - (Web) workshops - Email group exchange
Provincial level project planning Evaluation of past	LSB, PIU	Annually, as part of preparation of annual workplans and budgets	ICT central and the four pilot provinces?	<ul style="list-style-type: none"> - Meetings/workshops with ICT at the central and provincial levels



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What to engage about?	Who to engage? (responsibilities)	When to engage?	With whom to engage? (targeted stakeholders)	How to engage?
implementation of the ESMP				

TABLE 7-4 COMMUNICATION PROGRAM

What to Communicate	Who to Communicate (Responsibilities)	When to Communicate	With whom to Communicate	How to Communicate
Project plans, activities and results	LSB, PIU	Annually When there are important results	The public (all stakeholders), especially prior to each survey/data collection	TV and radio interviews Facebook postings Website Newspaper articles
Project progress	LSB, PIU	6-monthly	WB MPI	Report
GRM How it works and how to use it	LSB, PIU	Training on GRM- after project effectiveness 6-monthly Annually	Public	ICT centers Statistics offices in each province Village meetings with translation/interpreter into ethnic languages
ESMP How to implement the ESMP in practice Division of responsibilities	PIU	After project effectiveness Annually or in case of any changes	ICT centers Statistics offices in each province	ESMF explained with translation into ethnic languages Email distribution Posters (ethnic languages) Site visits with explanations

8 GRIEVANCE REDRESSAL MECHANISM

8.1 GRM PROCESS

Three different GRM channels are developed and will be communicated, implemented by the project (i) the overall GRM to be use by general public when they have concerns, feedback, issues with the project implementation under various components and activities, (ii) GRM for GBV-SEA/SH related cases, and (iii) GRM for workers. The overall GRM is set out in this ESMP. It has been updated and designed not only to meet the requirements of the ESS 10 but also to be in line with the Ministry of



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Justice's directions on complaints and petitions. The GRM will be used under MPI/LSB throughout the project life cycle to:

- record, categorize and prioritize grievances from project-affected stakeholders;
- settle grievances via consultation with stakeholders (and inform those stakeholders of the resolution); and
- forward unresolved cases to the relevant authority or specialist third-party service providers.

This GRM is also applicable to grievances related to GBV, SEA/SH and VAC, although complainants can also choose to submit their complaints directly to GBV service providers, and/or the project will use referral system to assist survivor and will assist in referring the cases to suitable service providers. In addition, a GRM designed specifically for labor workers is included LMP and annexed to the ESMP. The GRMs are developed in a culturally appropriate and user-friendly way to be accessible for the diverse stakeholders. Prior to project implementation, training on GRMs will be provided to relevant stakeholders. The GRM is illustrated below in Figure 8-1.

The key principles of the grievance mechanism are to ensure that:

- the basic rights and interests of all involved stakeholders, affected people, including ethnic groups, are protected
- the concerns of stakeholders and affected people, including ethnic groups, arising from the project implementation process are adequately addressed
- involved stakeholders and affected people, including ethnic groups, are aware of their rights to access grievance procedures free of charge for the above purposes.

The purpose of the GRM is to resolve any complaints that may arise during the implementation of the project and to improve operational procedures or measures as appropriate to avoid similar issues arising in the future. The GRM is intended to address concerns and complaints promptly and transparently at no cost to the complainant and without discrimination for any reports made by project-affected people. The GRM works within the existing legal frameworks of the Lao PDR and does not preclude or prevent complainants from seeking independent recourse through the courts of law in the Lao legal system. The GRM utilizes existing redress mechanisms at community level, project level and judiciary level. The details of each of those components are described as follows.

To ensure the GRM is readily accessible to beneficiaries and stakeholders, grievances can be submitted via multiple reporting channels.

The grievance mechanism is illustrated in Figure 8-1 below. All grievances received by all reporting channels shall be reported to and managed by a GRM registrar at the LSB under the Inspection Unit of the Department of Administration. However, under this project, LSB will appoint a key person to responsible for handling of all GRM at the central level and coordinate with the provincial level. The GRM registrar will be made available at the provincial and central levels. The role of the GRM registrar is to maintain a centralized register of grievances, ensure grievances are referred to the appropriate authority for action and monitor outcomes. Upon receiving a report of a grievance, the GRM registrar will screen, categorize and prioritize the case. If the initial recipient (see 'reporting channels') has sufficient capacity, the case can be managed at that level. Otherwise, the GRM registrar will refer the



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case to a grievance committee at district, province or central level according to the risk, complexity and urgency of the grievance. If the case cannot be resolved, it will be escalated to the grievance committee at the next level until it reaches LSB/MPI.

The GRM must respond to potential grievances on a variety of topics concerning different project components. A grievance shall be resolved as soon as practicable, and in any case, a grievance shall either be resolved or referred to the next level in the grievance mechanism within 10 to 15 working days of receipt.

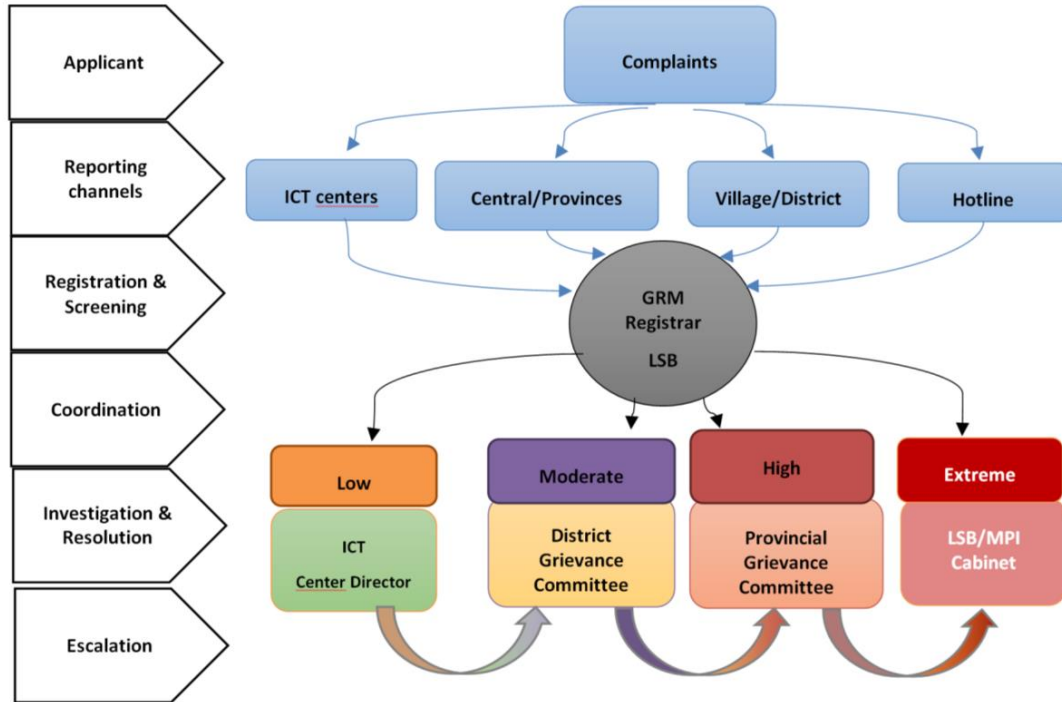


FIGURE 8-1 GRIEVANCE REDRESS MECHANISM



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8.2 RECORDING GRIEVANCES

238. A focal point shall be established at central level, under the LSB for managing all aspects of the various GRM mechanisms.

239. Established and managed by the LSB, a digital complaints register will be established as part of the project to record any concerns raised by any stakeholder during the implementation of the Project. Any serious complaint (such as life-threatening, relating to SEA/SH or criminal) will be advised to the World Bank within 24 hours of receiving the complaint.

240. A summary list of complaints received, and their disposition, along with key statistics on the number of complaints and duration taken to close out, must be included in six-month quarterly reports. The focal point at central level, under the LSB, shall be responsible for organizing this. Each record is allocated a unique number reflecting year and sequence of received complaint (for example 2021-01, 2021-02 etc.). Complaint records (letter, email, record of conversation) should be stored together, electronically (software to be determined by the focal point of the LSB) or in hard copy under the responsibility of the Project's.

241. Grievances will be recorded in a Grievance Logs (Please see Table 8-1). The log shall be applied.

242. This information shall include:

- Stakeholder name and contact details (if not anonymous).
- Details of the nature of the grievance.
- Date received, way it was responded to, and
- How it was submitted, acknowledged, responded to, and closed out.

243. Grievances can be submitted anonymously, or the aggrieved person can also request their name be kept confidential. Responsibility for the Grievance Log will be with the LSB.

TABLE 8-1 SAMPLE GRIEVANCE LOG FOR THE PROJECT AT THE CENTRAL LEVEL DATABASE

Grievance Log								
Name of Complainant (or anonymous)	Sex (M/F)	Contact info	Date Received	Details of the nature of the grievance (Environmental impacts, social impacts, labour, health, SEA/SH, etc.)	To whom was grievance submitted	Actions to resolve grievance	Date grievance was settled (and what stage)	How was the response provided?



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8.3 FORM TO SUBMIT A COMPLAINT

Grievance Form ID Number: _____ Date Received: _____

Complaints Received by (please check (v) the appropriate box):

- LSB central
- LSB ICT Service Centres
- Provincial
- District
- Village
- Hotline

Complaint made via (please check (v) the appropriate box):

- In person
- Phone
- E-mail
- SMS
- Website
- WhatsApp
- Messenger
- Facebook
- Hotline
- Complaint Box / Other advice
- Community/Village Meeting
- Others _____

FULL NAME AND LAST NAME of Complainant (or Anonymous):

GENDER: Male Female AGE: _____

CONTACT DETAILS (by post, by telephone, by e-mail, SMS, WhatsApp, Messenger, FaceBook):

STATEMENT OF GRIEVANCE (Reason for complaint and activity leading to complaint. Please include as much details as possible to answer the following questions: (i) what happened, (ii) when did it happen, (iii) who did it happen to, (iv) what was the impact of what happened. Include additional information as needed/desired.

REMEDY REQUESTED BY COMPLAINT:

SIGNATURE: _____ DATE: _____

FOR ADMIN USE ONLY:

Grievance ID _____ Registration Location: _____

Grievance Received by: Name and surname _____ Date: _____

Action Taken or Required Next Steps:



9 MONITORING AND REPORTING

Monitoring is the method of ensuring the ESF instruments (this ESMP, ESCP and SEP) are being implemented in accordance with ESMF and ESCP, and are effective. Semi-annual monitoring reports will need to be undertaken in order to:

- Improve environmental and social management practices;
- Ensure the efficiency and quality of the environmental and social assessment processes;
- Establish evidence- and results-based environmental and social impact assessment; and
- Provide an opportunity to report the results of the implementation of mitigation measures in future ESMPs and other project related documents.

To facilitate effective implementation of the ESMP requirements, the LSB will put in place the following monitoring and reporting system which includes self-monitoring, reporting and reporting and external monitoring and reporting.

9.1 INTERNAL MONITORING

Self-monitoring is implemented to (i) achieve environmental and social objectives, (ii) mitigate environmental and social impacts associated with the project activities and (iii) meet applicable and relevant legal requirements.

The self-monitoring plan designates responsibility for each implementing agency (LSB, lines ministries, organizations, provincial, and district and village offices) to monitor environmental and social and health & safety throughout the project operation.

The objectives of environmental inspections are to:

- Identify environmental and social and safety risks and hazards associated with project operations;
- Assess the effectiveness of operational control measures²;
- Identify if further controls/corrective actions are required;
- Issue relevant instructions to the responsible project operators (contractors and project staff, etc.) to implement corrective actions.

In addition to the main monitoring objectives, the self-mentoring also guilds the implementing agency to check and ensure that proper measures are implemented related to environmental, health, and safety guideline (EHSg) developed for the World Bank Group (WBG) projects and those related to Good International Industry Practices (GIIP) through the procurement system that promotes environmentally friendly packaging, reusing and recycling the office recyclables and safe handling of E-waste, electronic and hazardous waste. The overall self-monitoring program is illustrated in Table 9-1 below.



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TABLE 9-1 MONITORING PROGRAM

Aspect	Standard monitoring	Means of verification	Monitoring Frequency	Responsibility
1. General waste <ul style="list-style-type: none"> • Packaging; • Recyclable; • 	<ul style="list-style-type: none"> • Check that the recyclables have been properly segregated; • Check general housekeeping and tidiness; • Check and assure that no littering of garbage during a field trip. 	Visual inspection	<ul style="list-style-type: none"> • Daily during ICT infrastructures installation; • During the field trip; • Weekly routine inspection for office operation. 	Officer appointed by the LSB at central, line agencies, provincial, district and village levels.
2. E-waste, electronic and hazardous waste <ul style="list-style-type: none"> • Broken digital device screen and parts (computer); • Used lithium batteries; • Used lamps; • 	<ul style="list-style-type: none"> • Check that proper bins/containers are available and used for each waste type; • Check if proper waste disposal labels are displayed correctly on the bins; • Check if proper PPEs are used properly during waste handling; • Check that hazardous waste is not disposed to the environment; • Check a record of the amounts and types of waste stored and delivered (if any); 	Visual inspection	<ul style="list-style-type: none"> • Daily ICT infrastructures installation; • Daily during maintenance of ICT infrastructures; • Weekly routine inspection for office operation. 	Officer appointed by the LSB at central, line agencies, provincial, district and village levels.
3. Dust impact during the field in the communities with unpaved roads	<ul style="list-style-type: none"> • Check that the workplace is properly sealed during the renovation and installation works; • Check that vehicle speed limit through the communities, during field work, is in accordance with the traffic rules. 	Visual inspection	<ul style="list-style-type: none"> • Daily during ICT infrastructures installation; • During the field trip. 	Officer appointed by the LSB at central, line agencies, provincial, district and village levels.



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<p>4. Occupation Health and Safety</p>	<ul style="list-style-type: none"> • Check that appropriate PPEs (safety hard hat, safety boots, gloves, safety glasses, ear protection buds and masks) are provided to and used by staff during the work operation; • Check that activities with high potential risks and hazards (cut, burn, electrocution, etc.) are performed and/or closely supervised by experience staff; • Check that vehicle speed limit is in accordance with the traffic rules. 	<p>Visual inspection</p>	<ul style="list-style-type: none"> • Daily during ICT infrastructures installation; • During the field trip. 	<p>Officer appointed by the LSB at central, line agencies, provincial, district and village levels.</p>
<p>5. Community health and safety</p>	<ul style="list-style-type: none"> • Check the compliance with driving rules and regulation; • Check road accidents (damage to community and public assets, injuries and/or deaths) 	<p>Visual inspection</p>	<ul style="list-style-type: none"> • During the field trip. 	<p>LSB at central, line agencies, provincial, and district</p>
<p>6. Trainings on ESF instruments including ESMP, SEP, ESCP and ESF annexes on OSH, CHSP and COC on SEA/SH (Annex 4-Annex 7)</p>	<ul style="list-style-type: none"> • Check the training and reports including but not limited to number of training events, training dates, training topics, number of participants with segregation of male and females and their organization, trainers, training outcomes, evaluation, list of participants and training materials 	<p>Visual Inspection and documentation</p>	<ul style="list-style-type: none"> • Quarterly for the first six months followed by bi-annual 	<p>Project ESF team with support from E&S consultants</p>



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<p>7. Conduct consultations on ESF instruments including ESMP, SEP, ESCP and ESF annexes on OSH, CHSP and COC on SEA/SH (Annex 4-Annex 7)</p>	<ul style="list-style-type: none"> • Check the consultation reports including but not limited to number of consultation events, number of participants with segregation of male and females and their organization, issues raised, outcomes, evaluation, list of participants and consultation materials 	<p>Training and consultation reports</p>	<ul style="list-style-type: none"> • Quarterly for the first six months followed by bi-annual 	<p>Project ESF team with support from E&S consultants</p>
<p>8. Participation of vulnerable and ethnic groups</p>	<ul style="list-style-type: none"> • Check the implementation of a LSB Communication Guidelines and ensure that it incorporates ethnic group sensitivity/culturally responsive and meaningful consultation. • Where needed, conduct small group meetings at village level using appropriate translators or ethnic language speakers, with village groups split by gender. • Pay special attention to ethnic and gender sensitivity, taking into account ethnic groups' gender perspectives and incorporating them into the communication strategy. • Ensure implementation of the code of conduct for workers that include ethnic groups while engagement then 	<p>Documents and field assessment</p>	<ul style="list-style-type: none"> • Up-on project activities related to ethnic groups (e.g., during data collection) • During the field trip 	<p>ESF consultants Officer appointed by the LSB at central, line agencies, provincial, district and village levels.</p>



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	<p>data collection and other project activities.</p> <ul style="list-style-type: none"> • Ensure that the project and its staff and community workers respect ancestral and spiritual land and forest use and remain sensitive to customary use of land by the community, especially ethnic groups. 			
9. SEA/SH and Violence Against Women and Children (VAWC)	<ul style="list-style-type: none"> • Check whether information and training on GBV-SEA/SH based on the WB Good Practice Note and the national and international convention on elimination of violence against women and children are provided to appropriate stakeholders. • Ensure implementation of the Codes of Conduct on GBV-SEA/SH and VAWC 	Documents Assessment Field work	<ul style="list-style-type: none"> • Quarterly for the first six months followed by bi-annual 	Project ESF team with support from E&S consultants
10. GRMs For overall project For worker in the event of engaging workers. For GBV-ESA/SH in the event violation occurred	<ul style="list-style-type: none"> • Check whether GRM are properly communicated with relevant stakeholders (e.g., Whether workers are informed about the relevant GRM upon their recruitment and their right to redress, confidentiality and protection against any reprisals from the employer, etc.) • In the event project received a complaint, check whether it has been 		Quarterly for the first six months followed by bi-annual	Project ESF team and E&S consultants



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	processed and filed accordance to its designated categories and it is correctly report through the GRM systems and referral paths if related GBV-ESA/SH and/or CA.			
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9.2 EXTERNAL MONITORING

An external monitoring of the implementation performance of both environmental and social measures will be conducted by consultants to be hired by the project in close coordination with LSB. Efforts will be made to invite representatives from local communities and mass organizations to participate in the process. The annual audit will assess project compliance with ESMP, specifically whether (i) the ESMP process, including SEP and ESCP, is being correctly adhered to (ii) relevant mitigation measures have been identified and implemented effectively and (iii) the extent to which all stakeholder groups are involved in subproject implementation. The technical audit will also indicate whether any amendments are required in the ESMP approach to improve its effectiveness and ensure that the project investment ESMP is developed/cleared and effectively implemented. The external monitoring report will be presented to the WB.

9.3 REPORTING

LSB will prepare a quarterly report within the first 6 months after the project effective date. Thereafter, LSB will consolidate six-month monitoring reports focuses on presenting the status of compliance, any unexpected impacts, and implementation of corrective actions. The LSB shall establish reporting and document handling procedures as appropriate to the organization set up.

- Carry out inspection activities as per the monitoring program outlined in **Table 9-1** and prepare the Inspection Report incorporating detailed environmental and social findings, health and safety incidents and the status of corrective actions. The formal communication language is English, and this will be applied to all written communication;
- Communicate the Inspection Report internally within the organizational hierarchy with regards to environmental and social findings, health and safety incidents;
- Report the environmental and social management performances and health and safety controls to the relevant external financing agencies based on the agreed obligations.
- Number of national, regional, and/or provincial staff and counterparts trained on ESF compliance.
- Number of technical recommendations provided during supervision and monitoring that has been implemented.

Monitoring will also cover grievance redress, implementation of the SEP consultation and disclosure activities. Monitoring of environmental and other social impacts should focus on ensuring that all environmental and social mitigation measures are implemented as per the ESMP (including the LMP). Data should be gender-disaggregated as much as possible.

In case, consulting firms hired under the Project shall prepare and submit monthly monitoring reports on ESHS performance in accordance with the metrics specified in the respective bidding documents and contracts. The reports will be submitted to the World Bank.



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9.4 INCIDENTS OR ACCIDENTS REPORTING

The incident report is a vital written recording of the facts related to a workplace accident, injury, or near miss. Its primary purpose is to uncover the circumstances and conditions that led to the event in order to prevent future incidents.

The incident report will contain a minimum of the following information: (i) type of incident, (ii) location/date/ time of incident, (iii) name of the incident recorder/description of the incident (sequence of events); (iv) results of the incident (information of injured and affected people/damaged environment and properties), (v) actions done, (vi) witness statements, (vii) video or photos of the incidence or accident and (viii) additional action needed (if any).

Accidents with significant adverse effects include injured, electrocution, fire, traffic accident, severe weather during field trip and COVID-19 pandemic resulting in serious injury or fatality.

Incidents with significant adverse effects include criminal acts including violence, sexual exploitation and abuse against persons related to the Project (project employees, visitors, contractors, villagers).

The notification to the WB will provide sufficient detail regarding the incident or accident including any fatalities or serious injuries, indicating immediate measures taken or planned to be taken to address the incident or accident, and any information provided by any contractor and supervising entity, as appropriate. **Annex 5 LMP (A5.10)** includes a sample form for accident reporting.

As soon as the involved project staff and people are safe from the accident, the appointed staff shall fill in the Incident or Accident Report and, in any case proceed the report to a supervisor or manager within 48 hours of becoming aware of the incident or accident. The MPI, through its LSB, will immediately inform the WB as required in the ESCP.

10 ESMP IMPLEMENTATION BUDGET

ESMP implementation cost will include including ESF consultant, capacity building, consultation and communication and compliance monitoring. The total indicative cost reviewed is estimated at USD**320,000** (See Table 10-1) plus the costs of specific mitigation measures in the ESCOP to be included under contractor cost for small civil works.

TABLE 10-1 ESTIMATED BUDGET FOR THE ESMF IMPLEMENTATION

No.	Item	Notes	Estimated Cost (USD)
1	Recruitment of quality E&S consultants	Two part-time E&S consultants with 10 working days per month for the first year and one part-time social consultant with 30 working days per year from year 2 to year 5 (20 days for monitoring and reporting and 10 days for follow up trainings)	120,000
2	ESF Capacity building/trainings	Logistics, travelling allowance and per diem expenses;	70,000



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No.	Item	Notes	Estimated Cost (USD)
		Three training workshops for the first year; one training workshop for year 2 and 5; two training workshops per year for year 3 and year 4.	
3	Communication (implementation of SEP)	Development and dissemination of ESF communication materials such posters especially on COC on SEA/SH and VAC, GRM, Data security, privacy and confidentiality etc.	50,000
4	Monitoring and reporting of ESMP, SEP and ESCP	Two quarterly reports followed by b-annual reports. The monitoring mission will be carried in central level and provincial levels	80,000
Total Budget USD)			320,000



ANNEXES

ANNEX 1: PROJECT DESCRIPTION

ANNEX 2: NATIONAL LAWS AND REGULATIONS

ANNEX 3: Ineligible/Negative Criteria List

ANNEX 4 E-waste Management Plan

ANNEX 5 Labour Management Procedures

ANNEX 6 SCODE of Conduct (CoC) to prevent and manage SEA/SH and violence against children (VAC).

ANNEX 7 Community Health and Safety

ANNEX 8 Contingency Emergency Response Component (CERC) Manual

ANNEX 9 List of Person Met during March to May 2022

ANNEX 10 Photos and List of Participants in the National Consultation Workshop on 7 June 2022



ANNEX 1 PROJECT DESCRIPTION

A1.1 Project Development Objective

PDO Statement: The PDO is to improve the capacity of the Lao PDR Statistical System to produce and disseminate good quality statistics in a timely manner and to enhance use of key statistics, and in case of an Eligible Crisis or Emergency, respond promptly and effectively to it.

A1.2 PDO Level Indicators

The achievement of the PDO level results will be measured by three high-level indicators. The proposed indicators assess:

- i. The progress in production and dissemination of core statistics as measured by publication of GDP by industry, expenditure, and income, GNI, and quarterly GDP in the same year. Baseline (No). Target (Yes).
- ii. The timeliness of key statistics as measured by the number of indicators complied with the e-GDDS recommended timeliness (number). Baseline (1). Target (5).
- iii. The use of statistics as measured by the number of datasets and publications downloaded in one year (percent). Baseline (0). Target (50).

The first PDO indicator measures the availability and quality of core statistics specifically for the System of National Accounts (SNA). As of 2022, only annual GDP by industry is available. The first PDO indicator is directly linked to the project's support to an implementation of the 2008 SNA, particularly to advancing from the pre-SNA phase to Milestone 1 and Milestone 2 of the implementation, making available GDP by expenditure and income, GNI, and quarterly GDP (Figure 1).

The second PDO focuses on the timeliness of key statistics and the third PDO measures use of statistics. Of all the key statistics prescribed by the e-GDDS, only CPI publication complies with the e-GDDS recommended timeliness (Table 1 in PAD). The second PDO indicator is linked to the project's support to production of real sector indicators and pilot of an integrated data platform, which will allow the LSB to access administrative data sources in a more timely manner. The third PDO indicator is linked to the project's support to dissemination, user engagement and data literacy, which is expected to result in an increase in the number of datasets and publications downloaded from the LSB website.

A1.3 Project Components

The project consists of three components: i) improving availability and quality of statistics; ii) enhancing use of statistics; and iii) institutional and statistical capacity strengthening. The project structure was determined through discussions with the LSB. The proposed project activities were identified through discussions and consultations with the LSS stakeholders including the LSB, the statistics departments of line ministries and Bank of Lao PDR, the Lao Academy of Social and Economic Sciences, and the National University of Laos, emphasizing an effort to strengthen the LSS as a system and foster data exchange and integration within the LSS. Consultations with key development partners including IMF, UNFPA, UNICEF, ADB, and ILO were carried out to foster collaboration, create synergies and avoid overlapping support among donors.

Component 1: Improving availability and quality of statistics (US\$ 11 million)



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The objective of this component is to improve the availability and quality of key statistics that meet international standards. Improving availability means adding new statistical products and increasing the frequency of existing statistics while enhancing quality means improving the accuracy, reliability, relevance, and timeliness of statistics. These will be achieved by an improvement in collection of administrative, census and survey data as well as data compilation methodologies. This component will support statistics produced by the LSB and the statistical centers of line ministries or equivalent agencies under the LSB's technical guidance. It is made up of two subcomponents: i) Economic statistics; and ii) Social statistics.

❖ **Subcomponent 1.1 Economic statistics (US\$ 5 million)**

- **Activity 1.1.1 System of National Accounts (SNA).** The project will support an implementation of the 2008 SNA, particularly to advancing from the pre-SNA phase to Milestone 1 and Milestone 2 of the implementation (Figure A1-1). This activity will make available i) quarterly GDP to enable timely economic monitoring and policy responses; and ii) the rest of the world accounts and gross national income (GNI) to facilitate effective policy design required in the context of increasing regional integration through trade, investment, and migration. During an initial phase of implementation, the project will finance technical assistance to support compilation of GDP by expenditure in current and constant prices and improve sectoral statistics required for compilation of quarterly GDP, the rest of the world accounts, GNI and the tourism satellite accounts. In a later phase of implementation, the project will finance technical assistance to support compilation of these accounts and indicators. Additionally, the activity includes rebasing GDP from 2012 to 2019 and 2025 to comply with international best practices and to improve the quality of GDP estimates.³ The LSB has started the process of rebasing GDP to 2019 but has not yet completed. The project will finance the IO structure survey and technical assistance to complete the process. The 2025 rebasing will be underpinned by the population and housing census 2025 (Activity 1.2.3), LECS 2023/24 (Activity 1.2.2), the IO structure survey 2025, and the agriculture survey 2025 (Activity 1.1.4) to ensure that GDP estimates fully capture Laos' current economic structure and condition. Relevant trainings and knowledge exchange activities will also be supported by the project.
- **Activity 1.1.2 Price statistics.** This project will finance technical assistance, trainings, and surveys to support in constructing and improving main price indices: the consumer price index (CPI), the producer price index (PPI), the construction price index and the import-export price index. For CPI, these includes updating the CPI basket and weights based on LECS 7 (Activity 1.2.2), modernizing data collection methodology by transitioning from PAPI to CAPI data collection. For the import-export price index, the project will finance technical assistance to improve data collection (from administrative sources) and compilation methodology. For PPI and the construction price index, the project will support survey design, survey data collection using CAPI, and compilation methodology. Complete, accurate and timely price statistics are crucial for monitoring economic

³ International best practice is to ensure constant price series are not allowed to run for more than 5, or at most, 10 years without rebasing.



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conditions and estimating GDP at constant prices (Activity 1.1.2). Publication.

- **Activity 1.1.3 Sectoral statistics.** This project will finance technical assistance to improve the quality and availability of data from administrative records required for national accounts compilation (Activity 1.1.1). The key agencies include the Ministries of Finance; Industry and Commerce; Planning and Investment; Energy and Mine; Agriculture and Forestry; and Information, Culture and Tourism, and Bank of Lao PDR (Table A1-1 below). Supporting activities were identified in consultation with the relevant agencies. Technical assistance will focus on improving the quality, frequency and timeliness of data collection and compilation to support quarterly GDP compilation while using technology to reduce the cost of data collection. Relevant trainings and knowledge exchange activities will also be supported by the project
- **Activity 1.1.4 Annual enterprise survey. The project will finance the annual enterprise survey 2025 – 2027** to develop and establish a tool for regular updates of Laos' business statistics. More frequent business statistics are critical for gaining a better understanding of private sector dynamics. Technical assistance to design the sampling methodology, questionnaire, and fieldwork strategies will focus on cost effectiveness and sustainability of survey implementation. This implies that the questionnaire needs to be short and concentrate of the main economic variables, and a hybrid data collection approach, such as combining face-to-face and online methods, needs to be deployed. The LSB already deployed the hybrid data collection approach in the latest economic census 2018/19. The new economic census 2025 will be used as a sampling frame. The project will also finance data collection and technical assistance to data analysis and relevant trainings. This activity will be carried out in consultation with the Ministry of Industry and Commerce.



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FIGURE A1-1 SNA MILESTONES

	Milestone 1	Milestone 2
General description	Basic indicators of GDP at current and constant prices	GNI and other primary indicators
NA indicators	GDP by industry, expenditure and income in current and constant prices	Institutional accounts; External account of primary income and current transfers; Capital and financial accounts for the rest of the world
Minimum requirement data set (MRDS) [†]	<ul style="list-style-type: none"> Annual GDP expenditure at current and constant prices Annual value added and GDP by industry at current and constant prices Annual value-added components by industry at current prices Annual employment by industry Quarterly nominal and volume measure of GDP by industry 	<ul style="list-style-type: none"> Quarterly integrated accounts and net lending <ul style="list-style-type: none"> Total economy Rest of the world Annual institutional sector accounts <ul style="list-style-type: none"> Corporate (financial and non-financial) Government Households and non-profit institutions serving households
Related development		<ul style="list-style-type: none"> Quarterly GDP Tourism satellite account Input-output table (IOT)
Data sources	<ul style="list-style-type: none"> Balance of Payments (BOP) transactions of goods and services, income transfers, capital, and financial Supply and Use Table (SUT) Price statistics Government Financial Statistics (GFS) transaction accounts Labor Force Survey (LFS) and Expenditure and Consumption Survey (LECS) 	<ul style="list-style-type: none"> Capital stock BOP stock GFS stock Monetary and financial flow
Activities supported by project	<ul style="list-style-type: none"> Technical assistance to compile and improve GDP estimates supported by better price statistics (financed through Activity 1.1.2), consumption and employment data (financed through Activities 1.2.1 and 1.2.2), improved data collection of sectoral statistics (financed through Activity 1.1.3), improved data sharing (financed through Subcomponent 2.1) IO structure survey 2023 and technical assistance to complete SUT 2019 	<ul style="list-style-type: none"> Technical assistance to compile the integrated and institutional sector accounts, the tourism satellite accounts, quarterly GDP, and GNI supported by improved quarterly data sources (financed through Activity 1.1.3) and data sharing (financed through Subcomponent 2.1). IO structure survey 2025 and technical assistance to compile SUT and IOT 2025. Cross-border migration survey and enterprise survey

[†]The MRDS is a set of accounts that essentially groups together the accounts recommended in milestones 1 and 2.



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TABLE A1-1 SECTORAL STATISTICS SUPPORTED BY THE PROJECT

Ministry/Organization	Relevant statistics	Activities supported by project
Bank of Lao PDR	<ul style="list-style-type: none"> Balance of Payment (BOP) International Investment Position (IIP) Financial sector data as sourced data for the institutional sector accounts, GDP and GNI 	Pilot an integrated data platform (Subcomponent 2.1)
Ministry of Finance	<ul style="list-style-type: none"> Government finance statistics (GFS) Public and external debt Tax and custom as sourced data for the institutional sector accounts, GDP, and SBR. 	Pilot an integrated data platform (Subcomponent 2.1)
Ministry of Industry and Commerce	<ul style="list-style-type: none"> Trade Manufacturing, wholesale and retail services Investment Enterprise registration as sourced data for GDP and SBR 	<p>Technical assistance to update a manual for data collection and compilation and to develop an online platform for data collection. Relevant trainings.</p> <p>Pilot an integrated data platform (Subcomponent 2.1)</p>
Ministry of Planning and Investment	<ul style="list-style-type: none"> Investment SEZ-related investment as sourced data for GDP 	Technical assistance to develop an online platform for data collection.
Ministry of Energy and Mine	<ul style="list-style-type: none"> Investment (energy and mine) Production (energy and mine) Consumption, export (energy and mine) as sourced data for GDP 	Technical assistance to update a manual for data collection and compilation and to develop a guideline for collecting data of enterprise consumption and other energy sources such as gasoline, charcoal, etc. Relevant trainings.
Ministry of Agriculture and Forestry	<ul style="list-style-type: none"> Agricultural production (crop, livestock, forestry, and fishing) as sourced data for GDP 	Support data collection and compilation of production and prices of agricultural products. Relevant trainings.
Ministry of Information, Culture and Tourism	<ul style="list-style-type: none"> Tourism data as sourced data for the tourism satellite accounts 	Technical assistance to support a collection of outbound tourism data (tourists, expenditure), direct and indirect employment. Update tourist spending data. Relevant trainings.



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- **Activity 1.1.5 Agricultural survey.** The project will finance the agricultural survey 2025 which will provide updates to Laos' agricultural statistics following the agricultural census 2019/20 and support GDP rebasing and SNA compilation (e.g., institutional sector accounts and environment statistics). This activity includes technical assistance to design the survey instrument, sampling methodology, and fieldwork strategies, data collection, data analysis and relevant trainings. The Geographic Information Systems (GIS) technology will be investigated to improve data collection. For example, the Global Positioning System (GPS) can be used to support field activities such as geo-referencing plots, households, or farms, and measuring the area of a plot or landscape patch, while Remote Sensing (RS) or satellite images can provide more precise crop sown area estimation and help in crop loss assessment due to various weather-related disasters. Because satellite images can be costly, the design will focus on cost effectiveness and a possibility of leveraging on the census cartography (Activity 1.2.3). Results and lessons from the pilot will be incorporated in the next agricultural census 2029/30. It will be carried out in consultation with the Ministry of Agriculture and Forestry and the Food and Agriculture Organization (FAO).

❖ **Subcomponent 1.2 Social statistics (US\$ 6 million)**

- **Activity 1.2.1 Annual labor force survey.** The project will finance the annual labor force survey (ALFS) 2024 – 2027 to develop and establish a tool for regular welfare and labor market monitoring. Previously, the LSB has conducted the LFS on an irregular basis in 2010, 2017 and 2022 with data collection running for 1-2 months. Annual labor market statistics such as employment and unemployment reported by the Ministry of Labour and Social Welfare are projections based on the latest LFS and other economic indicators. The ALFS will help in monitoring changes in unemployment, sectoral employment, occupations, skills mismatch, and migration, and serve the national accounts compilation (e.g., income data). It will also help policymakers gain a better understanding of labor market adjustments to economic shocks or labor market policies such as a minimum wage increase. The activity includes survey design, data collection, data analysis, and dissemination. Technical assistance on survey design will focus on cost effectiveness and sustainability of survey implementation, support to the national accounts compilation (Activity 1.1.1), complementarity with the enterprise survey (Activity 1.1.3) and the household expenditure and consumption survey (Activity 1.2.2), and capability to scale up to the quarterly LFS (QLFS) and to serve as a welfare monitoring tool during crisis or emergency. Field activities will be implemented during a 12-month period, which allows the ALFS to be easily scaled up to the QLFS.
- **Activity 1.2.2 Household expenditure and consumption survey.** The project will finance the implementation of the Lao Expenditure and Consumption Survey 2023/24 (LECS 7), following LECS 6 which was conducted in 2018/19. In addition to measuring poverty and welfare, LECS 7 will be used for rebasing GDP (Activity 1.1.1), improving GDP by expenditure estimates (Activity 1.1.1), and updating the CPI basket (Activity 1.1.2). Building on the LECS Advisory Note prepared by the World Bank in 2021, the project will support technical assistance to review the questionnaire to improve poverty and welfare measurement as well as information collected for national accounts and CPI and pilots of



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the recommended changes in the questionnaire design to evaluate the effects of the new design and/or methodology.⁴ Additionally, an interim household survey is needed to increase the frequency of poverty monitoring to every three years as per the recommendation in the LECS Advisory Note.⁵ The project will finance the activity to develop and establish the interim household survey. Technical assistance will focus on cost saving methodologies in the design and collection of the survey such as sample size and depth or breadth of topics while ensuring comparability of the poverty estimates. This activity also includes data collection, data analysis and dissemination of both LECS 7 2023/24 and interim household survey 2026.

- **Activity 1.2.3 Census cartography.** The project will finance the census cartography for the Population and Housing Census 2025 (PHC 2025). According to the PHC 2025 plan prepared by UNFPA, two digital innovations will be introduced to the PHC 2025: i) CAPI data collection; and ii) digital census maps. These digital enumeration maps will be installed on the tablets and integrated with the digital questionnaires. The project will support in producing the geocoded maps of housing, health facilities, schools, forests, and infrastructures of the country. These maps can be used for evaluating risk-prone areas and access to public services, enabling better and more targeted policy response in the event triggered by natural hazards. They can also be used to support other censuses and surveys. Because the LSB has little experience in the mapping exercise, this activity will be implemented in close collaboration with the National Geographic Department (NGD), Ministry of Home Affairs (MoHA) and supported by staff training and recruitment (Subcomponent 3.1).
- **Activity 1.2.4 Gender statistics.** The project will support strengthening production and dissemination of gender statistics. This activity will be carried out in collaboration with the World Bank Strengthening Gender Statistics (SGS) project implemented by the World Bank Gender Group, Poverty and Inequality Global Practice, and Development Data Group's Living Standards Measurement Study team.⁶ The SGS team has conducted preliminary assessment and identification of the gaps in gender statistics with a focus on survey design and post-survey data dissemination and analysis, particularly in areas of ownership of productive assets, access to more and better jobs, and entrepreneurship. The team will provide technical assistance to support in improving survey instruments, producing gender statistics factbooks, and training on gender concepts, analysis, and report writing. This activity will complement the SGS project in designing and implementing the labor force

⁴ The note was prepared by the World Bank's Development Economics Data Group to provide recommendations and guidance for collecting household survey data more frequently, in a resource efficient manner, that allows for effective use of data by policy makers. The note informs the re-design of the LECS implementation schedule and questionnaire modules.

⁵ The World Bank recommends that countries conduct one survey at least every three years.

⁶ The World Bank Strengthening Gender Statistics project, with support from the Bill and Melinda Gates Foundation, partners with National Statistical Offices in twelve IDA-19 countries to support the production of gender data in the economic domain. The project is expected to end in December 2023, with possibility of extension.



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and enterprise surveys that incorporate a gender lens, and in financing production and dissemination of gender statistics factbooks and gender analysis.

Component 2: Enhancing use of statistics (US\$ 7 million)

The objective of this component is to enhance use of statistics produced by the LSS through data integration and dissemination. This component also lays a groundwork for the modernization of the LSB and the LSS through piloting data integration and making an investment in an early development of the four pillars for a data governance and management architecture: i) standards and protocols; ii) data management team; iii) ICT infrastructure; and iv) data literacy. This component operationalizes the 2017 Statistics Law that assigns the LSB the responsibility to provide quality assurance and technical endorsement to statistics produced by the LSS as well as to collect, consolidate, and request statistics from the line ministries and to disseminate them at the national level. It is made up of three subcomponents: i) Data integration; ii) Data dissemination; and iii) ICT infrastructure.

❖ Subcomponent 2.1 Data integration (US\$ 1 million)

- **Activity 2.1.1 Integrated data platform.** The project will pilot an integrated data platform hosted by the LSB. The platform will be designed and implemented to store census and survey data collected by the LSB and selected administrative data from line ministries including the Ministries of Finance, Planning and Investment, Industry and Commerce, Home Affairs, and Labour and Social Welfare, and Bank of Lao PDR, and selected administrative data from provincial statistics centers in Vientiane Capital, Oudomxay, Vientiane, and Champasack. Priority was given to line ministries and provincial statistics centers whose information system is well-developed or has been supported by the World Bank projects (Figure A1-2 and Table A1-2).⁷ Under this activity, the project will finance the designing and overall implementation of the platform. The design will consider data deposit workflow, data management and storage, data access, and data security. The implementation will also be supported by the data sharing policy framework (Activity 2.1.2), the quality assessment framework (Activity 2.1.3), data management team (Activity 2.1.4), and ICT infrastructure (Subcomponent 2.3). By facilitating data sharing, an integrated data platform will support the SNA implementation and improve the timeliness of SNA statistics.

⁷ The four provincial statistics centers were set up under the LAOSTAT 2013 – 17. Infrastructure investment at the provincial and district levels will not be covered by this project. Instead, it is expected that vertical data integration and relevant infrastructure investment will be supported by loans from the Government of Hungary.



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Figure A1-2 Integrated data platform

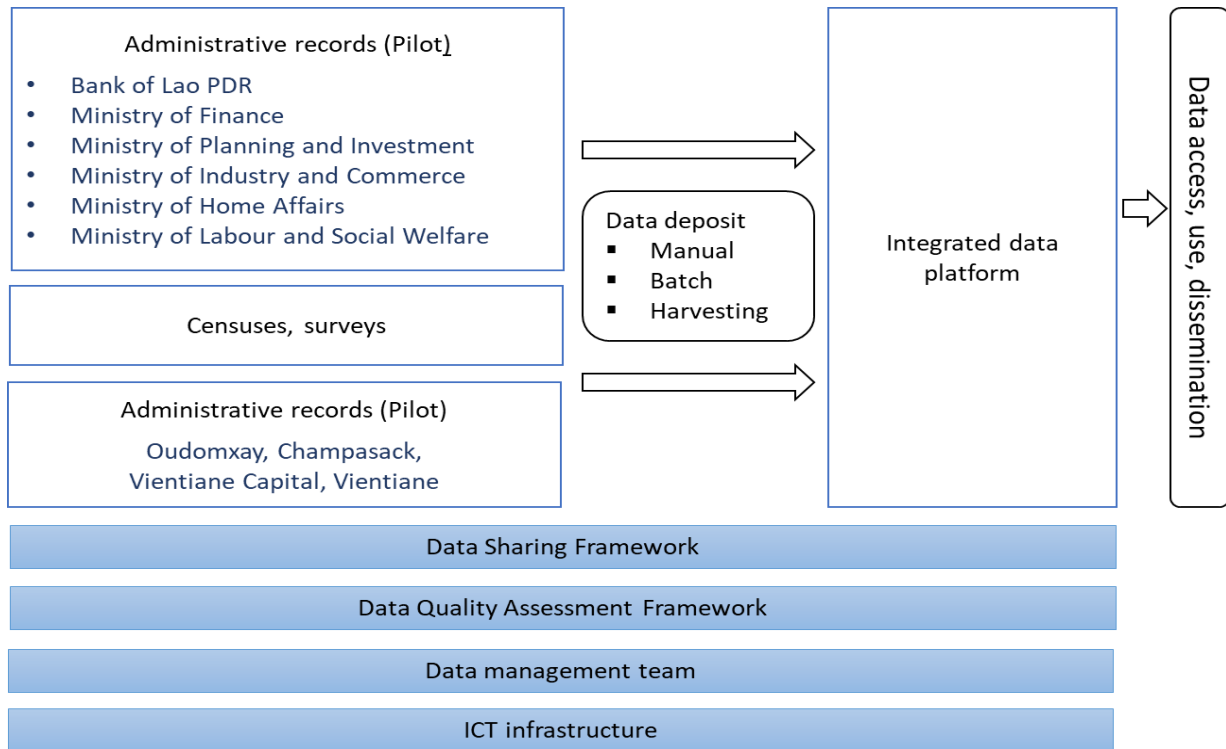


TABLE A1-2 PILOT ADMINISTRATIVE DATA FOR AN INTEGRATED DATA PLATFORM

Ministry/Organization	Data	World Bank projects
Bank of Lao PDR	<ul style="list-style-type: none"> Balance of Payment (BOP) International Investment Position (IIP) 	-
Ministry of Finance	<ul style="list-style-type: none"> Government finance statistics (GFS) Public and external debt Tax and custom 	Enhancing Public Finance Management through Information and Communication Technology and Skills (P167534)
Ministry of Planning and Investment	<ul style="list-style-type: none"> Investment SEZ investment 	-
Ministry of Industry and Commerce	<ul style="list-style-type: none"> Enterprise registration 	Lao PDR Competitiveness and Trade Project (P164813)
Ministry of Home Affairs	<ul style="list-style-type: none"> Vital statistics 	Lao PDR Civil Registration and Vital Statistics Project (P167601)
Ministry of Labour and Social Welfare	<ul style="list-style-type: none"> Labor market indicators 	Lao PDR Priority Skills for Growth (P172774)

- **Activity 2.1.2 Data Sharing Framework (DSF).** The project will finance technical assistance to review and improve the data sharing policy and procedure framework between government agencies and between government and non-government agencies, including



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an MOU template for data sharing. The framework will consider formats, quality, timeliness, metadata, data protection, etc.

- **Activity 2.1.3 Data Quality Assessment Framework (DQAF).** The project will finance technical assistance to prepare a quality assessment framework for the LSS based on the United Nations (UN) statistical principles and international best practices. Principles, guidelines, and toolkits for quality control of statistics produced by the LSS will be developed. This activity also includes technical assistance to implement quality control with the pilot administrative data, assess their quality, and propose improvement plans. It will complement an implementation of the in-house quality control funded by the Government of Luxembourg.
- **Activity 2.1.4 Capacity building for data management.** This activity supports investments in human resources and provides training to increase the capacity of LSB staff to implement quality control and manage data stored in the integrated data platform.
- ❖ **Subcomponent 2.2 Data dissemination (US\$ 3 million)**
 - **Activity 2.2.1 Centralized data portal.** A centralized data portal will be set up as a one-stop shop where public users can access data and statistics. The activity also includes integrating or linking the existing but fragmented portals (www.lsb.gov.la, LAOSIS, SDG Open data, LAOINFO). The portal will build on the integrated data platform (Activity 2.1.1) and use data visualization to enhance data dissemination and make data access easier and more user friendly. For example, an interface for labor market monitoring can be developed utilizing labor force survey data and administrative data from the Ministry of Labour and Social Welfare. Microdata library will be included providing a catalogue, documentation, and access to public-use and restricted-use microdata files.
 - **Activity 2.2.2 Communication and dissemination.** The project will finance technical assistance and training to support economic and microdata dissemination. This includes updating the data dissemination strategy, producing metadata, anonymizing microdata, documenting microdata, and producing public-use and restricted-use files for dissemination. This activity will also support production of statistics, publications, and video for disseminating through the centralized data portal (Activity 2.2.1) and dissemination activities. Communication activities such as advertising the census and survey fieldwork and publication through traditional media and social media, press releases and interviews about new data and survey results will also be provided.
 - **Activity 2.2.3 User engagement and data literacy.** The project will finance technical assistance to develop the LSS's user engagement strategy and activities to promote user engagement as outlined by the strategy. These include but not restricted to implementing a biannual user satisfaction survey and collecting website feedback to gauge the value of their products to users and use these surveys to improve outreach, publications, and dissemination activities. The key respondents of this survey will include ministerial departments, international organizations, academia, and the private sector. The results from these surveys will inform the areas where more work needs to be done and will help improve the work program of LSB in subsequent years. Additionally, the project will



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finance activities to build data literacy among statistical users such as government officials, senior leaders, members of the National Assembly, and public users. These include but not restricted to delivering the customized and contextualized data use and literacy program, developed by the World Bank's Development Data Group, to the target audience. The program aims to broadly expand and enable data access, consumption, and use for decision-making at all levels through a combination of skills development, institutional strengthening, and behavior change engagements.

- **Activity 2.2.4 e-GDDS and advance release calendar.** This activity will complement activities under Subcomponent 1.1 and Subcomponent 1.2 to improve the availability and timeliness of core statistics. The project will finance technical assistance to develop an advance release calendar (ARC) outlining the schedule of release of core statistics to the public. At present, only CPI has a release calendar, which the LSB was able to adhere to most of the times. ARC is encouraged under the e-GDDS and required under the SDDS. Under this project, ARC will be developed considering three aspects: i) the periodicity and timeliness suggested by the e-GDDS; ii) the LSB's capacity to adhere to ARC to ensure that its credibility and accountability will be improved rather than undermined; and iii) a standard that meets the requirements for the SDDS subscription.
- ❖ **Subcomponent 2.3 ICT infrastructure (US\$ 3 million).** The project will finance technical assistance to assess the LSB's ICT capacity and develop an ICT plan to support the modernization of the LSB and the LSS. The project will also finance investment to update and improve existing infrastructure (e.g., PCs, tablets, printers, software licenses, network connection, data center, etc.) and to modernize ICT infrastructure. The new infrastructure will support the LSB in moving to a hybrid data center architecture (a combination of cloud-based and on-premises infrastructures), managing the integrated data platform, implementing the centralized data portal, and responding to the increasing demand for data security. This activity will complement investment in ICT infrastructure for a vertically integrated data system funded by the Government of Hungary.

Component 3: Strengthening institutional capacity and project management (US\$ 3 million)

- ❖ **Subcomponent 3.1 Strengthening institutional capacity (US\$ 1.2 million)**
 - **Activity 3.1.1 Statistics law and SDNSS 2026 – 2035.** The project will finance technical assistance to review the 2017 statistics law and provide recommendations for an amendment of the law to strengthen the LSB's mandate to lead and coordinate the LSS toward modernization. The activity also includes technical assistance to evaluate the implementation of the SDNSS 2016 – 2025 and Vision 2030, assess the LSB's readiness to implement different aspects of modernization, and identify managerial bottlenecks, inadequacies in the organizational structure, human resources and ICT infrastructure, and budgeting inefficiencies among others. Incorporating lessons learned and findings from the assessments, a new draft SDNSS 2026-2035 and Vision 2040 will be prepared in line with the LSS modernization agenda.
 - **Activity 3.1.2 Human resources development and capacity building.** The project will



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finance an implementation of the human resources strategy which is expected to be completed in 2024.⁸ The activity will support investments in building human capacity of existing LSB staff and potential staff. Financing will be provided to support development of a learning plan for existing staff and implementation of the priority trainings identified such as data science, macroeconomic modelling and forecasting, sampling and statistics, statistical analysis, R&D, information technology, management, and language. The LSB's participation in international cooperation missions and knowledge-sharing events will also be financed. Through collaboration with academic institutions, this activity will support internship programs for students and young researchers, update the curriculum for high-demand subject areas such as data science, and upgrade data labs for college students allowing them to have better access to data for policy research.

❖ Subcomponent 3.2 Project management (US\$ 1.8 million)

- **Project planning and management will be supported by the provision of technical advisory services, training, operating costs, and the acquisition of goods.** Successful implementation of the project requires a dedicated PIU staffed with a project coordinator as well as specialists in financial management (FM), procurement, monitoring and evaluation (M&E), IT, and environmental and social safeguards. The unit will be supported by international consultants, as needed, with a focus on building capacity of the PIU over the initial phase of the project. It is important to bring in adequate procurement support to assist the PIU in establishing and implementing a twinning arrangement which is complicated and time consuming. To facilitate and guide day-to-day operations, a Project Operations Manual (POM) will be developed and adopted prior to project effectiveness. This subcomponent will also finance regular financial auditing, both internal and external.
- **CERC zero component:** This component will provide immediate response to an eligible crisis or emergency, as needed. In the event of an eligible crisis or emergency, the World Bank to re-allocate project funds to support emergency response and recovery.

⁸ Preparation of the strategy is supported by the Government of Luxembourg.



ANNEX 2 NATIONAL LAWS AND REGULATIONS

The Law on Environmental Protection, No. 29/NA, dated 18 December 2012 defines principles, regulations and measures related to protection, control, preservation and rehabilitation of the environment, in order to ensure environmental quality, reduction of impacts and pollution created by human activities.

- Article 12 promotes the creation of a green, clean and beautiful environment free of pollution as a cornerstone in environmental management. Article 82 assigns village authorities with the duty to keep the village green, clean and beautiful and to protect streams and community forest.
- Article 23, 24, 25, 26 stipulate general requirements to develop and implement environmental management and monitoring plans, use clean technology and comply with the environmental standards, prevent and control pollution and clean-up and rehabilitate the environment in case of accidental release of hazardous chemicals. Articles 33, 34, 35 contain general requirement to strictly comply with the National Environmental Quality Standards and the National Pollution Control Standards. Article 38, 39 and 40 define general requirements to handle, treat and dispose general waste and hazardous waste in accordance with specific regulations; and to control and monitor potential pollution. Article 52 sets out general obligations to use and manage natural resources in a sustainable manner, to assess potential impacts and protect natural resources, pay royalties and service fees.
- Article 21 and 22 require certain types of investment projects to conduct either an IEE or EIA and to prepare an IEE/EIA report for review and approval by MONRE (EIA) or PONRE (IEE).
- Article 79 establishes the Ministry of Natural Resources and Environment (MONRE) as the lead environmental authority and regulator with the responsibility to implement the ESIA System and to inspect and ensure that the environmental and social impacts from investment projects are mitigated.

The Decree on Environmental Impact Assessment No. 21/PMO of 31 January 2019 defines the principles, regulations, and procedures on management, monitoring, and inspection of EIA to prevent, reduce, or restore negative environmental impacts and to ensure that the affected people are compensated and assisted in restoring and improving their living conditions. Article 9 categorizes projects in IEE (Group 1) type projects and EIA (Group 2) type projects. Articles 19 to 30 provide procedures for undertaking an EIA including the review and approval process and appointment of a panel of expert to assist with the technical review. Articles 36-39 include provisions on public involvement during the EIA process and project implementation. The decree sets out the investment projects' responsibilities for preparing and complying with their IEE/EIAs, and for monitoring and reporting on environmental impacts and mitigation measures.

Ministerial Agreement No 8056/MONRE of 17 December 2013 determines the type and size of projects that shall undertake an IEE, EIA or none.

The Law on Disaster Management, No. 15/NA, dated 24/06/2019 determines the principles, regulations and measures on disaster risk management to enforce the effective, efficient and proactive actions, under the provision of information in a prompt, accurate manner. Accordingly, it aimed at



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establish an active surveillance to decrease the impacts of disasters to health, lives, assets, public properties, people, environment and infrastructure, as well as the post-disaster recovery, rehabilitation and renovation. This also includes the connection with regional and international stakeholders, in order to contribute to the socio-economic development towards the green growth, sustainability and prosperity.

The Decree on National Environmental Standards, No. 81/GOL dated 21 February 2017 determines ambient environmental quality standards and emission limit values for air, noise, and wastewater emission from different types of activities

Ministerial Instruction on Hazardous Waste Management No: 0744/MONRE dated 11 February 2015 identifies and classifies hazardous waste, includes provisions on import, export, transfer, storage, use, recycling and disposal of hazardous waste. The objective is to prevent and reduce the generation of hazardous waste.

Lao Labour Law, No. 43 NA, 24 December 2013 defines the principles, regulations and measures on administration and monitoring of labour skills development, recruitment, and labour protection in order to enhance the quality and productivity of work in society. Article 5 requires that all working conditions are safe, that salary or wages paid are in full, and that all responsibilities in regard to social insurance are implemented for the employees. Article 59 stipulates prohibits unauthorized forced labour in any form. Article 119 requires employers to maintain a safe workplace and ensure good work conditions for the health of the employees, and to provide appropriate facilitation of welfare for employees in the workplace. The employer shall supply information, recommendations, training and protection for employees so that they may undertake their work safely. The employer shall supply individual safety gear to employees in full and in good condition according to international standards. Article 122 requires that the employer must inspect and assess risks to safety and health of the workplace regularly and report the results to the Labour Inspection Agency at least once per year. Article 123: Companies with 100 or less employees must have at least one employee responsible for labour health and safety. Companies with over one hundred employees must appoint a unit and in case of necessity, a safety and health board responsible for labour health and safety shall be established. Article 124: Companies with fifty or more employees must have a medical practitioner. Article 125: Workplace accident or occupational disease that causes major injury or death, must be reported to the Labour Administration Agency within three days. Article 128: If an employee is injured as a result of a labour accident or occupational disease, the employer or social insurance implementation agency must take responsibility for the cost of treatment as determined in the Law on Social Insurance.

The Decree on Occupational Health and Safety No 22/GOL of 5 February 2019 requires employers to provide annual health check-ups for its employees. Employers shall record work accidents and occupational diseases and report to the Labour Management Authorities. An employer or the social security organization is responsible for covering the cost of treatment, allowances and compensation to victims of work accidents or occupational diseases.

The 1992 ethnic group policy, 'Resolution of the Party Central Organization Concerning Ethnic Group Affairs in the New Era', focuses on gradually improving the lives of ethnic groups while promoting their ethnic identity and cultural heritage. It is the cornerstone of the national ethnic group policy. The policy addresses key issues to related national identity and equality between all ethnic groups in Lap PDR, with the objective to increase the level of solidarity among ethnic groups as members of the greater Lao



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family and improve the living conditions and social welfare of ethnic group women and children step by step.

Article 12 of the Government Decree on Ethnic Groups No. 207/GOL, issued on 20 March 2020, addresses education. Article 12 Point 1 requires improvement and development of infrastructure related to education to cover all and allow access by rural, remote communities. Point 2 requires that poor ethnic groups be provided with free access to education so that poor children are able to enter schools. Point 3 requires improvement in teachers' capacity and allocation of suitable teachers to meet the actual needs of ethnic group students in remote locations. It also requires emphasis on ethnic group teachers as well as improvement and adjustment of teachers' knowledge and teaching techniques for both single-class and multi-age/multi-grade classes. This Decree covers all aspects of basic social welfare for ethnic groups. For instance:

- Article 13: Access to health care, Point 3: Free health services for the poor, especially childbirth and for children under 5
- Article 13: Point 5: Help ethnic women and children access full health care
- Article 13: Point 11: Raise awareness in ethnic communities of the negative impact of early marriage
- Article 18: Access to legal information and justice, Point 2: Promote and help poor, vulnerable and disabled ethnic people to access to legal information and justice
- Article 19: Human resources development, Point 5: Promote and support women's and men's knowledge and ability for the development of future generations.

The Law on Hygiene, Prevention and Health Promotion (Amended 2011) focuses on controlling the elements of the environment which are dangerous or may be dangerous to the body, to mental health and social status of human. This law promotes investment in health and hygiene prevention, addresses community health and hygiene, and ensures that all building construction includes hygiene principles. It also requires health and hygiene in the workplace for workers and states that all facilities must put in place wastewater and solid waste management, and anti-fire systems.

The Law on Preventing and Combating Violence against Women and Children (VAWC), No. 56/NA 2014 defines the principles, rules and measures for preventing and combating VAWC by prevention, protection, provision of assistance to victims of violence and handling of such violence to protect the rights and legitimate interests of women and children; aims to eliminate all forms of VAWC, uphold the roles and dignity of women and children, achieve gender equality, and contribute to developing society in order to maintain peace, public order, solidarity, justice and civilization, and protect and develop the country. The Law is designed to specifically address VAWC that results in or is likely to result in danger, harm, or physical, psychological, sexual, property or economic suffering by women and children.

The Law on the Protection of the Rights and Interests of Children No. 05/NA, 2006 defines principles, rules and measures relating to the administration, monitoring and inspection of the implementation of the protection of the rights and interests of multi-ethnic children. These include measures against those committing offenses toward children, in order to ensure that children are whole in body, mind and spirit, so that they have good attitudes, knowledge and ability and are able to live good lives and become good successors of the nation. Article 26 on children's education says that the State has policies to



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promote and create conditions to ensure that children receive education by expanding formal education, professional training centers and skills training centers provided by both the State and the private sector, and by providing sufficient teachers, textbooks and materials.

The Law on the Development and Protection of Women and Children (2004) is designed to guarantee and promote the roles of women, to define fundamental measures for developing and protecting the legitimate rights and interests of women, and to define the responsibilities of the State, society and family toward women. It has the following aims: promoting the knowledge, capability and revolutionary ethic of women; gender equality; eliminating all forms of discrimination against women; and preventing and combating trafficking in women and children, and domestic VAWC. This is in order to create conducive conditions for women to participate and be a force in national defence and development. The law defines sexual violence as ‘an act or attempted act that results in harm to the sexual rights of women and children such as rape, forced sex, any act of obscenity, sexually indecent assault, unwanted sexual comments or sexual touching; or the sending of women or children to another person for sexual purposes. The law encompasses domestic and public violence, including in educational institutions, workplaces and alternative care settings.

The Law on Anti-Trafficking in Persons, No. 73/NA of 17 December 2015 defines the principles, rules and measures regarding the administration, monitoring, supervision, inspection of anti-trafficking in persons to protect the rights, interests, lives, health, dignity, freedom of the citizens and to preserve national traditions and customs aiming at keeping the society safe and secure, in good order and contributing to the national development and protection. The law sets out preventive measures and enforcement measures to combat trafficking of persons and includes provisions on victim protection, compensation and assistance. The Ministry of Education and Sport is responsible for creating conditions which enable Lao citizens, notably women and children living in remote areas, to have access to basic general education and to prevent school children and students from becoming the victims of trafficking, and for incorporating anti-trafficking measures in educational curriculums; and creating favourable conditions for the victims to continue their education free of charge.

Lao PDR has adopted the Convention on the Rights of the Child (1989), which outlines the fundamental rights of children including the right to be protected from economic exploitation and harmful work, from all forms of SEA, and from physical or mental violence, as well as ensuring that children will not be separated from their family against their will. These rights are further refined by two Optional Protocols, one on the sale of children, child prostitution and child pornography; and the other on the involvement of children in armed conflict.

Lao PDR adopted the Convention on the Elimination of All Forms of Discrimination against Women in 1981. This testifies to the country’s political will to work in partnership with the international community to advance and protect the legitimate interests of Lao women in general and women of all ethnic groups in particular. In conjunction with the protection and promotion of women’s rights in political and socioeconomic fields, the Government of Lao PDR has given due attention to establishing a domestic legal system that will gradually meet international standards.

The Family Law (1990) states that ‘the husband and wife have equal rights in all aspects within the family. The husband and wife together make decisions on their own family matters, and are mutually obliged to love, show mutual respect and share a joint obligation for child-rearing and education and build a genuine family bond, happiness and advancement’ (Article 13). In addition to these laws and



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regulations, the Government of Lao PDR has expressed its commitment to promoting gender equality in a number of policy documents. It approved the Development Plan for Lao Women (1998–2003), which led to the National Commission for the Advancement of Women, Mothers and Children being established in 2003. The plan has been revised every five years and includes goals and programs to promote Lao women’s legal awareness; and to improve their education, skill levels, health, nutrition, and income-generating opportunities, as well as to reduce their workload.

The law on Lao Women Union (No. 31/NA, 2013) addresses the government of Lao PDR promotes the development, protection and advancement of women and support their participation, decision-making and equitable benefit-sharing in all development activities according to the Article 4.

The Law on Lao Front for National Development, No. 49/NA, issues on 20 August 2018 defines religious leaders on regular basis to give advice on matters pertinent to religious freedom and faith of the Lao people aiming to ensure solidarity, unity and make religious activities are in line with religious principles, the national constitution and laws, in particular, the Prime Ministerial Decree No. 92 on management and protection of religious activities in the Lao P.D.R. In case there is some misunderstanding on religious matter in some locality, and to meet with religious leaders and local administrative authority to together solve the problem peacefully.

The Ethnic Groups Committee under the National Assembly is charged with drafting and evaluating proposed legislation concerning ethnic groups and lobbying for its implementation, as well as the implementation of socioeconomic development plans. Ethnic group research is the responsibility of the Institute for Cultural Research under the Ministry of Information and Culture. The lead institution for ethnic affairs is the mass (political) organization, the Lao National Front for Construction, which has an Ethnic Affairs Department.

The Law on Health Care, No. 58/NA, dated 24 December 2014 determines the principles, regulations and different measures relating to the organization, activities, management and control of health care activities, in order to ensure that all citizens, families and communities have access to equal, full, equitable and quality health care services, and to protect the rights and interests of health care professional workers, with the aim of increasingly developing modern health care services to enable all citizens to have good health and to be able to effectively contribute to the protection and development of the nation.

The Law on Hygiene, Prevention and Health Promotion (Amended 2011) focuses on controlling the elements of the environment which are dangerous or may be dangerous to the body, to mental health and social status of human. This law promotes investment in health and hygiene prevention, addresses community health and hygiene, and ensures that all building construction includes hygiene principles. It also requires health and hygiene in the workplace for workers and states that all facilities must put in place wastewater and solid waste management, and anti-fire systems.

The Law on Prevention of HIV Disease, dated 01/NA issues on 29 June 2010 defines effective principles, regulations, measures, management and monitoring of HIV/AIDS control and prevention in order to reduce HIV infection, and AIDS with the aim to promote good health and a HIV free environment among all Lao people, so that they can contribute to the development and the protection of the country.

The Law on Prevention and Control of Communicable Disease, 19 December 2017 determines the principles, regulations and measures on the management, monitoring, and supervision of prevention



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and control of communicable disease, to ensure its implementation in a constant and quality manner, with the aim to prevent the incidence and prevalence of disease, decrease sickness and deaths to all populations which are applicable at regional and international levels, so that they can effectively contribute to the protection and development of the nation.

GoL Policy, Guidelines and Procedure to combat COVID-19, Since March 2020, considering the outbreak of COVID-19 pandemic in neighbouring countries such as China, Thailand, Vietnam, and others, the GOL took strict actions to prevent infection within Lao PDR. Three policy and guideline were issued on 13 March 2020 to control COVID-19 transmission and infection i.e. (a) guideline on prevention of the transmission and infection of COVID-19 at international airport, land border, and transportation stations; (b) guideline on prevention of the transmission and infection of COVID-19 at suspected to be infected area or temporary quarantine center; and (c) guideline on prevention of the transmission and infection of COVID-19 at public place (hotel, guesthouse, offices, schools, and others). On 29 March 2020, the Prime Minister issue an Order on Reinforcement Measures on Containment, prevention and full response to the COVID-19 pandemic (No. 06/PM, Vientiane Capital).



ANNEX 3 INELIGIBLE/NEGATIVE CRITERIA LIST

The following activities are ineligible for financing under the Project:

- 1) Production and/or trading of tobacco or any products containing tobacco and alcoholic beverages;
- 2) Gambling, casinos and equivalent enterprises;
- 3) Production and/or trading in weapons and munitions;
- 4) Using asbestos as construction material;
- 5) Using raw material and/or hazardous & toxic (Bahan Berbahaya dan Beracun/B3) wastes in large quantities. The project cannot finance activities which uses, produces, stores or transports raw material and hazardous & toxic waste such as toxic substance, material which may cause fire or explosion;
- 6) Siting and/or actions which could potentially destroy protected and biodiversity sensitive areas, natural habitat and/or critical natural habitat. The Project cannot finance activities that is located within, adjacent to or traversing protected areas and biodiversity sensitive areas such as natural conservation areas, protected forests etc. or any activity which may alter the function or effectiveness of protected and sensitive areas, cause adverse impact to biodiversity and habitats. Further on protection of biodiversity and habitats, especially vulnerable and endangered species listed in the criteria and categories of the International Union Conservation of Nature (IUCN) Red List and Annex 1 and 2 of the Convention on International Trade Endangered Species (CITES). Additionally, the Project cannot finance any sub-project or activity which causes significant conversion and/or degradation of the natural habitat or any critical natural habitat environment including those of terrestrial, coastal and marine ecosystems that have High Conservation Value, essential ecosystem areas, significant biodiversity and / or protected conservation zones;
- 7) Siting and/or actions which could potentially destroy cultural conservation areas. The Project must not finance any project which degrades or destroys cultural value of a cultural conservation area, not only limited to artefact and cultural structure, but also locations considered sacred or having high spiritual value for local people. In the contract agreement with the contractor, there must be provisions and guideline concerning what measures must be taken if these artefacts and structures are found within the project site;
- 8) Siting and/or actions which could potentially result in land acquisition or involuntary resettlement under eminent domain principle. The project cannot finance activities that result in the forced evictions or physical or economic displacement of the affected communities, including indigenous and tribal peoples, and activities that may constrain or terminate access of local communities to land or resources that they traditionally use;
- 9) Using excessive timber, water and energy. The project cannot finance activities that utilize the excessive use of natural resources with large civil works;
- 10) Using timber from illegal logging. The Project must not finance infrastructure related to or support illegal logging;



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- 11) Employment of child labor and forced labor and against national labor law and local labor regulation. The Project cannot finance activities involving any forms of child labor. A child for this project refers to anyone below the age of 18 years old. Related to forced labor, the project cannot finance activities involving any forms of forced labor, and also trafficked persons, includes the practice of the bonded /indentured labor, excessive limitations of freedom of movement, excessive notice periods, physical punishment, use of security or other personnel to force or extract work from project workers, or other restrictions that compel a project worker to work in a non-voluntary basis. The Project also cannot finance activities involving work without formal contractual agreements that comply with GoL regulations, including with donors, intermediary and / or channelling agencies, and beneficiaries;
- 12) Production and/or trading in radioactive materials. This does not apply to the purchase of medical equipment, quality control (measurement) equipment and any equipment where the International Finance Corporation (IFC) considers the radioactive source to be trivial and/or adequately shielded;
- 13) Production and/or trading in any product or activity deemed illegal under host country laws or regulations or international conventions and agreements, or subject to international bans, such as pharmaceuticals, pesticides/herbicides, ozone depleting substances, PCB's, wildlife or products regulated under CITES;
- 14) Involving traditional mining practice which uses the prohibited substances, e.g., mercury, other radioactive substances;
- 15) Utilization of stone / minerals from illegal mining (unable to show a copy of the mining permit issued by the relevant agency);
- 16) Drift net fishing in the marine environment using nets in excess of 2.5 km. in length;
- 17) Involving activities that relates to infrastructure development located in international water area, disputed area, and/or on land that cannot prove clean and clear status;
- 18) Involving activities related to local political parties. The project will not finance any activities that support political activities such as political candidate's campaign;
- 19) Large civil works;
- 20) Procurement of hazardous substances in large quantities;
- 21) Land acquisition and resettlements;
- 22) Activities that may have adverse impacts on indigenous people; and
- 23) Other activities involving higher risks (e.g., traditional mining, industrial-based livelihood, large scale commercial plantation or excessive use of resources).



ANNEX 4 E-WASTE MANAGEMENT PLAN

Document Approvals				
No.	Component	Name	Signature	Date
1	CIA			
2	PIU-			

A4.1 Activity Schedule

Estimated Start Date: _____ **Enter Date**

Substantial Completion Date: _____ **Enter Date**

Anticipated Hauling Schedule, if applicable: MM-YYYY to MM-YYYY (include allowable days and times for hauling)

A4.2 E-Waste Management Guidelines

In the development of the e-waste management plan, the Project will take into consideration uncertainties on how well potential e-waste recycling companies manage waste, emissions and health and safety; the current general lack of environmentally safe disposal sites for hazardous waste; and that in the near future, controlled landfills with much greater environment protection than the current dumpsites will be operational with support from ADB.

A4.3 Implementation of this E-Waste Management Plan

The Project Implementation Unit (PIU) (under LSB) with the technical support from E&S consultants will be responsible for will be responsible for planning, supervision, training/capacity building, coordination, monitoring and reporting of this E-waste management plan. The Component Implementing Agencies (CIA) include LSB departments, line ministries and statistical centers at the provincial level as well as the supply and installation companies will be responsible for implementation and regular reporting of this E-waste management plan to PIU.

The responsible agencies in implementation of the E-waste management plan are provided in Table A4-1 below.

Activities	Responsible agencies
Avoidance and minimization of e-waste	PIU, CIA, the supply and installation companies
Provide temporary Storage of E-waste	PIU, CIA, the supply and installation companies
Implement packaging waste management	PIU, CIA, the supply and installation companies
Carry out E-waste recycling and disposal	Authorised recycle companies and Urban Development Administration Authority (UDAA)



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Activities	Responsible agencies
Implement data security	PIU and CIA
Conduct training and Awareness Raising	PIU
Develop and implement specific E-Waste Management Plan	PIU and CIA
Provide facilities for temporary storage of E-waste	PIU, CIA, the supply and installation companies
Implement emergency procedure	PIU, CIA, the supply and installation companies

Emergency response procedures is provided in Section A3-12 below and more details on incident/accident reporting procedure and form are provided in Section 9.4 of this main ESMP and Annex 5 LMP (A5.10).

A4.4 Avoidance and minimization of e-waste

- a) Develop and implement a procurement policy for electrical and electronic equipment that:
 - requires products to be in compliance with EU Directive 2002/95/EC on the restriction of the use of certain hazardous substances in electrical and electronic equipment. With certain exemptions, this EU directive requires that new electrical and electronic equipment put on the market does not contain lead, mercury, cadmium, hexavalent chromium, polybrominated biphenyls (PBB) or polybrominated diphenyl ethers (PBDE).
 - requires products to be in compliance with EU Directive 2009/125/EC on establishing a framework for setting of eco-design requirements for energy-related products. To be considered, the product should have the CE marking as required by the Directive, whereby the manufacturer or its authorised representative ensures and declares that the product complies with all relevant provisions of the applicable implementing measure of the Directive.
- b) Appoint an officer responsible for determining when an electrical or electronic equipment has reached its end-of-life.
- c)
- d) Develop methods to extend the life of electrical or electronic equipment. This could include handing over to other users. This should include a procedure to check if the equipment could be used in another department, training institute or job centre – or handed over to students for use at their home/accommodation. Electronic equipment that has been handed over should be tacked so that once the end-of-life has been reached, the equipment will be recycled/disposed of appropriately. Purchase printer cartridges from suppliers that will take back the used cartridges for remanufacturing. In this way, the entire shell of the cartridge, which is made of plastic is used again instead of being recycled or disposed of at a landfill.



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- e) Ensure Extended Producer Responsibility clause is to be integrated in the supply and installation contracts such as the supplier could be made responsible for: (i) buy back of old equipment or take out for safe disposal; and (ii) extended responsibility of end of life collection and safe disposal of equipment.

A4.5 Temporary Storage of E-waste

- a) E-waste should be stored in a well-ventilated room with impervious surface in a dry atmosphere at room temperature, not exposed to sunlight or rainfall. The equipment should be stored on pallets or shelves.
- b) Fragile equipment such as computer monitors (Cathode Ray Tube, CRT) and fluorescent lamps should be carefully handled and stored to avoid damages (e.g., put in the original packing).
- c) E-waste should not be stored together with other waste types.
- d) Batteries should be disconnected from the products.
- e) Lithium batteries should be stored in a way that ensures that the battery terminals do not get in contact with any metals or other battery terminals.
- f) There should be no dismantling of electronic or electrical products.
- g) E-waste should be stored for as short a period as practicable.

A4.6 Packaging waste management

The measure for handling the package waste that will be generated with ICT installations or repairs are summarised below:

- a) Include resource efficiency and pollution prevention and management measures (effective use of resources, reuse of recyclables, management of packaging wastes). This includes but limited to:
 - The use of energy efficient equipment; and proper use and regular inspection of ICT equipment to minimize replacement of ICT equipment;
 - Proper segregation and storage of packaging wastes for reuse by suppliers and recyclables (selling to the licensed recyclable companies) to minimize packaging wastes to be disposed at the designated landfill;
 - Include “Green, Recyclables, and Reusable Packaging” as part of ES specifications for the supply contract.
- b) Taking initiative action through procurement and supply chain system by taking into account “Green, Recyclables, and Reusable Packaging” (where feasible).
- c) Engage, communicate and include the initiative action “Green, Recyclables, and Reusable Packaging” as part of ES specification for the supply contract which includes but not limited to the followings:



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- Identify areas to eliminate or reduce plastic in the supply chains;
 - Packaging goods or equipment in one container (where feasible) to avoid packaging waste;
 - Encourage the use of biodegradable, returnable and reusable packaging containers reduces the environmental costs of production and disposal;
 - Proper storage and disposal of un-reusable packaging wastes.
- b) Training and awareness raising on the “Green, Recyclables, and Reusable Packaging”, resource efficiency and pollution prevention and management measures for project staffs and suppliers.

A4.7 E-Waste Recycling and Disposal

- a) Identify and categorize the various e-waste types that are likely to be generated under the Project
- b) Identify suitable e-waste recycling companies that have the necessary government authorizations to recycle the relevant types of e-waste.
- c) Carry out inspections of pre-selected companies to check that the management of the e-waste is environmentally sound, in accordance with health and safety standards and in compliance with relevant requirements. This should include checking:
- a. that data storage equipment is physically destroyed
 - b. that e-waste is stored and handled under weatherproof cover
 - c. that the operator keeps a record of final disposal of waste from the dismantling and recycling process
 - d. that final disposal of waste is only done at sites with the required authorization
 - e. that there is appropriate fire prevention and fire-fighting equipment
 - f. that any final disposal is consistent with end-of-life handling instructions in the product declaration
 - g. compliance with restrictions on export of hazardous waste under the Basel Convention
 - h. that emissions and discharges from the operations are monitored for content of hazardous substances and that relevant emission/effluent limit values are complied with
 - i. that the work area is clean and free of dust
 - j. that there is no burning or heating of e-waste components
 - k. that workers are wearing appropriate PPE (protective helmets, protective footwear, protective gloves, eye and face protection, hearing protectors, respirators)
 - l. that dust levels are controlled by local exhaust ventilation.

A4.8 Data security

- d) Before being taken out of use or handed over to other users, all data will be permanently erased from hard drives in computers, smartphones, printers, scanners, copiers and any other electronic equipment that may store data.



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- e) The IT managers of LSB and MOLSW with technical assistance from the Project will develop the specific procedures for erasing data from electronic equipment.

A4.9 Training and Awareness Raising

- f) Training and awareness raising on proper management of e-waste will be carried out as part of regular office meetings for personnel and at training sessions for project staffs working for the project.
- g) Key do's and don'ts include:
- a. Do's:
 - Always dispose e-waste in the designated bins or containers marked "E-Waste" and as specified in the e-waste management plan
 - b. Don'ts:
 - Do not give e-waste to informal recyclers or unorganized scrap dealers.
 - Do not dispose e-waste in garbage bins for municipal waste.

A4.10 E-Waste Management Plan

- h) Based on the above guidelines, develop a site-specific E-Waste Management Plan with the following general content:
- a. E-Waste Management Responsible Unit/Position
 - b. E-waste Management:

Table A4-2 List and Description of W-Waste

E-Waste Description	Anticipated quantity	Potential Hazards	Temporary Storage	Transport	Reuse	Recycling Company	Final Waste Destination
CRT Monitors							
LCD/LED Displays							
Keyboards							
CPUs							
Laptops							
Batteries							
Cell phones							
Printers/scanners							
Printer Cartridges							
Copy Machines							
Lamps containing mercury							
Audio/Video Equipment							
Wiring							
Package waste							



Table A4-3 Material Handling Information⁹

Material from Table A4-1
On-Site Storage and Handling. Describe any special pollution prevention procedures for use or handling of this material.
Describe how material will be stored, protected from rainwater, etc. Identify sensitive site areas or special measures that will be undertaken to protect the environment.
Identify contractor responsible for management of material on-site.
Company name and phone number
Identify hauler(s) responsible for removal of this material from site.
Company name and phone number
Proposed Destination (landfill, clean fill site, recycling center, etc.).
Name, Address, Contact Information and facility waste permit number if applicable. If hauling to an established, commercial materials recovery facility or waste disposal facility, document how all hauling will comply with established haul routes, respective traffic laws, and will commence only during the disposal facility's hours of operation. If hauling to an off-site land disturbing activity, document how hauling will comply with established haul routes, traffic laws and any restrictions imposed by the affected locality (e.g., only on certain days or times).

A4.11 Facilities for Temporary Storage of E-waste

- d. E-waste collection and transport, recycling and final disposal
- e. Monitoring and Record keeping

A4.12 Emergency Procedure

Name of procedure	Emergency Procedure
Objective	To reduce the risk of human life loss and injury and minimize property damage in the event of an emergency situation

⁹ This will be prepared for each waste item.



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Name of procedure	Emergency Procedure
Lao PDR Legislation and/or World Bank Standard	<ul style="list-style-type: none"> • Environmental and Social Standard 2 Labour and Working Conditions • Law on Hygiene, Prevention and Health Promotion (Amended 2011) • Decree on Occupational Health and Safety, No. 22/GoL, dated 05/02/2019 • The Lao Labour Law (2013)
	Description
Preparation	<p>PIU, with support from E&S consultants, will develop and conduct training on specific emergency procedures</p> <ul style="list-style-type: none"> • Notification procedures and list of persons to contact in case of different emergencies • List and contact coordinates for medical facilities and medical professionals • Provision of fire extinguishing equipment • Provision of first aid kit • Identification of a safe place in case evacuation is necessary • Determine emergency levels and thresholds • Regular training and drills with PIU staffs and local emergency agencies (e.g., police, medical facilities, Office of Labour and Social Welfare, Public Health Office)
Small spill of flammable or combustible liquids	<ul style="list-style-type: none"> • Immediately inform the Foreman • Eliminate all ignition sources. Stop leak if without risk. Move containers from spill area. • Absorb with an inert material and place in an appropriate waste disposal container. • Use spark-proof tools and explosion-proof equipment. Dispose of via a licensed waste disposal contractor.
Large spill of flammable or combustible liquids	<ul style="list-style-type: none"> • Evacuate surrounding areas • Keep unnecessary and unprotected personnel from entering. Do not touch or walk-through spilled material. No flares, smoking or flames in hazard area. Avoid breathing vapor or mist. • Put on appropriate personal protective equipment. Floors may be slippery; use care to avoid falling • Eliminate all ignition sources • Stop leak if without risk • Move containers from spill area



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Name of procedure	Emergency Procedure
	<ul style="list-style-type: none"> • Approach release from upwind. Prevent entry into drains, ditches, water courses, or confined areas • Dike spill area and do not allow product to reach ditches, drains or surface or groundwater • Contain and collect spillage with non-combustible, absorbent material e.g., sand or earth • Use spark-proof tools and explosion-proof equipment • Contaminated absorbent material may pose the same hazard as the spilled product • Dispose of the waste as advised by the Ministry of Natural Resources and Environment (MONRE)
<p>Serious injury</p>	<ul style="list-style-type: none"> • Person on scene shall immediately inform the CIA (appointed persons) • The CIA shall provide immediate first aid and arrange that the injured person is brought to the nearest medical facility • The CIA shall immediately contact a medical professional (from predetermined contacts) to get instructions and be advised on which medical facility to which the injured person should be transported • The CIA shall inform the PIU • Follow the reporting procedure and form in Annex 5 LMP (A5.10).
<p>Flooding during field data collection</p>	<ul style="list-style-type: none"> • Person observing or being informed about an imminent risk of flooding shall immediately contact the CIA/PIU. • The CIA/Data Collection Team Leader will assess the emergency based on the predetermined emergency levels and threshold and in coordination with the PIU (if contactable) determine the appropriate response: <ul style="list-style-type: none"> ○ Alert and gather all personnel to be ready for evacuation ○ Contact the relevant local emergency agency in accordance with notification and contact procedures as provided in Annex 5 LMP (A5.10) ○ Arrange immediate evacuation to the predetermined safe place ○ Inform family (parents or spouse) of injured staffs and will bring the injured staffs to the safe place



ANNEX 5 LABOUR MANAGEMENT PROCEDURES

A5.1 Instructions: Site- Specific ESMPs will update this information.

Labour Management Procedures (LMP) is mandated by WB ESS2 to identify the main labour requirements and risks associated with a project and to determine the resources necessary to address project labour issues. The LMP is a living document to be reviewed and updated throughout development and implementation of the project. The LMP applies to all project workers, irrespective of contracts being full-time, part-time, temporary or casual.

A5.2 USE OF LABOUR IN THE PROJECT

The World Bank ESS2 defines four categories of project workers:

- **Direct workers** - people employed or engaged directly by the LSB (including the project proponent and the project implementing agencies) to work specifically in relation to the project.
- **Contracted workers** - people employed or engaged through third parties to perform work related to core functions of the project, regardless of location. These could be either international or national workers.
- **Community workers** - people employed or engaged in providing community labour, generally voluntarily. There will be no community workers engaged on the Project.
- **Primary supply workers** – people employed or engaged by Borrower’s primary suppliers who, on an ongoing basis, provide directly to project goods or materials essential for the core functions of the project.

Where government civil servants are working in connection with the project, whether full-time or part-time, they will remain subject to the terms and conditions of their existing public sector employment agreement or arrangement, unless there has been an effective legal transfer of their employment or engagement to the project.

The project is expected to have the following type of workers:

Table A5-1. Expected Type of Workers

Category of worker	Estimated Number of Project Workers	Characteristics of Project Workers	Timing of Labour Requirements
Civil servant	TBD	Workers at the LSB at central, provincial and district levels. May also include staff from other line ministries.	Throughout the whole project cycle
Project support staff and consultants	TBD	Consultants and supporting staffs such as an ESF consultant. TA and other contracts will also be included.	Throughout the whole project cycle



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Category of worker	Estimated Number of Project Workers	Characteristics of Project Workers	Timing of Labour Requirements
Direct office repair worker/labor	TBD	Contractor team engaged to build small offices and/or ICT centers repair/renovation	Project implementation
Contracted workers	TBD	Civil society, NGO or consultant staff may be hired to deliver training activities such as HIV/AIDs or SEA/SH, or conduct additional assessments, ideally Lao and/or Lao-based.	Project implementation

The project will ensure that no workers of any type are under than 18 years. There will be no community workers engaged on the Project.

A5.3 ASSESSMENT OF KEY POTENTIAL LABOUR RISKS

The project will not engage in civil work; however, it will hire a range of workers for the overall delivery of the project, which include districts and villages' key personal during for instance data collection of population census. The engagement is usually short-term contracts and their presence in the community, including rural villages, may heighten risks of SEA/SH and VAC.

Table A5-2: Key potential labour risks

Project Activity	Key Labour Risks
General project administration and implementation (hiring of consultants, monitoring and reporting, financial management, audits, E&S management, project coordination)	<ul style="list-style-type: none"> • Road travel to provinces (OHS) • Sedentary work (OHS) • Air travel (OHS) • Presence of foreign workers • Covid-19 transmission risks • SEA/SA risks for staff, in particular women
Collection and use of data	<ul style="list-style-type: none"> • Air/road and train travel (OHS) • Sedentary work (OHS) • Accidents or emergencies (OHS) • Health and safety risks of workplace accidents and injuries, particularly for data user in connection with ICT and service facilities, workplace practice as interns or apprentices (for example the use of mechanical or electrical tools and equipment, handling of hazardous materials, and exposure to zoonotic



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Project Activity	Key Labour Risks
	<p>diseases¹⁰ when managing electronical material) and for data users at ICT centres with potentially hazardous work or work environments.</p> <ul style="list-style-type: none"> • Health and climate change risks of e-waste including used computers, batteries, electrical appliance, noise or emission of air or water pollutants, e-waste management, waste recycling, substitution of hazardous materials with non-hazardous materials, climate change risks, spread of diseases from workplace and personal hygiene, work-related accidents and injuries. • SEA/SH and VAC during data collection consultations close to communities • Covid-19 transmission risks • Risk on natural disaster
Delivering trainings for community	<ul style="list-style-type: none"> • SH/SEA and VAC to workers and community • Spread of sexually transmitted diseases • Covid-19 transmission risks • General waste and healthcare waste from the used Covid-19 prevention PPE • Road travel to provinces (OHS and CHSP)
Implementation of TA activities including trainings, meetings, workshops, etc.	<ul style="list-style-type: none"> • Road travel to provinces (OHS) • Sedentary work (OHS) • SH/SEA and VAC when designers and/or project consultations close to communities and/or within staff and/or participants in trainings • Covid-19 transmission risks

A5.4 BRIEF OVERVIEW OF THE LABOUR LEGISLATION: TERMS AND CONDITIONS

¹⁰ A zoonosis (plural zoonoses, or zoonotic diseases) is an infectious disease caused by a pathogen (an infectious agent, such as a bacterium, virus, parasite or prion) that has jumped from an animal (usually a vertebrate) to a human. Typical zoonotic diseases include avian influenza, tuberculosis and brucellosis, salmonellosis



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The workers in Lao PDR are managed and protected under a relative comprehensive labour framework. The main laws relating to labour matters in Lao PDR are listed below:

- The Constitution of Lao PDR (2015) no. 63/NA dated December 8, 2015.
- Law on Social Security (Amended 2018) no. 54/NA, dated June 27, 2018.
- Law on Labor (Amended 2013) no. 43/NA, dated December 24, 2013.
- Law on Hygiene, Disease Prevention and Health Promotion (Amended 2011) no.08/NA, dated December 21, 2011.
- Law on Health Insurance (2018) no. 60/NA, dated December 13, 2018.
- Decree on the Ethics and Morals of Civil Servants no .184/PM, dated June 26, 2019.
- Ministerial Agreement on Occupational Health and Safety in the Construction Site no. 3006/MLSW, dated August 21, 2013; and
- Guidelines on the Implementation of the Law on Social Security (Amended) no. 2751/MLSW, dated July 24, 2015.

The Constitution of Lao PDR (2015). Article 27 define that “The State and society attend to developing skilled labour, upgrading labour discipline, promoting vocational skills and occupations and protecting the legitimate rights and benefits of workers”.

Law on Labour (Amended 2013). The main law regulating employment relationships in Lao PDR is the Labour Law 2013. As indicated above, an amended Labour Law no. 43/NA was adopted on December 24, 2013, by the National Assembly of Lao PDR. This law defines the principles, regulations and measures on administration, monitoring, labour skills development, recruitment, and labour protection in order to enhance the quality and productivity of work in society, so as to ensure the transformation to modernization and industrialization aimed at safeguarding the rights of employees and employers, as well as the legitimate interests and the continual improvement of their livelihoods, while contributing to the promotion of investment, national socio-economic development, and regional and international links. The law grants certain protections to groups of employees (including women, child, etc.) as presented in the followings:

- **Gender Equity.** Article 96 states that “Female employees have the right to employment and professions in every sector that do not conflict with the law, including production, business and management, and may participate in training, labor skills improvement and providing expertise. Female employees shall receive a salary or wages equal to that of male employees, excepting some forms of work that has negative effects upon the reproductive health of women, which must be protected in every case”.
- **Prevent Child Labor.** Article 101 states that “Employers may accept employees under the age of 18 years but not younger than 14 years; however, they are prohibited from working overtime. When necessary, the employer may accept and use youth employees under the age of fourteen, but not younger than twelve years, and must ensure the work is light work”; Article 102 lists the tasks prohibited for minor employees, it defined that “Cases wherein the use of youth employees is prohibited are including (i) work in activities, duties and locations



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that are unsafe, dangerous to the health of the body, psychology or mind; (ii) forced labor; (iii) work to repay debts; (iv) human trafficking; (v) trade or deception into the sex industry or solicitation of prostitution, photography or pornography; and (vi) trade or deception into the movement and production, transportation, possession of narcotics or addictive substances”.

- **Disabled Laborers.** Article 33 state that “promotion of occupational freedom, working from the home, and the hiring of disadvantaged persons, women, disabled persons, or the elderly”.

The Law on Labour in general is a comprehensive document that meets many of the ESS2 requirements. Table A5-3 presents a matrix of distance analysis showing correlation between main ESS2 criteria and the labour law.

Law on Social Security (Amended 2018). This law defines the principles, rules and provisions for the organization, implementation, management, monitoring, and inspection of social security affairs with a view to make it systematic, strengthened, and effective for better protecting rights and interests of employers and employees who contribute to the Social Security Fund, and receive social security benefits, as well as to assure livelihood improvement, social solidarity, and national socio-economic development.

Law on Health Insurance (2018). This law defines principles, regulations and measures concerning the management and utilization of the national health insurance scheme in an appropriate manner and in consistent with the rules of law to ensure the access to health care services of insured individuals, including all ethnic groups thoroughly and equitably. The law is aiming to promote healthy for all and improve labour force to contribute to the protection and development of the nation.



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TABLE A5-3: GAP ANALYSIS ON THE LAW ON LABOUR (AMENDED 2003) VS ESS-2 REQUIREMENT

ESS2 REQUIREMENT	LAW ON LABOUR	KEY GAPS	COMMENT	MEASURES
Terms and conditions of employment	An employment contract is an agreement between an employee and an employer or between an employee representative and an employer representative regarding conditions of work, salary or wages, welfare, and other policies (Article 75) Employment contracts may take two forms that includes verbal or written (Article 77)	No major gaps are noted. However, verbal form of contract is not a good practice and not formally recognized under ESS2 as it can be changed and violated by either party (employer and employees) without any written evidence and official references.	-	Project direct workers will have clear terms and conditions of employment. Contractors to be required to comply with Labour Law provisions. The project will ensure that no workers of any type are under 18 years. There will be no community workers engaged on the Project.
Non-discrimination and equal opportunity	Operations based on an employment contract between the employee and the employer, ensuring both parties benefit without discrimination (Article 5) Obstructing employment or using direct or indirect force to make an employee stop work due to marital status, gender discrimination, or infection of HIV (141)	No major legislative gaps identified	No clear enforcement mechanism	Non-discrimination and equal opportunity to be applied to employment of project direct workers. Fair and non-discriminatory employment practices to be required for contracted workers. Where contractors hire workers from the beneficiary community, disadvantaged and vulnerable community members are to have equal access to opportunities.



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ESS2 REQUIREMENT	LAW ON LABOUR	KEY GAPS	COMMENT	MEASURES
Rights to organize	Section XIV Tripartite Organizations, that includes the labour administration agency, agencies representing employers, agencies representing employees and bargaining and collective labour contracts	No major gap	Lao's trade unions are prominent in government organization but not common in other sectors	GRM will be available to workers, and can be used for example to submit complaints if workers are denied their right to organize
SEA/SH	Regulations in Laos exist to protect the rights of women, violence against women and children. However, this is not directly required in road projects.	No clear enforcement mechanism Lack of service providers	Cultural barriers may prevent reporting of SEA/SH. Lao Women's Union is an important counterpart given their role in the villages.	Workers are informed about GBV-SEA/SH and relevant GRM related to SEA/SH upon their recruitment. They also need to sign SEA/SH Code of Conduct and other Staff Code of Conduct (see Annex 6)
Prevention / restriction of child labour	Employers may accept employees under the age of 18 years but not younger than 14 years; however, they are prohibited from working overtime. When necessary, the employer may accept and use youth employees under the age of 14, but not	ESS2 does not allow workers under 14 years (unless the national law specifies a higher age). Para 17-19 details specific requirements for workers under 18 years (and above 14/higher minimum age), including that they	Employment of children working in farming alongside with parents is culturally accepted.	The project does not involve civil work, it will ensure that no child under 18 years involved in project activities through repair works and/or data collection and dissemination work by adding pre-condition for engaging a contract/employee.



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ESS2 REQUIREMENT	LAW ON LABOUR	KEY GAPS	COMMENT	MEASURES
	<p>younger than 12 years, and must ensure the work is light work¹¹ (Article 101)</p> <p>Cases wherein the use of youth employees is prohibited are including (i) work in activities, duties and locations that are unsafe, dangerous to the health of the body, psychology or mind; (ii) forced labour; (iii) work to repay debts; (iv) human trafficking; (v) trade or deception into the sex industry or solicitation of prostitution, photography or pornography; and (vi) trade or deception into the movement and production, transportation, possession of narcotics or addictive substances” (Article 102)</p>	<p>are not engaged in hazardous work or that the work interferes with a child’s education, health or development. ILO¹² (2014) notes that prohibitions on child labour apply only in formal employment, whereas most child workers work in non-formal agriculture</p>		<p>Age of employees to be verified and monitored as part of contract supervision. Suppliers to certify non-use of child labour, with verification measures in high-risk sectors</p>

¹¹ Light work refers to work that is not harmful to the child and does not interfere with a child’s education, or her ability to benefit from education (that work will be only a few hours from time to time).

¹² Lao PDR has ratified a total of 10 ILO Conventions, including five of the eight ILO Fundamental Conventions (C029 - Forced Labor Convention, C100 - Equal Remuneration Convention, C111 - Discrimination (Employment and Occupation) Convention, C138 - Minimum Age Convention, and C182 - Worst Forms of Child Labor Convention), one of four Governance Conventions (C144 - Tripartite Consultation (International Labor Standards) Convention) and four of 178 Technical Conventions (C004 - Night Work (Women) Convention, C006 - Night Work of Young Persons (Industry) Convention, C013 - White Lead (Painting) Convention, and C171 - Night Work Convention)



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ESS2 REQUIREMENT	LAW ON LABOUR	KEY GAPS	COMMENT	MEASURES
Prevention of forced labour	Unauthorized use of forced labour (Article 59)	No gaps		Forced labour, including debt bondage, is prohibited in any form.
Grievance mechanism	Section XIII Resolution of labour disputes was not specifically mentioned for the mechanism. According to Article 148 - resolution of labour disputes will be undertaken according to the following methods: Compromise. Administrative resolutions. Resolution by the committee for labour dispute resolution; Court rulings; and Dispute resolution consistent with international protocols defined two	The national legislation does not guarantee workers' access to a grievance mechanism		Project to assign one ESS supporting staff for LSB to track and monitor the process of worker grievance mechanism. Project will evaluate and report on implementation of the mechanism. Project will include GRM in each biannual report and present to Implementation Support Missions (ISM)
Identification of potential hazards	Labour occupational health and safety is a joint activity between the employer and the employee in the assurance of occupational safety and health in the workplace, including risk assessment of the work environment, appropriate measures for reducing hazards and risks (Article 117)	Largely consistent	Enforcement of safety standards is weak, in the informal and construction sectors	The project will provide pre-conditions for a contract to avoid, not include hazardous waste in their proposal. The project will also screen and check for hazardous wastes as it has measures in place in the ESMP with procedures to



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ESS2 REQUIREMENT	LAW ON LABOUR	KEY GAPS	COMMENT	MEASURES
	The employer must inspect and assess risks to safety and health within the labour unit and workplace regularly (Article 122)			establish occupation, health, and safety risk assessment and mitigation measures
Provision of preventive and protective measures	Article 119 - Obligations of the employer for the protection of labour safety and health	No major gaps		Strategy built for direct project staff in Occupational, Health and Safety (OHS) Workplace safety measures for contract workers under the requirements on Environment, Social, Health and Safety (ESHS) as part of LMPLMP
Training of workers and maintenance of training records	Not clearly listed safety training, are mentioned	Requirement for safety training is not clearly spelled out in the national law		ESMP require adequate safety training for all staffs/workers Project will establish a record system of capacity building/training for its staff, include PMU, and for its short-term contractors/employee through project period.
Documentation and reporting of occupational accidents, disease and incidents	Whenever an accident occurs within a labour unit that causes the employees to take time off work for four or more days, the employer must record the cause of the accident in detail and report it to the	ESS2 requires reporting procedures		All workplace health and safety incidents to be recorded in a register, as part of ESMP. Minor incidents and near misses should be reported to LSB and



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ESS2 REQUIREMENT	LAW ON LABOUR	KEY GAPS	COMMENT	MEASURES
	Labour Administration Agency (Article 125)			WB on a monthly basis; serious incidents should be reported immediately. This will be included in the staffs/service contracts.
Emergency Preparedness	Not specifically mentioned	Emergency Preparedness response measure is not specifically mentioned in the national law		All worksites to have health and safety plan including emergency plans in line with the ESMP
Remedies for adverse impacts	Employers need to maintain the workplace, safety systems, environment and atmosphere when working to ensure good conditions for the health of the employees; and provide appropriate facilitation of welfare for employees in the workplace (Article 119)	Largely consistent except the requirement for safety training and Emergency Preparedness response measure		All workers to be insured for occupational hazards including relating to Covid-19 transmission at the workplace. This will be included in the staffs/service contracts.

A5.5 OVERVIEW OF THE LABOUR LEGISLATION: OCCUPATIONAL HEALTH AND SAFETY

The three key Lao labour legislations regarding OHS are the Law on Labour, Law on Hygiene, Disease Prevention and Health Promotion and Ministerial Agreement on Occupational Health and Safety in the Construction Site.

Labour Law which governs all different sectors and industries in Lao PDR enacts general regulations on the occupational health and safety at the workplaces and the regime on Labour accidents, occupational disease of employees. Under this law, the employers are required to implement measures to ensure OHS at the workplace, and the employees must comply with them. The main measures are as follow:

- Instill appropriate measures to ensure workplace health and safety for the employee working under its administration.
- Ensure the workplace, machinery, equipment, and procedures in the production of metals or chemicals and explosive materials in the labor unit are safe or do not pose a danger to the health of employees.
- Regularly inspect all safety measures and improve any that are inappropriate.
- Assess risks to employee health and safety at least once per year and then report to the Labor Administration Agency.
- Maintain the workplace, safety systems, environment and atmosphere when working to ensure good conditions for the health of the employees.
- Provide appropriate facilitation of welfare for employees in the workplace.
- Supply information, recommendations, training, and protection for employees so that they may undertake their work safely.
- Supply individual safety equipment to employees in full and in good condition according to international standards.
- Prohibit the use of addictive substances or drink, or any mind-altering substances in or around the workplace.
- Hold training on basic health and safety knowledge, protection from occupational diseases, namely HIV, for the employees at least once per year; and
- Appoint employees responsible for labor health and safety.

However, the labour law also provides responsibilities to employers if an employee is a victim of a workplace accident or an occupational disorder, as well as the rights and insurance packages to which the workers involved are entitled in these situations.

Law on Labour, Law on Hygiene, Disease Prevention and Health Promotion. This law seeks to assure occupational health and labour hygiene. It also provides state management and rights and obligations of organizations and individuals in occupational safety and hygiene. Labour hygiene refers to maintaining and ensuring working conditions that protect the health of workers in the various sectors

from diseases, toxic chemicals, and radioactive materials hazardous to the health or life of workers and people in the vicinity.

Employers shall provide safety equipment to workers, and shall ensure the hygiene of working premises, specifically employers shall provide premises with sufficient light and air circulation, the appropriate temperature, and levels of humidity, vibration, sound, smell, and dust that are within the defined standards provided under regulations.

Ministerial Agreement on Occupational Health and Safety in the Construction Site. Determining the criteria for the promotion and development of construction sites that meet the safety and health requirements of employees, create measures to the prevention of accidents and occupational diseases to protect the lives, properties of employees and employers were working at construction sites.

Hence, when a Lao employee employed in Lao PDR who has contributed to social insurance is injured or is ill or even dies during his or her jobs, all associated expenses, such as reimbursement for being unable to work, retraining and even lump payments for permanent impairments or death, are covered by the Social Insurance Fund of Lao PDR.

A5.6 RESPONSIBLE STAFF

These following individuals/agencies are expected to work in the different aspects of the project.

Engagement and Management of Contractors and ICT supply and installation companies. The Lao Statistics Bureau (LSB) under the Ministry of Planning and Investment (MPI) is responsible for contractor and ICT supply company engagement and compliance with contract conditions. The LSB, with the technical support from an ESF consultant, is responsible for overseeing all aspects of implementation of the project, including compliance and contractor induction. Due to the nature of small civil works, contractor expects not to engage a subcontractor.

Labour and Working Conditions. Contractors and ICT supply companies will keep records in accordance with specifications set out in this LMP. The LSB may at any time require records to ensure that labour conditions are met. LSB will review records against actual, at a minimum on a monthly basis, and can require immediate remedial actions if warranted. A summary of issues and remedial actions will be included in quarterly reports to the World Bank.

Training of Workers. Contractors are required to, at all times, have a qualified safety officer on board. If training is required, this will be the contractor's responsibility. The safety officer will provide instructions to contractor staff. The contractor will be obligated to make staff available for any mandatory trainings required by LSBLSB, as specified by the contract.

Addressing Worker Grievances. The Contractors will be required to implement a Grievance Redress Mechanism (GRM) for workers which responds to the minimum requirements in this LMP. The LSB will review records on a monthly basis. LSB will keep abreast of GRM complaints, resolutions and reflect in quarterly reports to the World Bank.

Occupational, Health and Safety. LSB will ensure day-to-day compliance with specified safety measures and records of any incidents. Minor incidents and near misses should be reported to LSB on a monthly basis; serious incidents should be reported immediately (See Section A4.10 Incident

Reporting Procedure and Form). Minor incidents should be reflected in the quarterly reports to the World Bank, and major issues should be flagged to the World Bank immediately.

LSB, all workers and data collectors including staffs of ICT supply and installation companies will:

- Comply with Lao legislation, WB's ESS2 requirements and other applicable requirements which relate to OHS hazards (Section A4.7) including this LMP;
- Comply with driving and road safety rules and regulations;
- Enable active participation in OHS risks elimination through promotion of appropriate skills, knowledge and attitudes towards hazards;
- Continually improving the OHS management system and performance;
- Communicate this policy statement to all persons working on the project with emphasis on individual OHS responsibilities;
- Provide laminated signs of relevant safe working procedures in a visible area on work sites, in English and local language as required;
- Littering, open burning or burial of any form of waste or materials is strictly prohibited;
- Wear PPE as suitable to the task and hazards of each worker, without cost to the worker, including Covid-19 related-PPE as necessary;
- Be responsible for implementing COVID19 measures as part of their contract, through explicitly mentioning it in bid documents and contracts;
- Provide SEA/SH training to all staffs including contractors and ICT supply companies;
- Put in place processes for project workers to report work situations that they believe are not safe or healthy and to remove themselves from situations they have reasonable justification to believe are unsafe;
- Confirm appropriate measures are in place for working in communities with known risk of conflict / violence;
- Ensure availability of first aid boxes in all work locations;
- Provide employees with access to toilets;
- Properly dispose of solid waste and E-waste at designated permitted disposal/landfill sites; and
- Make this policy statement available to all interested parties.

A5.7 POLICIES AND PROCEDURES

LSB shall incorporate standardized environmental and social clauses in the tender documentation and contract documents in order for potential bidders to be aware of environmental and social performance requirements that shall be expected from them, are able to reflect that in their bids, and required to implement the clauses for the duration of the contract. LSB will enforce compliance by contractors with these clauses.

As a core contractual requirement, the contractor is required to ensure all documentation related to environmental and social management, including the LMP, is available for inspection at any time by the LSB. The contractual arrangements with each project worker must be clearly defined. All environmental and social requirements will be included in the bidding documents and contracts.

Occupational Health and Safety (OHS) for Project Employees

In connection with the identified health and safety aspects associated to the project activities in **Table 5-2** and the health and safety risks and impacts outlined in **Table A5-4**, This section contains guidelines to ensure that appropriate health and safety measures are incorporated into the project implementation.

H&S cover (i) minor civil works for ICT infrastructures, (ii) safety of the data users ICT and services centres, (iii) handling and management of electronic material, digital/e-waste etc.

The Occupation Health and Safety risks relevant to the project implementation are as in **Table A5-4**.

TABLE A5-4 HEALTH AND SAFETY FOR PROJECT EMPLOYEES

Step	Responsible
<ul style="list-style-type: none"> • Assess health and safety risks and hazards from the project implementation. Following are key health and safety risks and hazards associated with the project activities: <ul style="list-style-type: none"> - Traffic accidents and hazards associated with the mobilization of equipment and manpower for renovation and infrastructure installation; - Traffic accidents and hazards associated with field trips (data collection, project coordination, etc.); - Electrocution and injured from office renovation and ICT infrastructure installation and operation; - Injures (cut and burn) from handling of E-waste; - Health risk from inadequate handling of waste. 	Officers appointed by the LSB at central, line agencies, provincial, district and village levels.
<ul style="list-style-type: none"> • Identify the legal requirements and responsibilities for health and safety at the workplace <ul style="list-style-type: none"> - The specific guidelines on environmental, health, and safety (EHSG) established by the World Bank Group and existing relevant health and safety guidelines by the project implementing organizations. 	As above
<ul style="list-style-type: none"> • Identify risk prevention or mitigation measures that the employer shall implement: <ul style="list-style-type: none"> - The project staff and people involved in the project implementation shall carry out the Occupation Health and Safety control in accordance with the relevant mitigation measures outlined in Section A5.6. 	As above
<ul style="list-style-type: none"> • Identify training needs for the employees <ul style="list-style-type: none"> - General housekeeping and tidiness; - COVID-19 prevention measures; 	As above

Step	Responsible
<ul style="list-style-type: none"> - Signage (e.g., hazard signs, what PPE to wear at the specific site, emergency evacuation routes, emergency call numbers) and markings (e.g., yellow lines to mark hazardous areas); - Fire extinguisher; - Safe storage facilities for chemicals; - Safety Data Sheets for the chemicals used in training; - First aid kits 	
<ul style="list-style-type: none"> • Identify appropriate Personal Protective Equipment (PPE) that the employees would need when working at the workplace <ul style="list-style-type: none"> - Follow the health and safety instructions provided in Section A5.6. 	As above
<ul style="list-style-type: none"> • Carry out a regular inspection to ensure proper implementation of health and safety prevention and protection measures: <ul style="list-style-type: none"> - Follow the monitoring standards and frequency as provided in Table 9-1 in this main ESMP. 	As above
<ul style="list-style-type: none"> • Incorporate the required risk prevention or mitigation measures, and the training needs in the agreement with the employer 	As above

UXO risk is not expected for this project.

Age of Employment

For this project, the minimum age will be 18 years. This rule will apply for both national and international workers. Workers will be required to provide proof of their identify and age before commencing any works on site. The following age verification template will be applied.

Age Verification Template for Project Workers

To be completed for all project workers and attached to contracts

1. Worker's Age: _____

2. Sex of worker: _____

3. Requested for Proof of Age:

4. If NO, provide reason:

5. If YES, type of documentation provided (circle all that apply and attach a copy):

- a) National ID Card
- b) Family Book
- c) Work Permit
- d) School report/testimony (from teacher, principal)
- e) Other (please describe) _____

6. Is there doubt about the authenticity of documents provided in Q5 or other signs that the worker is underage (under 18 years) or has provided false documentation?

- a. If NO, no further verification is needed.




7. If YES, interviews to verify age will need to be conducted¹³. Please describe result of interviews (who it was conducted with, age verification method, etc.).

8. Was age verified in the interview (i.e., worker is at or above age requirements of 18y or above)?

- a. If YES, no further steps are needed.
- b. If NO, the worker **cannot be hired**.

Terms and Conditions and Equal Opportunities

¹³ Interviews should be conducted with parents, child, school official and/or local official.

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All terms and conditions as outlined in the World Bank Environmental and Social Framework (ESF) ESS2, paragraphs 10 to 15 apply to contracted workers. In addition,

- In line with national law, the maximum working hours are limited to 8 hours per day, 6 days a week.
- Employers shall guarantee that the workers shall have at least one resting day per week. The employers shall also make arrangements for the employees to take vacation according to law during Lao New Year and any other holidays prescribed by laws and regulations.
- Employment opportunities will be available to all. This includes equal pay for equal work, regardless of whether the person performing the work is male or female.
- The wages paid by the employers to the workers shall not be lower than the local minimum wage of Lao PDR.
- Provisions of the Labour Law must be followed, including maternity leave for females if applicable.

The labour contract shall be provided to workers writing and shall have the following provisions:

- a) The term of the labour contract;
- b) Work content;
- c) Labour protection and working conditions;
- d) Remuneration for labour;
- e) Labour discipline;
- f) Conditions for termination of the labour contract;
- g) Responsibility for breach of labour contract;
- h) Individual Staff Code of Conduct;
- i) Grievance Redress Mechanism.

A5.8 STANDARD PRACTICE TO PREVENT COVID-19 CONTAGION

Given the global issues related to COVID-19 pandemic, all communities who work for project will apply the basic knowledge and procedures to prevent COVID-19. The below provides some specific guidance on Infection Prevention and Control Protocol (IPCP) of the COVID-19 recommended by WHO.



Figure A5-1 Hand Washing with Soap and Water





Figure A5-2 Hand Hygiene with Alcohol-Base Hand Rup (AHR)



Figure A5-3 Respiratory hygiene and cough

Respiratory hygiene and cough etiquette is a standard precaution that should be applied by communities to contain respiratory secretions (e.g., when coughing, sneezing...) to avoid spreading respiratory infections.



Cover nose and mouth when coughing, sneezing with tissue or mask.

If no tissues are available, cough or sneeze into the inner elbow rather than hand.

Do not “spit” in environment (use tissue instead).

Dispose used tissue and/or masks in the nearest bin after use.



Avoid shaking hands when sick. Use «traditional greeting» instead.

Perform hand hygiene after contact with respiratory secretions.




Figure A5-4 Surgical Mask


Put On

1. Secure ties or elastic bands at middle of head and neck
2. Fit flexible band to nose bridge
3. Fit snug to face and below chin

Put On



Take Off




Take Off

! DO NOT TOUCH with hands the front of mask, it is contaminated!

1. Grasp ties or elastics and take off
2. Discard in waste container

FIGURE A5-5 EYES PROTECTION (SAFETY GLASS, GOGGLES OR FACE SHIELD)

Put On




Goggle **face shield**

Put On

Place goggle or face-shield over eyes and face, and adjust to fit


Take Off






Take Off

! DO NOT TOUCH, with hands front of the eyes protection, it is contaminated!

1. Take off, by handling the head band, elastics
2. Place in designated receptacle for reprocessing or in waste container for single use (e.g. face shield).



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A5.9 GRIEVANCE MECHANISM

Three different GRM channels are developed and will be communicated and implemented by the project (i) the overall GRM to be use by general public when they have concerns, feedback, issues with the project implementation under various components and activities, (ii) GRM for GBV-SEA/SH and (iii) GRM for workers The overall GRM is set out in this ESMP. It has been updated and designed not only to meet the requirements of the ESS 10 but also to be in line with the Ministry of Justice’s directions on complaints and petitions. The GRM will be used under MPI/LSB throughout the project life cycle to:

- record, categorize and prioritize grievances from project-affected stakeholders;
- settle grievances via consultation with stakeholders (and inform those stakeholders of the resolution); and
- forward unresolved cases to the relevant authority or specialist third-party service providers.

This GRM is also applicable to grievances related to GBV, SEA/SH and VAC, although complainants can also choose to submit their complaints directly to GBV service providers, and/or the project can assist in referring the cases to service providers. In addition, a GRM designed specifically for labor workers is included LMP and in the ESMP. The GRMs are developed in a culturally appropriate and user-friendly way to be accessible for the diverse stakeholders. Prior to project implementation, training on GRMs will be provided to relevant stakeholders. The GRM is illustrated below in Figure A5-6.

The key principles of the grievance mechanism are to ensure that:

- the basic rights and interests of all involved stakeholders, affected people, including ethnic groups, are protected
- the concerns of stakeholders and affected people, including ethnic groups, arising from the project implementation process are adequately addressed
- involved stakeholders and affected people, including ethnic groups, are aware of their rights to access grievance procedures free of charge for the above purposes.

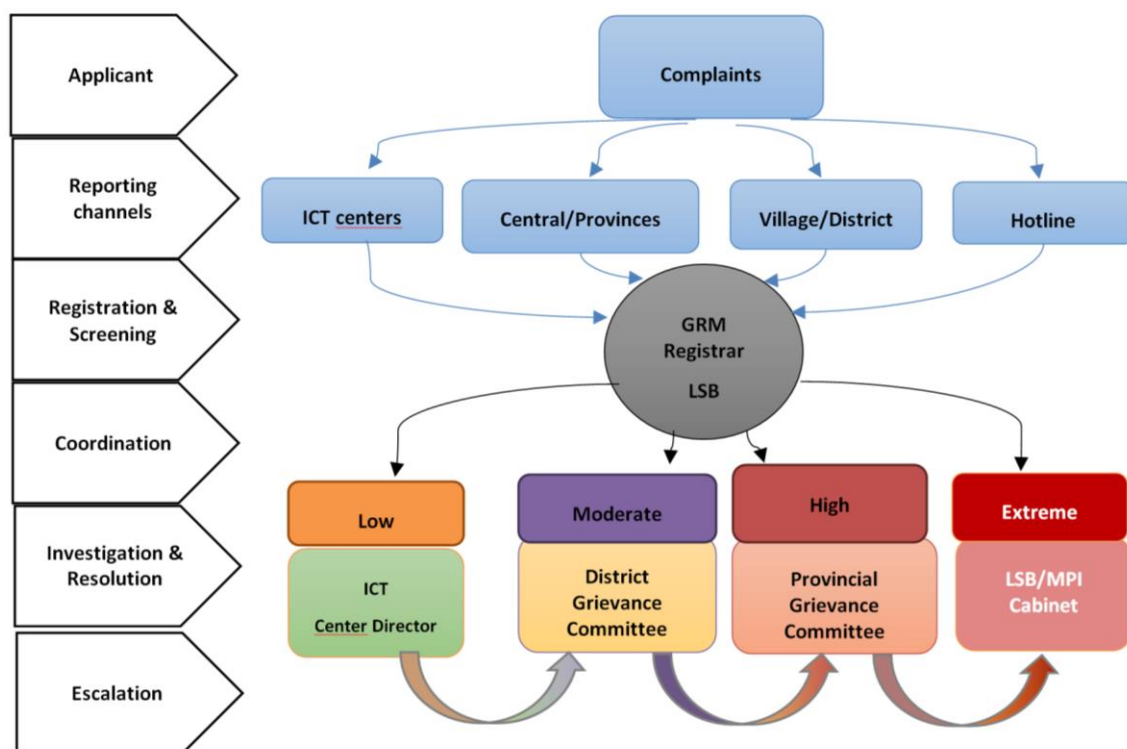
The purpose of the GRM is to resolve any complaints that may arise during the implementation of the project and to improve operational procedures or measures as appropriate to avoid similar issues arising in the future. The GRM is intended to address concerns and complaints promptly and transparently at no cost to the complainant and without discrimination for any reports made by project-affected people. The GRM works within the existing legal frameworks of the Lao PDR and does not preclude or prevent complainants from seeking independent recourse through the courts of law in the Lao legal system. The GRM utilizes existing redress mechanisms at community level, project level and judiciary level. The details of each of those components are described as follows.

To ensure the GRM is readily accessible to beneficiaries and stakeholders, grievances can be submitted via multiple reporting channels.

The grievance mechanism is illustrated in Figure A5-6 below. All grievances received by all reporting channels shall be reported to and managed by a GRM registrar at the LSB under the Inspection Unit of the Department of Administration. The GRM registrar will be made available at the provincial and central levels. The role of the GRM registrar is to maintain a centralized register of grievances, ensure grievances are referred to the appropriate authority for action and monitor outcomes. Upon receiving a report of a grievance, the GRM registrar will screen, categorize and prioritize the case. If the initial recipient (see ‘reporting channels’) has sufficient capacity, the case can be managed at that level. Otherwise, the GRM registrar will refer the case to a grievance committee at district, province or central level according to the risk, complexity and urgency of the grievance. If the case cannot be resolved, it will be escalated to the grievance committee at the next level until it reaches LSB/MPI.

The GRM must respond to potential grievances on a variety of topics concerning different project components. A grievance shall be resolved as soon as practicable, and in any case, a grievance shall either be resolved or referred to the next level in the grievance mechanism within 10 to 15 working days of receipt.

FIGURE A5-6 GRIEVANCE MECHANISM



Form to Submit Grievances

Grievance Form ID Number: _____ Date Received: _____

Complaints Received by (please check (v) the appropriate box):

LSB central LSB ICT Service Centres Provincial District Village Hotline

Complaint made via (please check (v) the appropriate box):

In person Phone E-mail SMS Website WhatsApp Messenger Facebook Hotline

Complaint Box / Other advice Community/Village Meeting

Others _____

FULL NAME AND LAST NAME of Complainant (or Anonymous):

GENDER: Male Female AGE: _____

CONTACT DETAILS (by post, by telephone, by e-mail, SMS, WhatsApp, Messenger, Facebook):

STATEMENT OF GRIEVANCE (Reason for complaint and activity leading to complaint. Please include as much details as possible to answer the following questions: (i) what happened, (ii) when it happened, (iii) who did it happen to, (iv) what was the impact of what happened. Include additional information as needed/desired.

REMEDY REQUESTED BY COMPLAINT:

SIGNATURE: _____ DATE: _____

FOR ADMIN USE ONLY:

Grievance ID _____ Registration Location: _____

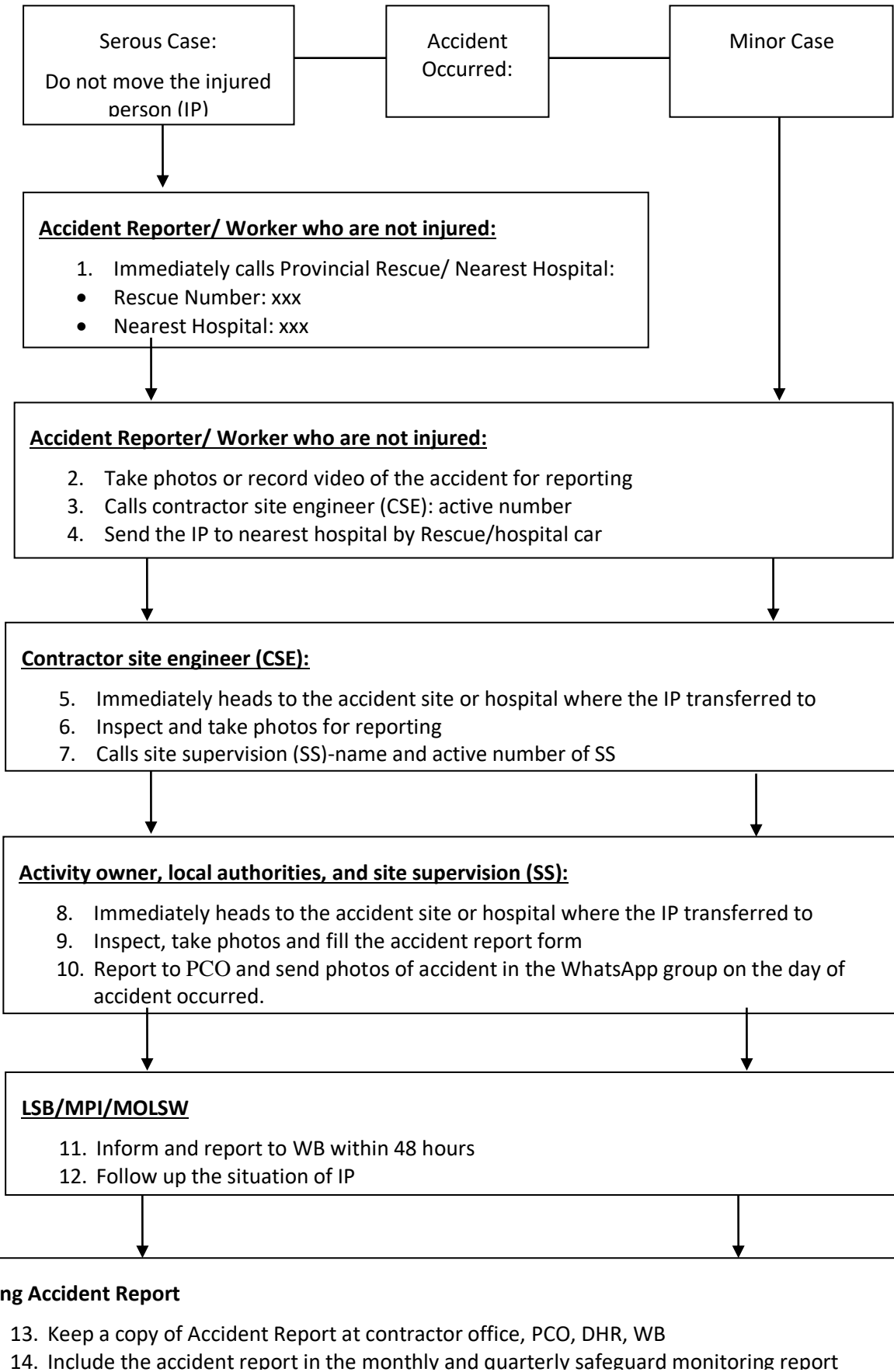
Grievance Received by: Name and surname _____ Date: _____

Action Taken or Required Next Steps:



A5.10 INCIDENT OR ACCIDENT REPORT PROCEDURE

Incident or Accident Report procedure



Accident Report

Date of the Accident: _____ **Time:** _____

Location: _____

Type of Accident: _____

Detailed Description of the Accident:

Responses / Corrective Actions Taken:

Possible Causes(s) of the Accident:

Suggested Preventive Measures:

Submitted by:		Position:	
Signature:		Date:	

Reviewed by: _____ **Date:** _____

A5.11 CAPACITY BUILDING

While the provisions outlined in this LMP are mostly consistent with the requirements of the Labour Law 2013, with only limited additional provisions (for example, the Worker Grievance Redress Mechanism) to meet the requirements of ESS2, the LMP considerably exceeds actual practice in labour management in Lao PDR. Therefore, to ensure that project partner agencies, contractors and suppliers, and particularly local construction contractors, can meet these obligations, the project will develop and deliver trainings and simple awareness raising materials.

Key project personnel who will require training include:

- Human resources staff or administration staff responsible for recruitment of direct project workers in LSB;
- Procurement staff in LSB;
- Relevant staff of the Ministry of Labour and Social Welfare.
- Relevant staff from other ministries benefiting from training activities, etc
- Staff, consultants and consultants' staff acting as contract supervisors and responsible for monitoring compliance with the policy;
- Communities.

LSB will also prepare a simple booklet, in Lao language and with easy-to understand illustrations, explaining the requirements of the LMP as applicable to contracted workers and data users in the project. The booklet will include details of the Worker Grievance Redress Mechanism. This booklet will be disseminated to all project direct workers and data users and explained to them during induction training.

ANNEX 6 CODE OF CONDUCT (COC) TO PREVENT AND MANAGE SEA/SH AND VIOLENCE AGAINST CHILDREN (VAC).

In Lao PDR, although Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH), and Violence Against Children (VAC) are not commonly discussed, there are several key issues associated with SEA/SH and VAC. These issues include, but not limited to the following: (i) both urban and rural communities, more so among women and ethnic group communities, accept and justify certain forms of violence; (ii) quite a high prevalence of physical, emotional and sexual violence was reported and recorded in recent surveys; (iii) despite Lao PDR having substantial legal frameworks to safeguard the rights and interests of women and children, services and help systems are limited; and (iv) the issue is only vaguely understood at all administrative levels and at the individual level.

Generally, the understanding of the concepts, degree and issues of SEA/SH and VA is still very limit and it should be made available to people at the selected ICT and service centres and include in the capacity building and management, Component 3 of the project , and it is recommended that a clear concise code of conduct laying out policy principles and requirements that meet the objectives of laws and regulations on Violence against women and children (VAWC) and on community health and safety should be made available at the project level and implemented at the selected ICT service centres. Information, training and dissemination of information on SEA/SH and VAC should be designed, incorporated in Project planning, and implemented prior to the commencement of each subproject component/activity.

The project social safeguard consultant will assist LSB in identifying risks of SEA/SH and VAC (using World Bank’s Good Practice Note and Gender Based Violence Risk Assessment Screening Tool), particularly Sexual Exploitation and Abuse and sexual harassment that can emerge during the implementation of Project activities, especially with construction works for all ICT infrastructure and service centres.

A6.1 CODE OF CONDUCT (COC) TO PREVENT AND MANAGE SEA/SH AND VIOLENCE AGAINST CHILDREN (VAC).

The Project has incorporated SEA/SH and VAC, youth, child protection in its reporting system and grievance redress mechanisms. The project is a promotes zero tolerance of child abuse and it is mandatory reporting of confirmed or suspected child abuse.

SEA/SH and VAC, youth and child protection trainings will be provided for project staff, the survey/outreach team and ICT centres with the objective of raising awareness of existing and potential SEA/SH and VAC risks.

The Code of Conduct (CoC) to eliminate Gender Based Violence and Sexual Exploitation and Child Abuse and Exploitation (CAE) is presented in **Error! Reference source not found.1**. This CoC must be signed by all project staffs, data collectors, contractors, ICT companies and all consultants engaged with project activities.

BOX 1: CODE OF CONDUCT (COC) TO PREVENT AND MANAGE SEA/SH AND VIOLENCE AGAINST CHILDREN (VAC).

I, _____, acknowledge that preventing gender-based violence (SEA/SH) and violence against children (VAC) is important. The company considers that SEA/SH or



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VAC activities constitute acts of gross misconduct and are therefore grounds for sanctions, penalties or potential termination of employment. All forms of SEA/SH or VAC are unacceptable be it on the work site, the work site surroundings, or at worker's camps. Prosecution of those who commit SEA/SH or VAC may be pursued if appropriate.

I agree that while working on the project I will:

- Treat women, children (persons under the age of 18), and men with respect regardless of race, colour, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.
- Not use language or behaviour towards women, children or men that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate.
- Not participate in sexual activity with children—including grooming or through digital media. Mistaken belief regarding the age of a child and consent from the child is not a defence.
- Not engage in sexual favours or other forms of humiliating, degrading or exploitative behaviour.
- Not have sexual interactions with members of the communities surrounding the workplace that are not agreed to with full consent by all parties involved in the sexual act. This includes relationships involving the withholding or promise of actual provision of benefit (monetary or non-monetary) to community members in exchange for sex—such sexual activity is considered “non-consensual” within the scope of this Code.
- Report through the GRM or to my manager suspected or actual GBV and/or CAE by a fellow worker, whether in my company or not, or any breaches of this code of conduct.
- Wherever possible, ensure that another adult is present when working in the proximity of children.
- Not invite unaccompanied children into my home, unless they are at immediate risk of injury or in physical danger.
- Not sleep close to unsupervised children unless absolutely necessary, in which case I must obtain my supervisor's permission, and ensure that another adult is present if possible.
- Use any computers, mobile phones, or video and digital cameras appropriately, and never to exploit or harass children or to access child pornography through any medium
- Refrain from physical punishment or discipline of children.
- Refrain from hiring children for domestic or other labour, which is inappropriate given their age or developmental stage, which interferes with their time available for education and recreational activities, or which places them at significant risk of injury.
- Comply with all relevant local legislation, including labour laws in relation to child labor.
- When photographing or filming a child for work related purposes, I must:



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- Before photographing or filming a child, assess and endeavour to comply with local traditions or restrictions for reproducing personal images.
- Before photographing or filming a child, obtain informed consent from the child and a parent or guardian of the child. As part of this I must explain how the photograph or film will be used.
- Ensure photographs, films, videos and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner. Children should be adequately clothed and not in poses that could be seen as sexually suggestive.
- Ensure images are honest representations of the context and the facts.
- Ensure file labels do not reveal identifying information about a child when sending images electronically.

I understand that it is my responsibility to avoid actions or behaviors that could be regarded as SEA/SH or VAC or breach this Individual Code of Conduct. I do hereby acknowledge that I have read the foregoing Individual Code of Conduct, do agree to comply with the standards contained therein and understand my roles and responsibilities to prevent and respond to SEA/SH and VAC. I understand that any action inconsistent with this Individual Code of Conduct or failure to take action mandated by this Individual Code of Conduct may result in disciplinary action and may affect my ongoing employment.

Signature: _____

Printed Name: _____

Title: _____

Date: _____

A6.2 DO AND DON'T GUIDELINE FOR GBV/SEA/SH/VC




The following are basic things to do and not do in response to a reported incident of GBV/ SEA/SH/VC by someone associated with the Project. This document is intended to give interim guidance to project teams (e.g., LSB/PIU) while handling and referring the case. It does not replace comprehensive guidance or specialist expertise.

Receiving the Disclosure	
DO	DO NOT






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<ul style="list-style-type: none"> • Show the person empathy and compassion. • Use a survivor-centre approach – this means treating the survivor with dignity and respect, making every effort to protect their safety and well-being, and not taking any actions without their consent. • Prioritize the survivor’s rights, needs and wishes in all decisions. • Make sure that a safe, comfortable place is chosen for speaking to the survivor alone. 	<ul style="list-style-type: none"> • Do not judge. • Do not show or communicate doubt or disbelief. • Do not ask for details about their experience. • If translation/interpreting is needed, request support from GBV service providers in finding an appropriate female interpreter. Do not recruit someone from the local community.
Services	
DO	DO NOT
<ul style="list-style-type: none"> • Give the survivor (or the person who reports the GBV/SEA/SH incident) the best information that you have about GBV services (health, psychosocial (including counselling, case management) police, justice) in your area. (Include all kinds of relevant service providers – government agencies, development organizations, non-government and civil society organizations.) 	<ul style="list-style-type: none"> • Do not try to determine if the incident is project-related or not before ensuring access to services – all survivors should receive care regardless of whether the perpetrator is associated with the project or not.
Safety	
DO	DO NOT
<ul style="list-style-type: none"> • Take all possible steps to protect the safety of the survivor. • Make adjustments to the schedule or location of the alleged perpetrator – or the survivor, if needed – to protect the survivor’s safety while an investigation is being conducted. • Involve a GBV service provider and/or specialist in the assessment of risk. 	<ul style="list-style-type: none"> • Do not take any decisions or actions without the permission of the survivor.

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Confidentiality			
DO		DO NOT	
<ul style="list-style-type: none"> Keep any identifying information in a locked drawer or cabinet, and limit access to this information. 		<ul style="list-style-type: none"> Do not share any information that can identify the survivor with anyone (including members of the project team), without their direct permission. 	
Support			
DO		DO NOT	
<ul style="list-style-type: none"> Seek specialist guidance as soon as possible. The WB task team has GBV specialists who can support you. In seeking support, share ONLY non-identifying information. 		<ul style="list-style-type: none"> Do not share any information that could be used to identify the survivor or perpetrator in seeking support. Do not encourage anyone associated with the project to seek information or ask questions that may compromise confidentiality or put the survivor at risk. 	
Informing the World Bank			
<ul style="list-style-type: none"> All incidents of GBV must be reported through the LSB and must be reported to the World Bank within 24-48 hours.¹⁴ Share ONLY non-identifying information. If available, share: <ul style="list-style-type: none"> the type of incident; age & sex of the survivor; whether the perpetrator is known to be associated with the project; 		<ul style="list-style-type: none"> Do not share any information that could be used to identify the survivor or perpetrator in seeking support. 	

¹⁴ The Environment and Social Incident Response Toolkit from WB’s Good Practice Note on Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) in Investment Project Financing involving Major Civil Works, outlines the requirements for reporting SEA/SH cases and has a protocol that defines incidents using three categories. “Indicative” events are addressed within the Task Team and “Serious” events need to be elevated to the Country Manager/Director, Global Practice Manager, Social and Environmental Practice Managers, Relevant Program Leaders, and Environmental and Social Standards Advisor (previously called Regional Safeguards Advisor), who may then advise the appropriate Vice Presidents. Finally, a “Severe” event should be reported to the Vice Presidents by the Task Team within 24-48 hours of notification. GBV incidents are classed as Severe events.

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<input type="checkbox"/> whether the survivor was referred to services.			

A6.3 REFERRAL PATHWAY SERVICES FOR GBV-SEA/SH/VC

A national and subnational coordination mechanism and referral pathway is in the process of being developed and is expected to be completed within 2020. This action is a result of cooperation between the LWU and the Governments of Australia and the United Kingdom to implement CEDAW. The pathway and referral mechanism are a critical piece of a working and responsive national system that aims to protect and respond to women and girl victims/survivors of violence in a timely manner and in times of crisis. A functioning referral pathway will allow victims/survivors of violence to access with ease the services available per sector and will improve coordination among the sectors. The collaboration will also invest in the positive role men and boys can play to prevent VAWC by rolling out in nine communities a manual on engaging men and boys for GBV prevention. **Contact point: LWU +856 21312 253 – 211; 030 51185532; Saolao_1@yahoo.com.**

The United Nations Population Fund is taking the lead in providing support to establish an Essential Services Package (ESP) to GoL for gender equality and GBV prevention-related interventions. The ESP is a guidance tool that provides a coordinated set of essential and quality multisectoral services to be provided to all women and girls who have experienced GBV. It includes services that should be provided by the health, social services, police and justice sectors. The ESP translates international commitments on ending and responding to GBV into concrete actions to be implemented at the country level through a survivor-centered approach. The ESP is remarkable because it is the first global guideline to set out the coordinated quality service provision that survivors of violence should receive – everywhere and anywhere. **Contact point: Ms. Sisouvan Vorabouth, Gender Program Analyst: vorabouth@unfpa.org.**

Reachoutlaos: Mental and emotional hotline service available over Facebook 24/7 or telephone Sundays & Wednesdays 6–9 p.m. (English/Lao). **Contact point: <https://www.facebook.com/reachout.laos.9>.**

[LSB Emergency Contact/Hotline:](#)

[Lao Statistics Bureau](#)

[Ministry of Planning and Investment](#)

[Ban Dongnasok, Sikhothabong District, Vientiane Capital, Lao PDR](#)

[Tel: + 856-21-214740; Fax: + 856-21-242022](#)

[E-mail: lstats@lsb.gov.la](mailto:lstats@lsb.gov.la)

[Web: http://www.lsb.gov.la](http://www.lsb.gov.la)

ANNEX 7 COMMUNITY HEALTH AND SAFETY

The risks and impacts of Community, Health and Safety (CHS) anticipated also from field works and stay in the villages include increased potential for infectious diseases including Covid-19, privacy effect, mental well-being and SEA/SH. Because of this, proportionate and tailored provisions will be included in specific project Community Health and Safety Plans (CHSP) to be developed prior to any field activity being started. This plan will in line the World Bank's ESS4 – Community Health and Safety. This Standard addresses the need, with particular attention provided to vulnerable communities, to prevent or reduce the risks and impacts to community health and safety that occur from project-related activities.

A7.1 Objectives

The Community, Health and Safety Plan aims to anticipate and prevent adverse health and safety effects from both routine and non-routine situations in the impacted local community during the life cycle in the project.

A7.2 Responsibilities

The key entities responsible for implementing this CHSP are the LSB (PIU) and CIA. Key responsibilities are as follows:

LSB has roles and responsibilities to:

- Prepare and implement this CHSP;
- Responsible for ensuring safe behavior by project staff to ensure such that community safety is protected.
- Monitor the efficient implementation of CHSP requirements.
- Investigates and analyzes community safety incidents when/if they occur and raises conclusions and remedial steps needed by management when necessary.
- Advise management of compliance and of conditions requiring attention; and
- Conduct regular CHS inspections; and
- Evaluate their effectiveness and suggests improvements where indicated.

All Project staffs have roles and responsibilities to:

- Take all reasonable and practical steps to care for their own health and safety and avoid affecting the health and safety of coworkers and the public.
- Follow all instructions and use the equipment properly.
- Not interfere with any safety arrangements; and
- Report any circumstances which may not comply with the project's CHS management system.

A7.3 Potential Risks and Impacts

IT equipment will be installed within the existing footprint of facilities. The risk of improper disposal of electronic waste could pose risks to community health and safety; therefore, the E-waste

management plan has been included into this ESMP. With data being collected and stored, data security and privacy is a key component build into the project, including awareness training on data security and privacy. Data security and privacy topics are incorporated as an integral part of the capacity building for statistical producers and users and strengthening of the institutions of the implementing agency, under component 3.1.

To prevent general risks during population/household survey, the project will provide information, training to its staff and measures to manage electronic risks. All management strategies, including Codes of Conduct and training material development will include consultation and engagement with ethnic groups and with men’s and women’s viewpoints. The project will include measures to inform its stakeholders of the risks and assist them in obtaining information to better understand the risks. The project will also include in the training material and make aware of different forms of digital-technology-related risks, including technology-facilitated sexual violence and digital danger for women, youth and children and exploitation. The ESMP has include a template of a Code of Conduct (CoC) to prevent and manage SEA/SH and violence against children (VAC). The Codes of Conduct (CoC) will be included in the letter of appointment for government staff and contractors and anyone who work for the project. The project will also ensure equal rights for all ethnic groups, women and men, while acknowledging differences between women and men and taking specific measures aimed at accelerating equality when necessary.

A7.4 Community Health and Safety

The Project is committed to continuous efforts to identify and eliminate or manage the security risks associated with its activities and to continually enhance its health, protection, and environmental efficiency in general.

- Design and maintain facilities, establish management systems, provide training, and conduct operations in a manner that safeguards people and property.
- Respond quickly, effectively, and with care to emergencies or accidents resulting from its operations, cooperating with industry organizations and authorized government agencies.
- Comply with all applicable laws and regulations and apply responsible standards.
- Stress to all employees, contractors, and others working in its behalf their responsibility and accountability for safety performance on the job and encourage safe behavior off the job; and
- Undertake appropriate reviews and evaluations of its operations to measure progress and to ensure compliance with this safety policy.

A7.5 Human Rights

The Project is committed to safeguarding its personnel, facilities, and activities and upholding human rights. The strategy, procedures, and activities of the project embody the spirit and intent of the United Nations Universal Declaration of Human Rights (1948) and the spirit and intent of the ILO Declaration on Fundamental Principles and Rights at Work (International Labour Organization, 1998).

A7.6 Risk and Mitigation Measures

Table A7-1 outlines the potential risks and impacts associated with community health and safety along with prevention and intervention steps to prevent or minimize these impacts. It also includes the monitoring necessary to determine the effectiveness of those actions.




TABLE A7-1 RISKS AND IMPACT MITIGATION ON THE COMMUNITY HEALTH AND SAFETY

Risk/Impacts	Mitigation Measures	Monitoring	Frequency
<ul style="list-style-type: none"> Traffic and associated injury or accident to community members, Project employees or livestock resulting from field trips 	<ul style="list-style-type: none"> The Project will provide training road safety measures (driving rules and regulations), including the restriction of speed in settlements and other areas in compliance with the speed limit rule, the requirement to wear a helmet when driving a motorbike, the prohibition of alcohol consumption while driving. That measure will be met under the Law on Land Traffic (2000) regulation and the Decree No 188 on Fines and Measures against Violators of Road Traffic Laws and Regulations (2007). Project stakeholders should immediately dial emergency number #1623 in case of an accident (national coverage). 	Visual inspection	Routine
<ul style="list-style-type: none"> CHS risks of improper disposal of electronic waste could pose risks to community health and safety 	<ul style="list-style-type: none"> Implement the E-waste management plan (Annex 4) 	Visual inspection	Routine
<ul style="list-style-type: none"> With data being collected and stored, risk on data security and privacy 	<ul style="list-style-type: none"> Including awareness training on data security and privacy to its staff and short-term data collection team at all level. Data security and privacy topics as per the Law on Statistic Article 55 (deals directly with data security and confidentiality) will be incorporated as an integral part of the capacity building for statistical producers and users and strengthening of the institutions of the implementing agency, under component 3.1. 	Verification	Annual and case by case



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Risk/Impacts	Mitigation Measures	Monitoring	Frequency
	<ul style="list-style-type: none"> • LSB will prepare a subset of the data security/privacy field through integrating the need for regular awareness raising for project staff on data security/privacy (including measures to prevent any unauthorized access to, or losses of confidential information); • Pay special attention to ethnic and gender sensitivity by taking into account ethnic groups' gender perspectives and incorporating them into the communication strategy, the SEP • The SEP also includes provision of information on how the data will be collected including how participants and others can seek information, advice or make a complaint. 		
<ul style="list-style-type: none"> • Sexually transmitted diseases: potential for staff who staying in the community would provide incentives to increase the number of STDs, HIV/AIDs (staff entering and leaving the workplace may attract service and sex workers, creating conditions for increase in STDs) 	<ul style="list-style-type: none"> • The Project prohibits any sexual exploitation and abuse and is committed to preventing it in any sites; • The Project will collaborate with other mass organization will also support the project conducting training at district and village level plus taking an active role both helping to minimize the risks through awareness-raising on SEA and STDs; • Implement LMP (Annex 5) • Apply COC on SEA/SH to all Project staffs including contractors (Annex 6); • Staff education to focus attention on the identification and treatment of curable 	Verification	Annual
<ul style="list-style-type: none"> • The project staff who will be working in the community or nearby areas. During the staff travelling to each community, 	<ul style="list-style-type: none"> • Make sure your workplaces are clean and hygienic. • Physical distancing - avoiding body contact, including shaking hands, maintaining a distance of at least 1.5-2 m between staff and other people in 	Visual inspection	Routine

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Risk/Impacts	Mitigation Measures	Monitoring	Frequency
it will be chance of getting and spreading COVID-19 to the local people.	the local community, and avoiding large gatherings. <ul style="list-style-type: none"> • Promote regular and thorough handwashing by staffs, contractors, and local communities. • Consider whether a face-to-face meeting or event is needed; and • Have surgical masks available to offer every staff who is working in the local communities. • The below provides some specific guidance on Infection Prevention and Control Protocol (IPCP) of the COVID-19 recommended by WHO. 		

Risks may include potential for sexual harassment or sexual exploitation and abuse (SEA), gender-based violence (GBV), and child violence (VAC). Regardless of this, this ESMP will provide environmental health and safety requirements (with particular attention to GBV), community engagement training, CHS guidance, GBV and VAC, and STD/HIV/AIDS prevention for all land registration teams, workers (civil servants and outsource workers / contractors) to ensure the success of the project. Code of Conduct (COC) will be included in the letter of LSB employees and team appointments and contracts (for contract workers) in accordance with relevant national laws and laws to be adopted and applied in the project.

ANNEX 8 CONTINGENCY EMERGENCY RESPONSE COMPONENT (CERC) MANUAL

A8.1 Introduction

This document is prepared as an addendum to the existing ESMP of the **Lao PDR Statistical System Modernization Project (P178002)**. It describes additional information on the environment and social safeguard (ESS) requirements for the implementation of the proposed activities. Lao Statistic Bureau (LSB) of the Ministry of Planning and Investment (MPI) will be the subproject owner. The National Disaster Prevention and Control Committee (NDPCC) will be the CERC Implementing Agency and responsible for guiding and coordinating all CERC activities and is chaired by the Vice Prime Minister.

The guidance and procedures included in this CERC ESMF should be considered in the Emergency Response Manual (ERM) that will be prepared during the project implementation, and will contain the environmental and social requirements, if the CERC is activated. The guidelines and procedures included in this ESMPCERC Addendum takes into account the Bank’s safeguard requirement for the CERC (Bank’s Guidance on CERC, October 2017). II. Identification of potential activities that the CERC could finance.

The activities to be carried if the CERC Component is activated include: goods, services, and works as identified in Table A8-1. The Location of the contingency activities will be nationwide when needed.

It is important to mention that the activities or subprojects that will be financed by the CERC Component, should avoid activities or subproject with complex environmental and social aspects (for example land acquisition and/or resettlement), because the CERC objective is to support immediate priority activities (less than 18 months). The subprojects with more environmental and social complexity, could be financed with other specific sources of financing. Table A8-1: Positive list of goods, services and works (reference: ERM dated August 27, 2018)




A8.2 Identification of potential activities that the CERC could finance:

The activities to be carried if the CERC Component is activated include: goods, services, and works as identified in Table A8-1. The Location of the contingency activities will be nationwide when needed.

4. It is important to mention that the activities or subprojects that will be financed by the CERC Component, should avoid activities or subproject with complex environmental and social aspects (for example resettlement), because the CERC objective is to support immediate priority activities (less than 18 months). The subprojects with more environmental and social complexity, could be financed with other specific sources of financing

Table A8-1: Positive list of goods, services and works

Item
Goods
<ul style="list-style-type: none"> • ICT equipment and supplies • Cleaning supplies including hand hygiene and disinfectants; • Personal Protective Equipment (PPE) stockpiles, including masks, gowns and gloves;

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<ul style="list-style-type: none"> • Equipment and supplies for temporary housing/living during field data collection (gas stoves, utensils, tents, beds, sleeping bags, mattresses, blankets, hammocks, mosquito nets, kit of personal and family hygiene, etc.) • Lease of vehicles (Vans, trucks and SUVs) 			
Services			
<ul style="list-style-type: none"> • Consulting services related to emergency response including, but not limited to urgent data collection and installation of ICT equipment. • Technical Assistance in developing TORs for data collection companies. • Non-consultant services to deliver any of the activities described in the “Goods” section of this table (e.g., debris removal, dump trucks, drones survey) 			
Works			
<ul style="list-style-type: none"> • Repair of damaged ICT equipment; • Small repair of LSB office and Statistical centers at the provincial level. • Removal and disposal of debris associated with any eligible activity. 			
Training			
<ul style="list-style-type: none"> • Conduct necessary training related to emergency response including, but not limited to the Implementation of the Emergency Action Plan (EAP) to be prepared when the CERC is activated. • Training on rapid needs assessment and other related assessments including those related to ESF instruments. 			
Emergency Operating Costs			
<ul style="list-style-type: none"> • Incremental expenses by the Government for a defined period related to early recovery efforts arising as a result of the impact of an eligible emergency. This includes, but is not limited to: operational costs¹⁵ and rental of equipment 			

A8.3 Potential Environmental and Social (ES) Impacts

The Project will be implemented nation-wide through LSS using the LSB as the implementation agency along with the statistical center of line ministries or equivalent agencies under the LSB’s technical guidance. Despite its achievements in reducing poverty, Lao PDR faces significant longer-term challenges in growth related to the digital economy and youth employment.

The project will have mostly positive benefits as the interventions will set up a robust statistical system in the country which will result in, among others, correct estimates of poverty, gender & vulnerability assessments, MDGs, SDG indicators and other.

¹⁵ As per Amended Financing Agreement, signed January 28, 2020 “Operating Costs” means the reasonable costs of goods and non-consulting services required for the day-to-day coordination, administration and supervision of Project activities, including leasing and or routine repair and maintenance of vehicles, equipment, facilities and office premises, fuel, office supplies, utilities, consumables, communication expenses (including postage, telephone and internet costs), website maintenance, translation, printing and photocopying expenses, bank charges, publications and advertising expenses, insurance, Project-related travel, subsistence and lodging expenses, and other administrative costs and costs of contractual staff directly related to the Project, but excluding salaries, bonuses, fees and honoraria of equivalent payment of members of the Recipient’s civil service.”

Overall, the environmental and social (ES) risks of this project are considered Low. However, it depends on activities implemented under the CERC. The Project is expected to bring about significant environmental, social and economic benefits and positive statistic system modernisation development outcomes to the target beneficiaries and the country in many ways. The potential risks associated with the Project activities are minimise and mostly related to weak communication and coordination issues.

These environmental risks and impacts are expected to be limited, localized, site specific, and temporary, and they can be mitigated through the application of well-established E-waste management plan, LMP with OHS and Covid-19 prevention measures, COC on SEA/SH and VAC and CHSP provided as part of the ESMP (see **Annex 4 to Annex 7**).




The ICT tools to be financed by the Project will eventually end-up in the waste stream as electrical and electronic waste (e-waste). E-waste is a very complex waste stream, as it encompasses a wide range of items, metals and chemicals of which some are valuable, and others are hazardous. Valuable metals include gold, silver, copper and iron/steel; and hazardous waste include heavy metals such as lead, cadmium and mercury. Plastic cabinets often contain flame retardants such as polybrominated biphenyls (PBB) and polybrominated diphenyl ether (PBDE), which are considered persistent organic pollutants by the Stockholm Convention. These chemicals are considered potentially bio accumulative and toxic to humans and wildlife. Consequently, the use of these compounds has been restricted internationally. Cathode ray tube (CRT) glass which is used in computer monitors contain lead and at present, there is no effective way to deal with leaded glass.

The e-waste recycling industry in Lao PDR is rather diverse, and a substantial part of the e-waste is imported from China, India, South Korea, Singapore, Europe and USA. The e-waste recycling process starts with manual separation and dismantling into more homogenous groups of materials (e.g., gold, copper, plastic, circuit boards) for some fractions this is then followed by shredding and sorting/refining process e.g., with water, heat, or with metallurgical processes.

Potential CHS concerns relate to health and safety risks for data user in connection with ICT and service facilities, workplace practice as interns or apprentices (for example the use of mechanical or electrical tools and equipment, handling of hazardous materials, and exposure to zoonotic diseases¹⁶ when managing electronical material) and for data users at ICT centres with potentially hazardous work or work environments.

Improve knowledge on reduction and management of e-waste (including used computers, batteries, and electrical appliance will also be promoted. This will include issues such as prevention or reduction of noise or emission of air or water pollutants, e-waste management, waste recycling, substitution of hazardous materials with non-hazardous materials, climate change risks and practical adaption concepts, workplace and personal hygiene to prevent the spread of diseases, and practical means and methods to prevent or reduce the risks of work-related accidents and injuries.

¹⁶ A zoonosis (plural zoonoses, or zoonotic diseases) is an infectious disease caused by a pathogen (an infectious agent, such as a bacterium, virus, parasite or prion) that has jumped from an animal (usually a vertebrate) to a human. Typical zoonotic diseases include avian influenza, tuberculosis and brucellosis, salmonellosis

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Moreover, recognizing high risk on natural disaster in Lao PDR, the Project will also support development of emergency action plans for ICT facilities and service centres by introducing standard emergency procedures and building capacity of Project staff and managers as well as other government officials in related departments of LSB.

The Social Risks of this project are considered Low. However, it depends on activities implemented under the CERC. Potential social risks associated with Project activities include (a) lack of stakeholder and inclusive engagement and clear communication; (b) risks related to the labor and working conditions of project workers; (c) risk of exclusion and discrimination particularly of ethnic minorities and vulnerable groups if not adequately represented in statistical data collection; (d) risk of Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) and Violence Against Children (VAC) when conducting household interviews and (e) risk of data security and privacy. These risks and impacts are low, and they are being addressed in the SEP and will be implemented during the lifetime of the project. The risk rating takes into consideration lack or minimal ES capacity of LSB. The low ES capacity of LSB will be addressed and support by the World Bank and ES consultant during the first year of project implementation. The ES consultant will help the project to promote and provide means for effective and inclusive engagement with project-affected parties, as instructed in the SEP, throughout the project life-cycle.

It is not expected to have an UXO risk under this Project.

To ensure that adverse impacts will not occur given the nature of emergency, the items and the following activities are prohibited for financing under the Project:

- 1) Production and/or trading of tobacco or any products containing tobacco and alcoholic beverages;
- 2) Gambling, casinos and equivalent enterprises;
- 3) Production and/or trading in weapons and munitions;
- 4) Using asbestos as construction material;
- 5) Using raw material and/or hazardous & toxic (Bahan Berbahaya dan Beracun/B3) wastes in large quantities. The project cannot finance activities which uses, produces, stores or transports raw material and hazardous & toxic waste such as toxic substance, material which may cause fire or explosion;
- 6) Siting and/or actions which could potentially destroy protected and biodiversity sensitive areas, natural habitat and/or critical natural habitat. The Project cannot finance activities that is located within, adjacent to or traversing protected areas and biodiversity sensitive areas such as natural conservation areas, protected forests etc. or any activity which may alter the function or effectiveness of protected and sensitive areas, cause adverse impact to biodiversity and habitats. Further on protection of biodiversity and habitats, especially vulnerable and endangered species listed in the criteria and categories of the International Union Conservation of Nature (IUCN) Red List and Annex 1 and 2 of the Convention on International Trade Endangered Species (CITES). Additionally, the Project cannot finance any sub-project or activity which causes significant conversion and/or degradation of the natural habitat or any critical natural habitat environment including those of terrestrial, coastal and

marine ecosystems that have High Conservation Value, essential ecosystem areas, significant biodiversity and / or protected conservation zones;

- 7) Siting and/or actions which could potentially destroy cultural conservation areas. The Project must not finance any project which degrades or destroys cultural value of a cultural conservation area, not only limited to artefact and cultural structure, but also locations considered sacred or having high spiritual value for local people. In the contract agreement with the contractor, there must be provisions and guideline concerning what measures must be taken if these artefacts and structures are found within the project site;
- 8) Siting and/or actions which could potentially result in land acquisition or involuntary resettlement under eminent domain principle. The project cannot finance activities that result in the forced evictions or physical or economic displacement of the affected communities, including indigenous and tribal peoples, and activities that may constrain or terminate access of local communities to land or resources that they traditionally use;
- 9) Using excessive timber, water and energy. The project cannot finance activities that utilize the excessive use of natural resources with large civil works;
- 10) Using timber from illegal logging. The Project must not finance infrastructure related to or support illegal logging;
- 11) Employment of child labor and forced labor and against national labor law and local labor regulation. The Project cannot finance activities involving any forms of child labor. Related to forced labor, the project cannot finance activities involving any forms of forced labor, and also trafficked persons, includes the practice of the bonded /indentured labor, excessive limitations of freedom of movement, excessive notice periods, physical punishment, use of security or other personnel to force or extract work from project workers, or other restrictions that compel a project worker to work in a non-voluntary basis. The Project also cannot finance activities involving work without formal contractual agreements that comply with GoL regulations, including with donors, intermediary and / or channelling agencies, and beneficiaries
- 12) Production and/or trading in radioactive materials. This does not apply to the purchase of medical equipment, quality control (measurement) equipment and any equipment where the International Finance Corporation (IFC) considers the radioactive source to be trivial and/or adequately shielded;
- 13) Production and/or trading in any product or activity deemed illegal under host country laws or regulations or international conventions and agreements, or subject to international bans, such as pharmaceuticals, pesticides/herbicides, ozone depleting substances, PCB's, wildlife or products regulated under CITES;
- 14) Involving traditional mining practice which uses the prohibited substances, e.g., mercury, other radioactive substances;
- 15) Utilization of stone / minerals from illegal mining (unable to show a copy of the mining permit issued by the relevant agency);
- 16) Drift net fishing in the marine environment using nets in excess of 2.5 km. in length;

- 17) Involving activities that relates to infrastructure development located in international water area, disputed area, and/or on land that cannot prove clean and clear status;
- 18) Involving activities related to local political parties. The project will not finance any activities that support political activities such as political candidate’s campaign;
- 19) Large civil works;
- 20) Procurement of hazardous substances in large quantities;
- 21) Land acquisition and resettlements;
- 22) Activities that may have adverse impacts on indigenous people; and
- 23) Other activities involving higher risks (e.g., traditional mining, industrial-based livelihood, large scale commercial plantation or excessive use of resources).

A8.4 Environmental and Social Management Framework Process

When the CERC component is activated, LSB assisted by ESF consultant will carry out the following steps:

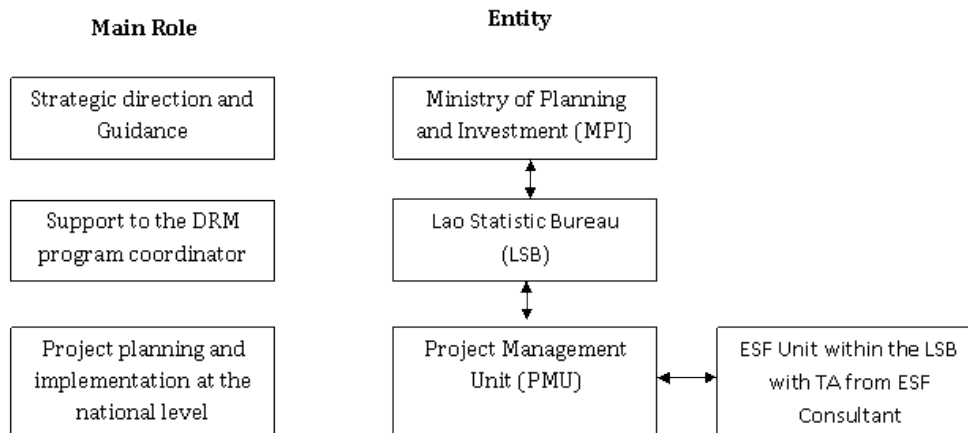
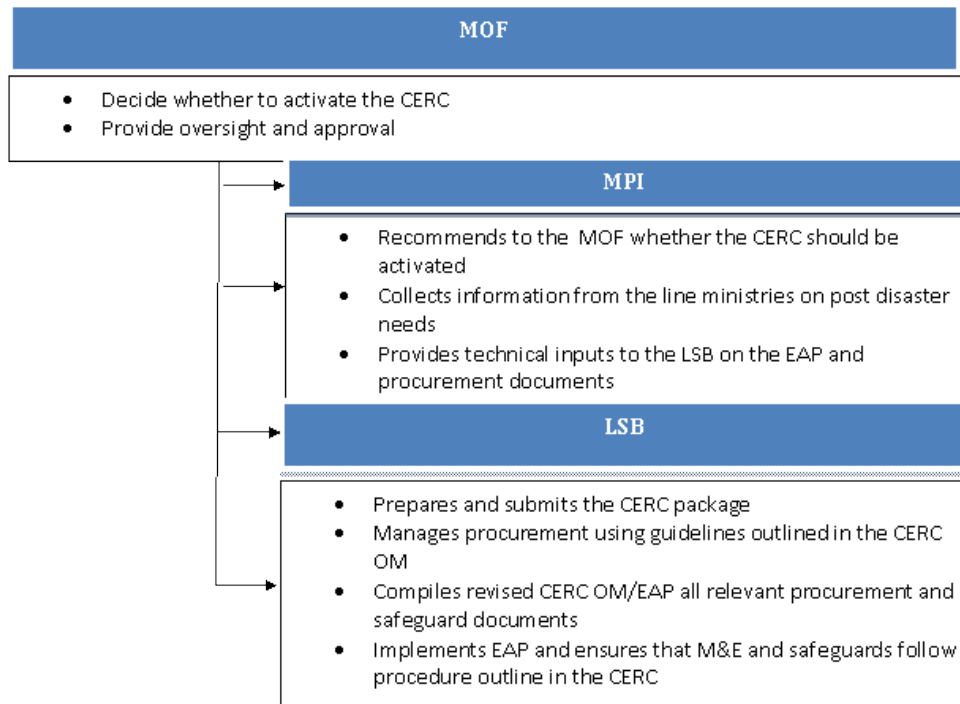
- Step 1: Application of the Ineligible/Negative Criteria List (Annex 3). The prohibited activities for CERC under Section A8.3 will also be applied. Given that the CERC objective is to support immediate priority activities (18 months), the activities with resettlement issues will be avoided.
- Step 2: Identification of ES issues and preparation of mitigation plans. Based on the results from Step 1, LSB will implement E-waste Management Plan, LMP, COC on SEA/SH and VAC and CHSP for the CERC activities (See Annex 4 to Annex 7)
- Step 3: Implementation and M&E. The E-waste Management Plan, LMP, COC on SEA/SH and VAC and CHSP will be implemented according to the agreed implementation arrangement. LSB will monitor the implementation on the ground and report the results to the WB.
- Step 4: Completion and Evaluation. Once the CERC subproject has been completed, LSB will monitor and evaluate the results before closing the contract. Any pending issues and/or grievance must be solved before the subproject is considered fully completed. LSB will submit the completion report describing the compliance of safeguard performance and submit it to WB when required.

A8.5 Institutional Arrangement for Project Implementation

As mentioned above, LSB will lead the implementation with TA from consultants. LSB will report to the CERC Implementing Agency (i.e., The National Disaster Prevention and Control Committee (NDPCC) which is responsible guiding and coordinating all CERC activities and is chaired by the Vice Prime Minister. The Disaster Management Division within Ministry of Labor and Social Welfare is the lead coordinator. NDPCC will provide the inputs to DOW to prepare the package to activate the CERC including the declaration of disaster, the latest impact assessment of situation reports and the list of goods and works to be included in the Emergency Action Plan (EAP).

Figure A8-1 below presents organization arrangement for CERC as well as those for the ESMF addendum.

Figure A8-1 Implementation Arrangement for CERC



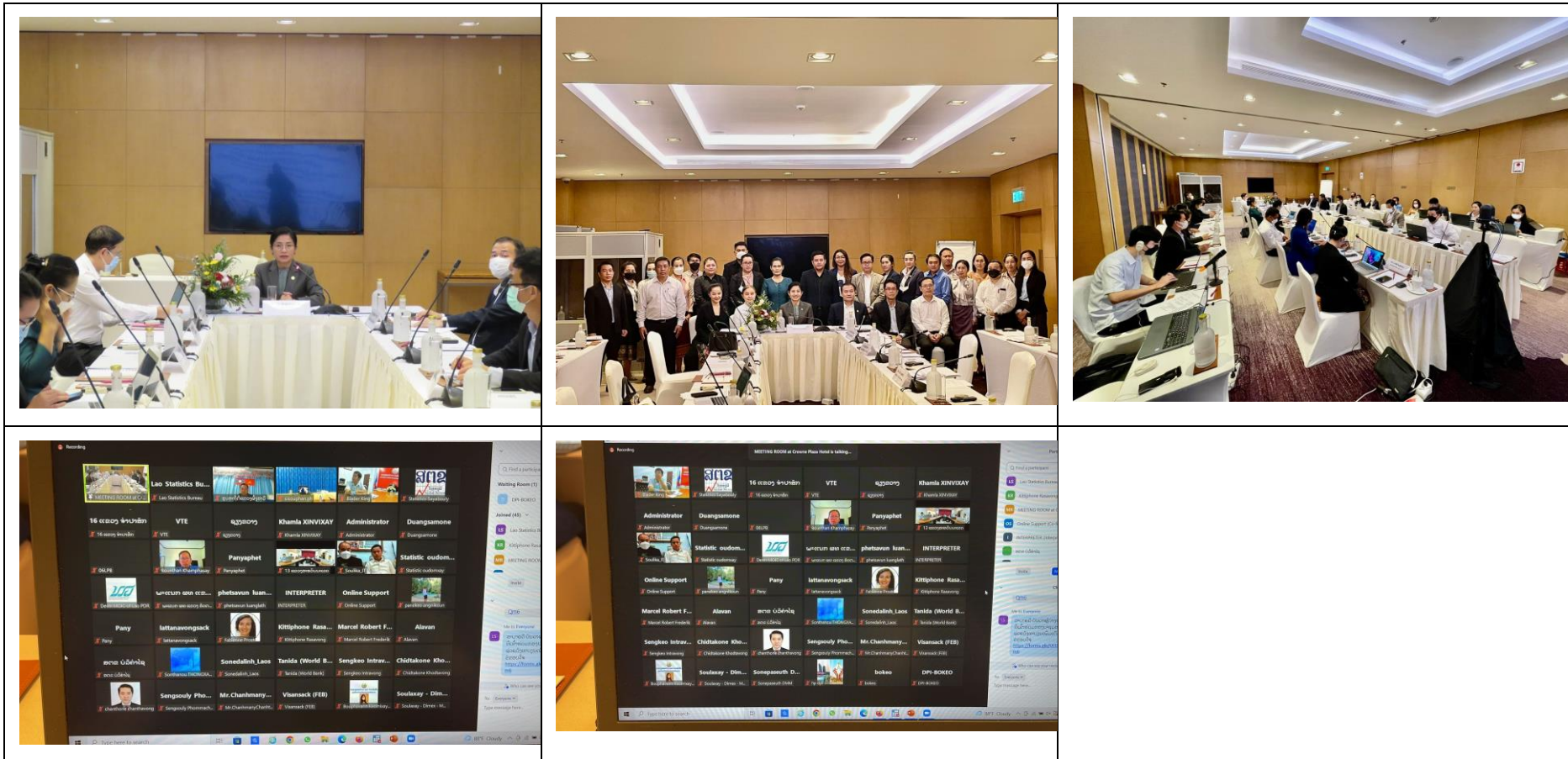
ANNEX 9 LIST OF PERSONS MET DURING ESF PREPARATIONS IN MARCH TO MAY 2022

No.	Name list	Position	Organization
Environment and Social framework instruments (ESMP, SEP and ESCP) preparation/kick off meeting, dated 31/03/2022 (Video conference)			
1	Mr. Phetsavanh Boutlasy	Head of Division, Social Statistical Department	Lao Statistical Bureau (LSB)
2	Ms. Chanthapany Mahathilard	Deputy of Division, Administration Department	LSB
3	Ms. Vanhpheng Phengsavath	Deputy of Division, Statistical Management Department	LSB
4	Ms. Samta Sacktikhoun	Technical, Social Statistical Department	LSB
5	Ms. BangEon Sibounheuang	Technical, Statistical Management Department	LSB
6	Mr. Latsamy Phunngathong	Technical, Administration Department	LSB
7	Mr. Sipaseuth Navongsa	Technical, Economic Statistical Department	LSB
8	Mr. Khetsada Phommachanh	Technical, Social Statistical Department	LSB
Meeting with LSB at the LSB office, dated 13/05/2022 (Face to face)			
9	Mr. Phousavanh Chanthasombut	Deputy of Administration Department	LSB
10	Ms. Chanthapany Mahathilard	Deputy of Division, Administration Department	LSB
11	Ms. Vanhpheng Phengsavath	Deputy of Division, Statistical Management Department	LSB
12	Ms. BangEon Sibounheuang	Technical, Statistical Management Department	LSB
13	Mr. Latsamy Phunngathong	Technical, Administration Department	LSB
14	Mr. Sipaseuth Navongsa	Technical, Economic Statistical Department	LSB



The Lao PDR Statistical System Modernization Project (P178002)

ANNEX 10 PHOTOS AND LIST OF PARTICIPANTS IN THE NATIONAL CONSULTATION WORKSHOP ON 7 JUNE 2022





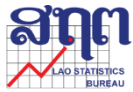
The Lao PDR Statistical System Modernization Project (P178002)

List of Participants attended in person

ໃບລິງທະບຽນ

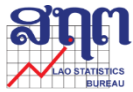
ກອງປະຊຸມປຶກສາຫາລືຜົນການປະເມີນຜົນກະທົບສິ່ງແວດລ້ອມ ແລະ ສັງຄົມຕໍ່ການປະຕິບັດໂຄງການສ້າງຄວາມເຂັ້ມແຂງໃນການຜະລິດຂໍ້ມູນສະຖິຕິທີ່ທັນສະໄໝ
2023-2027 ໃນວັນທີ 7 ມິຖຸນາ ປີ 2022 ທີ່ໂຮງແຮມຄຣາວພຣາຊາ.

ລຳດັບ	ຊື່ ແລະ ນາມສະກຸນ	ຕຳແໜ່ງ	ພາກສ່ວນ	ເບີໂທ	ລາຍເຊັນ
1	ທ. ວິໄນ ທຸງລາດ	ຫົວໜ້າໜີ້ເສີມ	ກຳມະ ບຸກຮຸນ	58188030	
2	ທ. ສິມສັກ ສິມສັກ	ຜູ້ປຶກສາຄຸນນະພາບ	WB	55426466	
3	ທ. ພູນ:ໜີ ວຸທະສາດ	ຜູ້ປຶກສາຄຸນນະພາບ	ລາຍ, ກຳມະ	28224889	
4	ທ. ພິມມະສິດ ສິມສັກ	ຜູ້ປຶກສາຄຸນນະພາບ	ສູນ ສາ, ກຳມະ	98829192	
5	ທ. ໂອ້ນ ສິມສັກ	ຜູ້ປຶກສາຄຸນນະພາບ	ສູນ ສາ, ກຳມະ	55747797	
6	ທ. ສິມສັກ ພິມມະສິດ	ຜູ້ປຶກສາຄຸນນະພາບ	ກຳມະ ບຸກຮຸນ	94446669	
7	ທ. ອຸໂມສອນ ສາທິສາດ	ຜູ້ປຶກສາຄຸນນະພາບ	ກຳມະ ບຸກຮຸນ	99993888	
8	ທ. ສິມສັກ ສິມສັກ	ຜູ້ປຶກສາຄຸນນະພາບ	LSB	55055916	
9	ທ. ພິມມະສິດ ພິມມະສິດ	ຜູ້ປຶກສາຄຸນນະພາບ	MOIC	54916551	
10	ທ. ພິມມະສິດ ສິມສັກ	ຜູ້ປຶກສາຄຸນນະພາບ	ກຳມະ ບຸກຮຸນ	29824565	
11	ທ. ພິມມະສິດ ພິມມະສິດ	ຜູ້ປຶກສາຄຸນນະພາບ	ກຳມະ ບຸກຮຸນ	23456448	



The Lao PDR Statistical System Modernization Project (P178002)

ລຳດັບ	ຊື່ ແລະ ນາມສະກຸນ	ຕຳແໜ່ງ	ພາກສ່ວນ	ເບີໂທ	ລາຍເຊັນ
12	ທ.ພິດສະທອນ ບຸດລາດ	ຫົວໜ້າພະແນກ	ກົມສຸດຍູດທິຖານ	55606012	
13	ຂ. ພິມມະວິໄນ ວິໄນຢູ	ວິຊາການ	ໂຄ	56463669	
14	ທ. ສິດສິດສິດສິດສິດສິດສິດ	ຫົວໜ້າພະແນກ	ກົມສຸດຍູດທິຖານ	091870485	
15	ຂ. ອາລາວ ພອນ ຫຼີທິວພາ	ວິຊາການ	ກະຊວງ ລັດຖະບານ	89557668	
16	ທ. ສິມສິດສິດສິດສິດສິດສິດ	ຫົວໜ້າພະແນກ	ກົມສຸດຍູດທິຖານ	55787396	
17	ທ. ຫຼີທິວພາ ອາລາວ ພອນ	ວິຊາການ	LSO	55605486	
18	ທ. ສິດສິດສິດສິດສິດສິດສິດ	ວິຊາການ	ກົມສຸດຍູດທິຖານ	56565914	
19	ທ. ພິມມະວິໄນ ວິໄນຢູ	ວິຊາການ	ກົມສຸດຍູດທິຖານ	55588925	
20	ທ. ວິໄນຢູ ພິມມະວິໄນ	ວິຊາການ	ກົມສຸດຍູດທິຖານ	28028889	
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22	ທ. ພິມມະວິໄນ ວິໄນຢູ	—	ກົມສຸດຍູດທິຖານ	29450201	
23	ທ. ສິດສິດສິດສິດສິດສິດສິດ	ຫົວໜ້າພະແນກ	ກ/ຊປ, ກຳປັ່ນ	82439933	
24	ທ. ພິມມະວິໄນ ວິໄນຢູ	ວິຊາການ	ກົມສຸດຍູດທິຖານ	23276315	



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ລຳດັບ	ຊື່ ແລະ ນາມສະກຸນ	ຕຳແໜ່ງ	ຝາກສ່ວນ	ເບີໂທ	ລາຍເຊັນ
25	ສອນທິຍາ	Consultant	WB	22526582	Chuy
26	ຂວ. ວິໄສຈະນະ ພິມວິຈິ	ຮອງພະແນກ	ລາວ	22480505	Phim
27	ທ. ສິມສິນ	ຮອງພະແນກ	LSR	55700000	Phim
28	ທ. ພິມວິຈິ ພິມວິຈິ	ຮອງພະແນກ	LSB	5581856	Phim
29	ທ. ສິມສິນ ພິມວິຈິ	ຮອງພະແນກ	LSB	55442289	Phim
30	ທ. ພິມວິຈິ ພິມວິຈິ	ຮອງພະແນກ	LSB	99900000	Phim
31	ທ. ພິມວິຈິ ພິມວິຈິ	ຮອງພະແນກ	LSB	-	
32	ທ. ພິມວິຈິ ພິມວິຈິ	ຮອງພະແນກ	LSB	77722287	Phim
33	ທ. ພິມວິຈິ ພິມວິຈິ	ຮອງພະແນກ	LSB		Phim
34	ທ. ສິມສິນ ພິມວິຈິ	ຮອງພະແນກ	worldbank	76542999	Phim
35	Stavros Christopoulos		UNDP		Phim
36	ທ. ພິມວິຈິ ພິມວິຈິ	ຮອງພະແນກ	LSB	55559129	Phim
37					

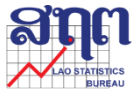


The Lao PDR Statistical System Modernization Project (P178002)

List of Online Participants, Morning Session

National Stakeholders Consultation Workshop on the ESF instruments of the Lao PDR Statistical System Modernization Project. 08-30 - 12-00 date 7 June 2022 -3

Timestamp	Name and surname	Gender	Position	Organization	Contact details (Email and phone number)
2022/06/06 8:50:50 AM GMT+7	Sonedalinh Phoumvongxay	Female	Independent Development Consultant	Freelance	Sonedalinh.pvx@gmail.com 020 29068888
2022/06/06 8:59:12 AM GMT+7	Khamkeng Yuena	Male	Environment consultant	Lao Statistical Bureau (LSB)	khamkeng_yuena@yahoo.com and 020 55426466
2022/06/06 9:47:25 AM GMT+7	Ms. Nayoung KIM	Female	Deputy Country Director	KOICA Office in Laos PDR	syriany@koica.go.kr
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2022/06/06 3:38:53 PM GMT+7	Laksana vongsouthi	Male	Head of centre statistics province	Statistics province xayabouli	
2022/06/06 4:01:44 PM GMT+7	Miss. Orlathay DOUANGVILAYSAK	Male	Technical officer	Ministry of Energy and Mines	020 77460330
2022/06/06 5:19:05 PM GMT+7	sonthanou THONGXAYYO	Male	Technical Officer	Department of Railways, MPWT	sonthanou88@gmail.com
2022/06/06 6:52:43 PM GMT+7	ນາງ ພິດສະໄໝ ພິນອາສາ	Female	ວິຊາການ	ຂະແໜງສະຖິຕິເສດຖະກິດ	020 555 32 515 Phitsamai_pas@yahoo.com
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2022/06/07 8:28:34 AM GMT+7	ທ່ານ ຄໍາຂອງ ອຽງບິວລາ	Male	ຮອງຫົວໜ້າສູນ	ສູນສະຖິຕິປະຈໍາແຂວງ ຫລວງນໍ້າທາ	806980228@qq.com(020 2964 8888)
2022/06/07 8:32:23 AM GMT+7	ປານີ ສູນດາລາ	Female	ວິຊາການ	ທະນາຄານແຫ່ງ ສປປ ລາວ	Pany_sdl@gmail.com 22227139
2022/06/07 8:34:01 AM GMT+7	ປັນຍາເພັດ ວິງສຸລິ	Male	ຮອງພະແນກ ສິ່ງແວດລ້ອມ ຫສສພ	ຫສສພ, ກວທ	panyaphet789@gmail.com
2022/06/07 8:36:29 AM GMT+7		Male	ຫົວໜ້າ ສູນສະຖິຕິ ນວ	ພະແນກ ແຜນການ	Viengkham48@gmail.com
2022/06/07 8:57:19 AM GMT+7		Male	technical officer	Lao Statistics Bureau, Ministry of Planning and Investment	latsamee_panyathong@hotmail.com
2022/06/07 9:17:45 AM GMT+7	ທ ວຽງຄໍາ ສິມສະອາດ	Male	ຫົວໜ້າ ສູນສະຖິຕິ ປະຈໍານະຄອນຫລວງວຽງຈັນ	ສູນສະຖິຕິ ປະຈໍານະຄອນຫລວງວຽງຈັນ	
2022/06/07 9:19:24 AM GMT+7	Chansouk Insouvanh	Female	Consultant	Freelance	ci195405@ohio.edu
2022/06/07 9:33:18 AM GMT+7	Bounthan Khamphasay	Female	Head of Unit	Faculty Natural Sciences	bkhamphasay@gmail.com 020 22885590
2022/06/07 9:37:39 AM GMT+7	ສິມເພັດ ໂຄດຕະວິງ	Male	ຫົວໜ້າສູນ	ສູນສະຖິຕິປະຈໍາແຂວງຄໍາມ່ວນ	55757819
2022/06/07 9:58:59 AM GMT+7	Mr. Soulisak Siouthoum	Male	Head of Division	Department of Enterprise Registration and Management	+856 20 58399018
2022/06/07 10:40:17 AM GMT+7	ນ ບູທະວັນ ແກ້ວມິຊີ	Female	ຫົວໜ້າພະແນກ	ສະຖາບັນຄົ້ນຄວ້າວິຊາການພັດທະນາ, ກະຊວງແຜນການ ແລະ ການລົງທຶນ	Toun5815@gmail.com
2022/06/07 11:14:55 AM GMT+7	Sonepaseuth BOUDSABAPASEUTH	Male	ວິຊາການ	ພະແນກສິ່ງແວດລ້ອມ, ສຸຂະພາບ ແລະ ຄວາມປອດໄພ; ກົມຄຸ້ມຄອງບໍ່ແຮ່, ກະຊວງພະລັງງານ ແລະ ບໍ່ແຮ່	Yar.soneaseuth@gmail.com (020 97873868)
2022/06/07 11:26:14 AM GMT+7	phetsavanh luang larth	Male	academic	Ministry of Information, Culture and Tourism	2078880688



The Lao PDR Statistical System Modernization Project (P178002)

List of Online Participants, Afternoon Session

National Stakeholders Consultation Workshop on the ESF instruments of the Lao PDR Statistical System Modernization Project. 13-30 - 16-30 date 7 June 2022

Timestamp	Name and surname	Gender	Position	Organization	Contact details (Email and phone number)
2022/06/06 1:38:28 PM GMT+7	Samnieng Thammavong	Male	Executive Director of LDPA	Lao Disabled People's Association (LDPA)	020 55 577 753 or email address is samnieng.ldpa@gmail.com
2022/06/06 3:31:37 PM GMT+7	Maliya Phommason	Female	Deputy Director	LG Consulting and Construction Co.,Ltd.	maliya.phommason@gmail.com
2022/06/07 8:35:51 AM GMT+7	Keovisouk Dalasane	Male	Managing Partner	Katalyst Partners	keovisouk@katalyst-partners.com (020 56463959)
2022/06/07 8:46:32 AM GMT+7	Dr. Sivixay Thammalangst	Female	Inspection Committee	Business Women's Association	thammalangsy@yahoo.com , +856 20 55 934 657
2022/06/07 9:10:54 AM GMT+7	Ms. Aditi SHRESTHA	Female	Junior Consultant	Enterprise & Development Consultants Co.,LTD	Email: aditi.edc@gmail.com Phone: 020 52983665
2022/06/07 11:23:14 AM GMT+7	Derin Henderson	Female	Environment Program Director	The Asia Foundation	derin.henderson@asiafoundation.org
2022/06/07 1:31:25 PM GMT+7	Manivanh Suyavong	Female	Director	GDA	manivanh.suyavong@gmail.com
2022/06/07 2:16:27 PM GMT+7	Malakhone Sonethavong	Female		UNDP	020 23291122
2022/06/07 2:17:03 PM GMT+7	Phetmany Xaychaleune	Female	Country Representative	Westminster Foundation for Democracy (WFD)	phetmany.xaychaleune@wfd.org ; 021 454300 Ext. 107
2022/06/07 2:18:37 PM GMT+7	Sonedalinh Phoumvongxay	Female	Independent Development Consultant	Freelance	Sonedalinh.pvx@gmail.com 020 29068888
2022/06/07 2:19:29 PM GMT+7	Alex Sila	Male	Population Data Fellow	UNFPA	asila@unfpa.org
2022/06/07 2:23:08 PM GMT+7	Phonepaseuth Phaphou ngeun	Female	Coordinator	Lao farmer network	phonepaseuth.ppj@gmail.com
2022/06/07 2:27:31 PM GMT+7	Samnieng Thammavong	Male	Director of LDPA	Lao Disable People's Association	samnieng.ldpa@gmail.com
2022/06/07 2:31:50 PM GMT+7	Leyla Werleigh	Female	Programme Coordination and Resource Mobilisation Specialist	FAO	Leyla.Werleigh@fao.org - 02059559502