



Lao People's Democratic Republic

Peace Independence Democracy Unity Prosperity

Ministry of Public Works and Transport

**Lao Airlines Sustainable Development Project
(P181359)**

Stakeholder Engagement Plan (SEP)

28 November 2023

LIST OF ABBRIVIATION

AoL	Airport of Laos
CORSIA	Carbon Offsetting and Reduction Scheme for International Aviation)
DCA	Department of Civil Aviation
DPDM	Department of Public Debt Management
DPF	Department of Planning and Finance
DSRI	Department of State Owned Enterprises Reform and Insurance
EDPD	Environmental and Disaster Prevention Research Division
E&S	Environmental and Social
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESOs	Environment and Social Officers
ESS	Environment and Social Standards
GBV	Gender Based Violence
GHG	Greenhouse Gas
GOL	Government of Lao PDR
GRM	Grievance Redress Mechanism
IFRS	International Financial Reporting Standards
LANS	Lao Air Navigation Services
LFND	Lao Front for National Development
LGBT	Lesbian, Gay, Bisexual and Transgender
L-JATS	Lao-Japan Airport Terminal Service
LWU	Lao Women’s Union
MOF	Ministry of Finance
MPI	Ministry of Planning and Investment
MPWT	Ministry of Public Works and Transport
NCAW	National Commission for the Advancement of Women
NGO	Non-Government Organization
PAPs	People Affected by Project/Program
PMU	Project Management Unit
PO	Producer Organizations
PSS	Passenger Service System

Stakeholder Engagement Plan: Lao Airlines Sustainable Development Project

PTI	Public Works and Transport Institute
QV	Lao Airlines
SA	Social Assessment
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
TA	Technical Assistance
VAC	Violence Against Women
WB	World Bank

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EXECUTIVE SUMMARY

This Stakeholder Engagement Plan (SEP) includes the process of engaging stakeholders for a clear purpose to achieve agreed outcomes. It is now also recognized as a fundamental accountability mechanism since it obliges an organization to involve stakeholders in identifying and understanding of the specific program/project and responding to issues and concerns raised by the stakeholders for decisions, actions, and hence improving program/project performance.

The Lao Airlines Sustainable Development Project (the QV project) proposed technical assistance aims to reduce Lao Airlines business losses, enhance corporate financial reporting, and strengthen operational management. Three main components are designed to (i) guide government and executive decision making in the debt management of a major SOE, (ii) strengthen corporate governance in strategic and technical management; and (iii) foster business improvements in revenue accounting and financial management.

This SEP will be managed and implemented by the Project Management Unit (PMU) of MPWT, in close coordination with the Lao Airlines State Enterprise (QV) and with the technical support from Environmental Research and Disaster Prevention Division of the Public Works and Transport Institute (EDPD/PTI). The overall objective of this SEP is to define the QV project stakeholders' engagement process, public information disclosure and consultation.

Furthermore, this SEP outlines the ways in which MPWT, Lao Airlines and other project implementing agencies, and consultants will communicate with stakeholders, mechanism by which people can raise their concerns, and how the raised concerns will be acted and responded upon. These stakeholders identified are those either affected and/or interested parties. The identification of stakeholders under the QV project will be based on (i) their roles and responsibilities; and possible influence/interest on the program. Stakeholders to be involved in the project include positively affected, negatively affected and other interested parties. Vulnerable individuals or disadvantaged groups identified include women, ethnic groups, and the elderly.

Consultation may take the form of face-to-face meetings. Issuance of official letters to inform affected and interested stakeholders of the purpose of the consultation event. Further, project-specific information, i.e., Environmental and Social Commitment Plan (ESCP), Labor Management Procedures (LMP) and this Stakeholder Engagement Plan (SEP), will be disclosed in MPWT website as well as World Bank's external website. Key information will be disclosed in both English and Lao languages which can be easily understandable format either by audio and photo or drawing /print (e.g., booklet or flyers) formats.

Comments from stakeholders will be received by the project in written and oral forms (using suggestion boxes, meetings, interviews, on-line, email, Facebook, etc.). The PMU with the support from EDPD/PTI will review stakeholders' comments and send back the final decision and a summary of how comments were considered. A Grievance Redress Mechanism (GRM) will be established for the project.

This SEP document offers a strategy and implementation plan for engaging stakeholders from the beginning of the project up to completion. Nonetheless SEP is the backbone of the project for effective and efficient success. It is a live document that will be updated, if necessary, on a regular basis or as required to reflect any changes or implications on known stakeholders due to project developments and new stakeholders, if any.

1 Introduction/Project Description

The proposed project, named as Lao Airlines Sustainable Development Project (QV project), aims to reduce business losses, enhance corporate financial reporting, and strengthen operational management. The project is financed by a grant from the United States Agency for International Development (USAID) through the Financial Management Umbrella Trust Fund (FMUTF) in the amount of US\$1.75 million.

The project's three main components are designed to (i) guide government and executive decision-making managing QV's debt, (ii) strengthen strategic, fiduciary and technical management, and (iii) enabling business improvements that strengthen controls on revenue accounting and financial reporting. Project outcomes look to (i) rebalance operational performance to achieve break-even operating results; (ii) increase existing aircraft utilization rates; and (iii) mainstream upgraded digital systems into operational and financial management processes.

- Component 1 will prepare an airline restructuring options analysis that will inform a specific reform pathway and attenuated airline sustainability plan. A Medium-Term Debt Management Plan will be the primary output of this component. Key elements of the plan are to include business cost reduction options that are underpinned by (a) a Fleet Optimization Strategy based on realistic medium and long term (passenger and cargo) demand forecasts; (b) a Sales and Revenue Optimization Strategy; and (c) a Corporate Governance Strategy to frame the carrier's governance practices in consideration of internationally observed principles on transparency, leadership culture, management information and performance management would be developed. The analysis will include operational scenarios to better leverage existing assets, increase aircraft utilization, and reduce unitary costs.
- Component 2 will focus on delivering technical assistance in core areas that can immediately add value to Lao Airlines management and operations. Individual consultant services will be engaged to support the options analysis, business planning and reform processes. This includes an International Airline Management Expert, an Executive-level Airline Financial Expert, an Airworthiness Maintenance Expert, and a Passenger Service System (PSS) Specialist, as well as other project management consultancies or associated costs.
- Component 3 will implement industry software module upgrades to the Passenger Service System that can improve integrated enterprise resource planning.

The Project activities will be implemented at the national level and involve QV working in close collaboration with the central government including the Department of Civil Aviation (DCA), Department of Planning and Finance (DPF) under the Ministry of Public Works and Transport (MPWT), and Department of State Owned Enterprises Reform and Insurance (DSRI), Department of Public Debt Management (DPDM) under the Ministry of Finance (MOF). The MOF has appointed a nine-person Lao Aviation State Enterprise reform committee, chaired by the Deputy Minister of Finance, to examine options for restructuring the airlines financial, operational and staffing challenges. An existing Project Management Unit within the MPWT managing an on-going World Bank-financed investment project will be responsible for day-to-day project management, environmental and social (E&S), procurement, and financial management.

1.1 Brief Summary of Environmental and Social Risks and Impacts

The project will mainly finance technical assistance that aims to restructure Lao Airlines' debt position and strengthen its operational management and financial performance. The project will not finance civil work and activities that are expected to have any significant direct environmental social risks and impacts. Given this, the project is not expected to cause any direct adverse impacts or risks on the biophysical environment, human health and safety, or other valued environmental components. However, there are potential downstream environmental risks associated with the airline restructuring strategy options analysis and business plan supported by the project. These may include increases in noise and vibration pollution, local greenhouse gas (GHG) emissions and air pollution from possible increased airline traffic and aircraft utilization. However, there are potential downstream environmental risks associated with the airline restructuring strategy options and future business plan to be developed under the project. These may include increases in noise and vibration pollution, local GHG emissions and air pollution from possible increased airline traffic and aircraft utilization. The fleet-route optimization strategy aims to improve utilization of existing aircraft assets, which may or may not increase overall flight time should QV restructure its network to improve aircraft load factors. The governance strategy aspects of the project would look to strengthen corporate social responsibility through improved environment social governance practices, such as the airline's use of alternative fuels and participation in CORSIA to achieve carbon-neutral growth from 2030 onwards, which implies consideration of GHG reporting and abatement initiatives. In consideration of the scope of the TA, and the potential downstream environmental risks and benefits, the environmental risk for this project is rated as Moderate.

The social risk rating for this project is currently considered Moderate. The proposed activities are not expected to have any significant direct social risks or impacts. The project will not finance physical works and activities that would require land acquisition, displacement or generate risks or adverse impacts on local communities particularly ethnic and vulnerable groups. The project is expected to have beneficial impacts on the Lao Airlines as well as Lao aviation sector, its clients (passengers) and workers in the long run by improving its operational and financial status. However, the adoption of business plan and modernized PSS developed under the project may lead to changes in the organizational and financial management structures. This include staff reshuffling with some positions required to be laid off and financial benefits cut down, and introducing automated processes of PSS in order reduce cost overheads and improve efficiency. This risk is expected to be insignificant and will be assessed in more detail during project implementation to identify appropriate mitigation measures.

2 Objective/Description of SEP

This SEP is developed to inform engagement activities that will allow the project to identify and address key risks and impacts, as well as mitigation measures, and develop communication and engagement strategies and materials to effectively reach out to affected and interested stakeholders. The SEP aims to ensure accessibility and cultural appropriateness. The approach to engagement activities will consider the needs of ethnic groups, vulnerability, language as part of engagement and assessment process. The plan will ensure that risks are managed, and benefits are accessible to all.

The objectives of this stakeholder engagement plan are to:

- Identify all project stakeholders including their priorities and concerns, and ensure the project has ways to incorporate these;

- Identify strategies for information sharing and communication to stakeholders, including project information on social risks and impacts, as well as consultation of stakeholders in ways that are meaningful and accessible throughout the project cycle;
- Specify procedures and methodologies for stakeholder consultations, documentation of the proceedings and strategies for feedback;
- Establish an accessible, culturally appropriate and responsive grievance mechanism;
- Ensure meaningful consultation and the consideration of stakeholder's expectations and concerns into the implementation arrangements for the programme, including feedback on environmental and social mitigation measures and their implementation.

This SEP is applicable to the whole QV Project. The SEP is a living document and will continue to be updated as the project progresses.

3 Stakeholder identification and analysis

3.1 Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- *Openness and life-cycle approach*: Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- *Informed participation and feedback*: Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity*: Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.
- *Flexibility*: If social distancing, cultural context (for example, particular gender dynamics), or governance factors (for example, high risk of retaliation) inhibits traditional forms of face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication.

Stakeholders are persons or groups who are directly or indirectly affected by a project, as well as those who may have an interest in a project and/or the ability to influence its outcome, either positively or negatively. The project is expected to involve diverse groups of stakeholders of national level and involve working with the central government line agencies, mass organizations and the private sector.

3.2 Affected Parties and other Interested Parties

3.2.1. Affected Parties

Affected parties, who are those impacted by the project positively or negatively. Directly affected stakeholders include all the employees of Lao Airlines, also Lao Airlines' creditors and vendors.

3.2.2. Interested Parties

Interested parties, are those not impacted by the project but may be interested in the Project outcomes and/or may have an influence on the project. The project will involve the participation of ministries, and departments who are responsible for project implementation specifically, MPWT, and MoF. Therefore, the interested parties include the relevant government departments at the national levels, involved in issues of aviation, investment, development, including: DCA, DPF from MPWT, and DSRI and DPDM from MoF.

In addition, the project aims to reduce Lao Airlines business losses, enhance corporate financial reporting, and strengthen operational management. Therefore, the outcomes of the project may be of interest to stakeholders in the aviation sector. For example, Airport of Laos (AoL), Lao Air Navigation Services (LANS), Lao-Japan Airport Terminal Service (L-JATS), Civil Aviation Training Center. These stakeholders may experience positive or negative effects based on the improvements made by the airline.

3.3 Disadvantaged/vulnerable individuals or groups

It is anticipated that the project will have no adverse impact on disadvantage, vulnerable or ethnic minorities groups. However, provisions need to be in place to ensure that the representatives or project workers (personnel) of vulnerable and ethnic groups are fully consulted in a culturally appropriate manner, and have opportunities to benefit from the Project activities.

The project will make sure that representatives at national level of ethnic group receive meaningful information to understand the Project's risks and opportunities. Also, they will be consulted through dedicated means, as appropriate, this may include the translation of information or awareness raising through culturally appropriate means.

4 Stakeholder Engagement Program

4.1 Summary of Stakeholder Engagement Done During Project Preparation

During the process of preparing the Stakeholder Engagement Plan, the face-to-face meetings consultation were organized and conducted by EDPD/PTI at Lao Airline Head office.

- 1st meeting: the 3rd November 2023, the meeting focused on the relevant ministries, department, and offices that related to aviation with total 15 participants, of which 5 were female. The discussion and interview method were used for this consultancy.
- 2nd meeting: the 6th of November 2023, the meeting focused on the QV offices, with total 22 participants under all 12 divisions, of which 6 were females. The discussion and questionnaire survey by confidential form were used for this constancy.

Both meetings started with the introduction of the project and all its components, potential E&S risks anticipated from the project and informed stakeholders of the preparation of ESF documents to be applied to manage the risks, namely the ESCP, LMP, and this SEP. The main aspects of these documents were discussed, in particular the identified potential social and environmental risks and

impacts from the project, potential mitigation measures, and the procedures for preparing specific plans. Stakeholders were also informed of the proposed project Grievance Redress Mechanism outlined in this SEP. All the meeting minutes are documented and presented in Annex 1.

The main issues raised during the stakeholder engagement activities conducted so far can be summarized as follows: most participants agree with the contents of consulted documents. There are some concerns expressed related to the implementation timing, the measure/indicator to assess if the project could ensure sustainability for the airline, the capacity building activities throughout the project, staff layoffs, and the effectiveness of the financial system. All these issues will be reflected during the development of TORs, studies, TA activities, and the implementation of the project.

a. Scope of the Stakeholder Engagement Plan

In order to achieve the objectives of the Stakeholder Engagement Plan, the Project will:

- Provide meaningful information in a format and language that is readily understandable;
- Provide information in advance of consultation activities when possible;
- Disseminate information in a manner and location easy for stakeholders to access it;
- Establish a two-way dialogue that gives the Project and stakeholders the opportunity to exchange views and information, and have issues heard and addressed;
- Ensure inclusiveness in representation of views, including those of women, the elderly, people with a disability, LGBT and other vulnerable people as necessary;
- Ensure any obstacles to participation that are identified are removed so that views of different stakeholders can be captured;
- Ensure there are clear mechanisms for responding to people's concerns, suggestions, and/or grievances;
- Incorporate feedback into project or program design, and report back to stakeholders;
- Monitor stakeholder engagement activities and include project stakeholders in monitoring to the extent possible;
- Incorporate stakeholder engagement as part of the Project management responsibilities of the MPWT and QV, and ensure staff, especially the assigned staffs, from the Commercial and Marketing Department, are equipped with specific responsibilities and budget.

The Project will engage at different stages of implementation, and the engagement will vary during the life of the project and this SEP will be dynamic and flexible to these changes. The SEP should be read together with other project documents such as Environmental and Social Commitment Plan, *LMP*, etc. This SEP has been updated incorporating minutes of meetings and relevant comments from project stakeholders. During the course of the project, the SEP will be considered a living document and updated as needed.

4.3 Strategy for Information Disclosure

Disclosure refers to making information accessible, and in a manner that is appropriate and understandable to interested and affected parties. Disclosure of information will be an ongoing process with defined stages: before World Bank project appraisal, and during project implementation. During all stages, project information will be disclosed in a way that is appropriate to the different range of stakeholders and in both Lao and English. The QV/MPWT website will be utilized to disclose

project documents, including the SEP, project updates, and information. Special efforts will be made to ensure that nearby communities will be informed and have the opportunity to share their feedback.

The guiding principles will be to:

- Be transparent;
- Present information in a straight-forward manner;
- Disclose documents as early as feasible;
- Use disclosure to support consultation activities;
- Provide meaningful and useful information, and
- Ensure information is accessible.

Disclosure of information is an on-going process of the Project. Type of information to be disclosed will vary between project stages with two key stages before World Bank project appraisal, and during project implementation.

b) Before World Bank Project Appraisal

The project will disclose the following documents that inform stakeholders *about the objective, scale of the project and its components, including potential risks and impacts to the QV employee and others from an environment and social perspective plus ways to enhance project benefits:*

- *ESCP*
- *SEP*
- *LMP*

c) During project Implementation

The project will disclose information during the course of the project as appropriate, including on:

- *Project Paper*
- *ESCP*
- *SEP*
- *LMP*

4.4 Strategy for Consultations

The project supports a participatory and consultative approach involving meaningful engagement with different groups of stakeholders. Consultation is a two-way process of dialogue between the project and its stakeholders. Project consultations will provide opportunities to share information about the project and get feedback, including on issues such as *project objectives; ways to mitigate potential project risks in particular to vulnerable; receiving feedback based on findings and recommendations coming from studies and TA financed by the Project*. Some helpful criteria that should guide consultations with stakeholders, in particular affected stakeholders, include:

- Face-to-face consultations should be inclusive of all stakeholder;
- Notices of meetings and surveys should be sufficiently notified in advance at prominent locations and information should be disclosed ahead of time when applicable and possible;
- Comments and suggestions received from participants should be collected and incorporated into this SEP, other project documents, and in ongoing project implementation as much as

possible, and stakeholders should be made aware how this was done in follow-up meetings/consultations;

Consultations approaches will depend on the stakeholder as well as the project timing. The disclosure of document is described in table 1.

4.4.1 Project Stages

4.4.1.1 Project preparation (before project appraisal)

The proposed project activities are well defined. Consultations were carried out during project preparation. Further consultations during project implementation may be considered should the need arise.

4.4.1.2 Implementation

At this stage, the details of proposed project investments have been adequately scoped and specific project-affected stakeholders identified. The consultation will focus more specifically on people who could potentially be impacted by the project, especially those adversely impacted, to address their concerns through the implementation of these SEP, ESCP and LMP and other subproject-specific environmental and social plans that may be required to be prepared and provided in the Strategy for Lao Airlines Sustainable Development and Business Plan. The project will ensure that the Grievance Redress Mechanism (GRM) is disseminated and functioning in order to promptly address any grievances that may be raised by the project affected people and concerned stakeholders.

4.4.2 Different Methods

4.4.2.1 National Consultations

National consultations are particularly useful to target government representatives, and other groups who may have an interest in the project and may also have an ability to influence it. These types of consultations are also useful at project design stage, and annually to inform stakeholders of a project's progress. National consultations may be conducted face-to-face in a meeting format and may involve break-out groups or other methods to ensure there is ample time for group discussion and questions and answers.

In the future, national-level consultations may take the form of face-to-face meetings with issuance of official letters (submitted at least two weeks ahead of the consultations) to inform affected and interested stakeholders of the purpose of the consultation. Alternatively, online consultation using WhatsApp call, and zoom may be conducted.

4.4.2.2 Trainings

One important way to engage stakeholders will be through trainings on important topics related to the project such as gender, the project's GRM, and labor rights (for both men and women).

4.4.3 Review of Comments

The QV team will be responsible for ensuring comprehensive documentation of project meetings and consultations, incorporating comments into project documents, and managing related activities such as studies and TA activities. Stakeholders who offer specific suggestions will receive follow-up communication, providing feedback on how their comments were taken into account. This may be accomplished through direct communication, email, phone calls, or by posting minutes on the project website. Special attention will be given to considering and incorporating gender aspects, as well as the perspectives of vulnerable, disadvantaged, and ethnic minority individuals.

Table 1 Disclosure of Documents

Project Stage	List of Documents	Method of Disclosure	Timetable/ Location	Target Stakeholders	Responsibilities
Prior to World Bank Appraisal	<ul style="list-style-type: none"> • <i>ESCP</i> • <i>SEP</i> • <i>LMP</i> including executive summary of each document in Lao language	Disclosed through the Meeting, focus group discussion. Alternatively, online consultation using WhatsApp call, and zoom may be conducted.	Begin of November 2023, At Lao Airline office	Government Staff responsible and interested stakeholders	PMU with support of EDPD/ PTI
	Draft SEP, LMP, ESCP	Disclosed at the Lao Airline /MPWT’s Website.	End of November 2023	All interested stakeholders	PMU with support of EDPD/ PTI
Project Implementation	<ul style="list-style-type: none"> • <i>Project Paper</i> • <i>ESCP</i> • <i>SEP</i> • <i>LMP</i> Information about the project and E&S risks and mitigation measures and GRM.	Disclosed at the Lao Airline /MPWT’s Website. (include also Final Version of SEP, ESCP and LMP, including feedback from consultations)	Likely December 2023 onwards (post World Bank appraisal)	People impacted by the Project and interested stakeholders.	PMU with support of EDPD/ PTI and Consulting firm

5 Resources and Responsibilities

5.1 Resources

The PMU from MPWT and QV with the support of EDPD/PTI will be in charge of organizing stakeholder engagement activities and provide the required technical support and assistance to undertake stakeholder engagement. A provisional budget of US\$9,800 is estimated for implementation of SEP and stakeholders' engagement activities. Details are as follow table:

Table 2 Provisional Budget for the SEP Implementation

Budget Category	Quantity	Unit Costs	Times/Years	Estimated budget (\$)	Remarks
1. Events					
Organization of meeting for Consultation with focus group	1	800	2023-2026	800	
2. Communication campaigns					
a. Poster and brochure, website	-	-	2024-2026	3,000	Lump sum
3. Trainings					
a. Training on Social and Environmental issues for PMU and QV officer and interested stakeholders b. Training on gender-based violence c. Training on Labor Right and safety d. Training on GM	3	1,000	2024-2026	3,000	
4. Grievance Mechanism (GM)					
a. GM communication material and suggestion boxes at QV counter services, and other direct communication channels such as mobile/ telephone calls	-	-	2024-2026	3,000	Lump sum
Total Stakeholder Engagement Budget:				9,800	

5.2 Management functions and responsibilities

The Stakeholder Engagement Plan implementation will be the responsibility of the E&S focal point under the Commercial and Marketing Department who also acts as a SEP focal point of MPWT and QV of PMU with the guidance and support of EDPD/PTI. They will guide the process of stakeholder engagement throughout the preparation and implementation of the project. Certain parts of the SEP will also be the responsibility of *consultants*, and the *PMU* will oversee this work as appropriate. The MPWT and QV, under the guidance of the Project Director, will be responsible for:

- Leading, or supervising, consultations, as per the SEP;
- Leading, or supervising, the disclosure of information, as per the SEP;
- Recording and reporting on grievance resolution, as per the SEP;
- Reviewing monthly monitoring reports provided by consultants;
- Regularly reporting to the PD/PM.

Table 3 Responsible Staff for SEP Implementation

Staff	Responsibility
Project Director	<ul style="list-style-type: none"> • Implements stakeholder engagement activities as described in the SEP, including consultations, disclosure, trainings, etc. • Leading stakeholder engagement and public consultations activities. • Reviews and approves monthly reports on grievance redress and stakeholder engagement. • Keeps World Bank informed on the implementation of the SEP • Oversees the process of grievance redress and stakeholder engagement • Submits semi-annual reports to a task leader at the World Bank
Project Coordinator and Administrators	<ul style="list-style-type: none"> • Prepare a semi-annual and annual project progress report including updates on environmental and social standards (ESS) compliance. • Submit the progress report to the Project Director • Coordinates with other agencies involved in the project
Commercial and Marketing Department and E&S focal point	<ul style="list-style-type: none"> • Implements stakeholder engagement activities as described in the SEP, including consultations, disclosure, trainings, etc. • Publicizes the GRM and ensure it has been made available to project stakeholders (for example via brochures, online, etc.) • Coordinates with local authorities and consultant on the grievance redress mechanism, following up that grievances are recorded and promptly resolved and records information in the grievance database • Oversees stakeholder engagement activities being conducted by consultants • Coordinates with other agencies involved in the project
EDPD/PTI	<ul style="list-style-type: none"> • Support the planning and implementation of the SEP • Support the stakeholder engagement and public consultation activities • Support the management and resolution of grievances • Monitoring the SEP implementation including other ESF documents

	<ul style="list-style-type: none"> • Provide technical support on capacity building for staff of government agencies involved in the implementation of SEP to address environmental and social issues • Assesses the progress, accessibility, and efficiency of the GRM • Conducts trainings on gender-based violence, and others as described in this SEP and/or as required
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Contact details of Implementing Agency:

- Project Implementation Unit of the Lao Airline Sustainable Development Project
- Ministry of Public Works and Transport (MPWT)
- Lao Airline State Enterprise office
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6 Grievance Redress Mechanism

The overall project GRM set out in the project’s SEP serves as a legitimate platform for all project affected people or stakeholders including local people, communities and QV passengers except the project workers (Lao Airlines staff, consultants and suppliers) who will be covered in the Labor Manage Procedures (LMP). , This overall project GRM is also applicable to Gender Based Violence (GBV) and Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) related grievances, which complainants can also choose to submit directly to representatives of Lao Women Union in the Lao Airlines. The key principles of the grievance mechanism are to ensure that:

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

The Lao Airlines in collaboration with the LWU representatives in the Lao Airlines and in the MPWT for GBV related grievances will be responsible for receiving, facilitating and managing in a fair, objective, and constructive manner, all concerns or complaints raised by project affected persons (PAPs). Their broad responsibilities of the grievance management include:

- Developing and publicizing the grievance management procedures, and display in the Lao Airlines Office.
- Receiving, reviewing, investigating, and keeping track of grievances. For SEA/SH and GBV incidents, the representative of LWU in the QV will work with the LWU representative of MPWT will facilitate the process of investigation.
- Adjudicating (verifying) grievances. As mentioned above, for SEA/SH and GBV incidents, the representative of LWU in the QV will work with the LWU representative of MPWT will facilitate

the process of adjudication and legal proceedings through fiduciary agencies including the District Public Security and District Court. If the complainant or victim is not satisfied with the resolution, her/his complaint will be escalated to the provincial and national levels of the fiduciary agencies as described in the section 6.1 below.

- Monitoring and evaluating fulfilment of agreements achieved through the grievance mechanism.

In the QV project, there could be two main types of grievances:

- Grievances related to environmental and social impacts such as health, worker 'safety, SEA/SH and GBV, pollution and waste, etc.).
- Job and working conditions related complaints and disputes (detailed in the project's LMP).

Based on the ESS10 requirements provided in this SEP, the project team shall seek to resolve complaints as soon as possible, and thus avoid escalation of issues. However, where a complaint cannot be readily resolved, then it must be escalated. In order to effectively and quickly resolve grievances of affected people, according to the ESS10 and relevant national legislation including the Law on Grievance Redress or the revised Law on Handling Petitions No.17/NA dated on July 7, 2022, the guideline for the grievance and justice petitions No. 227/LFNC dated on 24/6/2023, Decree on the ethnic groups No.207/GOV dated on 20/3/2020, to ensure an effective and efficient grievance, a mechanism for the project is proposed as follows:

6.1 Grievances Procedures

- **The first (organizational or district) level** – An affected stakeholder is to raise his/her complaint to the E&S focal points from the Lao Airlines or PTI, and for SEA/SH/GBV related grievance, representative of the LWU appointed at the Lao Airlines Office either in written or oral form. The E&S focal points, and for GBV related grievance, LWU representative will work directly with the complainant to facilitate resolution and legal proceeding by fiduciary agencies at district level including public security office and district court to the complainant and will issue a resolution within 10 working days after receiving the complaint. The complainant may also opt to directly escalate her/his grievance to the District People's Council (DPC). The focal points are responsible for documenting and recording all the complaints that it has been received and handled or pending. Once the fiduciary agencies issues its decision, the stakeholder can make an appeal or escalate within 20 working days if they are not satisfied with the decision or after 10 working days if they have not heard back from the fiduciary agencies to the provincial level (Provincial Public Security and Provincial Court).
- **The second (provincial) level** – Upon receiving a complaint from a stakeholder, the provincial fiduciary agencies including the Provincial Public Security (PPS) and Provincial Court (PC), and PLWU will have 10 working days to resolve the case. The district fiduciary agencies are responsible for filing and storing documents on all complaints that they handle. When the provincial fiduciary agencies has issued a decision, the stakeholder can make an appeal within 20 working days if they are not satisfied with the decision or after 10 working days if they have not heard back from the City/DPC, to the Provincial People's Council (PPC).

- **The third (national/central) level** – Upon receiving a complaint from a stakeholder, the central level fiduciary agencies including the People Supreme Court as the last resort will have 30 working days to resolve the case. The provincial fiduciary agencies are responsible for filing and storing documents for all complaints that they handles.

The project’s focal points within the QV or PMU, and PTI in collaboration with the LWU representative for GBV related compliant will need to liaise and follow up with the above levels in order to record and keep a database of the project-related complaints from stakeholders. If needed, the *focal point* will be able to contact complainants directly and guide them through the official GRM channels. Contact detail of focal points (staff) responsible for GRM, PMU-MPWT and PTI should be provided in project information leaflet/booklet to be prepared and distributed to general interested at Lao Airline counter service, website and all project workers at the QV office.

In addition to the mentioned procedure, the complaints can be submitted in written forms or letters and putting in the GRM box that installed in front of QV office, which already existed, and it will place in every counter services of Lao Airlines during the project implementation. In fact, on website and Facebook of Lao Airline also provide the channel for the QV customers or others to provide feedback and comments to the QV. All online submitted grievances (WhatsApp, Facebook, email etc.) are likely to enter the GRM.

In cases where grievances cannot be resolved on the spot in the timeframe within 10 days, in the second stage, people will be able to also file grievances directly with the PMU. People will have been informed of the PMU contact information during the project consultations. The PMU will be able to record the grievance and offer a solution within 15 days, consulting with the Project Management Unit (PMU) at the MPWT, as needed.

In cases where grievance still cannot be resolved, or not resolved to the satisfaction of the any complainant, he/she shall have the right to submit a complaint to the Project Director of the PMU under the MPWT as desired by the complainant, and shall make the arbitrated decision within 20 days. Like the previous stages, there are no fees or charges levied for the lodgment and processing of grievances at this level.

6.1.1 Procedures in cases of Gender Based Violence

To avoid the risk of stigmatization, exacerbation of the mental/psychological harm or potential reprisal, the GRM shall have a different and sensitive (survivor-centred) approach to GBV related cases. Where such a case is reported to the GRM, it should immediately be referred to appropriate service providers, such as the Lao Women’s Union (LWU), medical and psychological support, emergency accommodation, and/or any other necessary services. It should also be reported to the *HR and the E&S* focal point of the QV, who can advise on relevant service providers if needed. Data on GBV cases should not be collected through the GRM unless operators have been trained on the empathetic, non-judgmental and confidential collection of these complaints. Only the nature of the complaint (what the complainant says in her/his own words) and additional demographic data, such as age and gender, can be collected as usual.

6.2. Recording Grievances

Established and managed by the PMU, a complaints register will be established as part of the project to record any concerns raised by any stakeholder during the implementation of the QV Project. Any serious complaint (such as life-threatening, occupational health and safety and those related to GBV/SEA/SH or criminal) will be notified to the World Bank within 48 hours of receiving the complaint.

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 reported in each regular progress report. Each record is allocated a unique number reflecting year and sequence of received complaint (for example 2024-01, 2024-02 etc.). Complaint records (letter, email, record of conversation) should be stored together, electronically or in hard copy under the responsibility of the PMU.

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 PMU or PTI. Grievances will be recorded in a Grievance Logs (Please see Table 4). This information shall include:

- Stakeholder name and contact details (if not anonymous).
- Details of the nature of the grievance.
- Date received, date investigate, date decided on, who decided on it, what response was provided, date of implementation of decision, etc., and
- How it was submitted, acknowledged, responded to, and closed out.

Table 4 Grievance Log

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

7. Monitoring and Reporting

Monitoring will be conducted as a routine exercise to avoid occurrence of environmental and social risks in the operation phase. During the QV implementation phase, PMU of MPWT with the technical support from EDPD/PTI will monitor E&S implementation to ensure that the project implementation is in line with the SEP and ESCP.

The SEP will be periodically revised and updated as necessary in the course of the project in order to ensure that the information presented is consistent, up to date, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of project development. Any major changes to project related activities and its schedule will be duly reflected in the SEP.

The PMU will be responsible for day-to-day monitoring of environment and social as implemented by the workers, consultants, primary supply workers and addressing grievances occurred. Furthermore, the PMU together with EDPD/PTI will continue to monitor effectiveness of the ESCP, LMP and SEP to identify any risks which may emerge during operation phase.

The semi-annual and annual report will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the project’s ability to address those in a timely and satisfactorily manner. Also the information of:

- Activities conducted during each month;
- Public outreach activities (meetings with stakeholders);
- Entries to the grievance register;
- Entries to the commitment and concerns register;
- Plans for the next month and longer-term plans.

The PMU will prepare semi-annual and annual progress reports that will summarize the Environment and Social compliance, these reports will be shared with the MPWT and World Bank.

Contact detail of persons responsible for GRM is provided below

Description	Contact details
Grievance Redress Committee – 1 st tier	Internal level (QV HR Office) Mr. Khamviengkhone INTHAVONG Mobile: +856 20 2201 8863 Office: +856 21 513 150
Grievance Redress Committee – 2 nd tier	External level - MPWT: hotline= 1458 - PTI: Mrs. Vanida LUANGTHEPXAYAVONG Mobile: +856 20 5456 5324 Office: +856 21 818 020
GBV/SEA/SH Grievances	Head of QV Lao Women’s Union Mrs. Phouthasone Vannachak Mobile: +856 20 5569 9060
Address:	Wattay International Airport, Sikhottabong District, Vientiane Capital, Lao PDR. P.O. Box 6441
Web-platform:	www.laoairlines.com
Social media platforms:	Lao Airlines Facebook Page
Anonymous complaints are also accepted by any of the above channels	

7.1. Reporting back to stakeholder groups

The method of reporting back to stakeholders will depend on the stakeholder itself. There are essentially two main methods:

- For National-level stakeholders, an email and/or official letter will be sent after workshops/meetings on how comments/suggestions were taken into account and/or to inform them of documents that are publicly available;
- For local stakeholders, follow-up meetings/consultations will be conducted, or outreach via social media, phone calls or SMS to let stakeholders know on how comments/suggestions were taken into account and/or to inform them of documents that are publicly available.

Project documents, including annual *reports and semi-annual* will be updated and uploaded as needed, including this SEP, and available in the project website or website of Lao Airline as needed. During consultation activities, stakeholders will also be reminded that these documents are publicly available, as well as the project's GRM.

Annex 1: Consultation Report 1

Date and Time: November 3, 2023

Organizer: EDPD/PTI

Location: 4 floor of Lao Airline office

TOPIC/OBJECTIVE

- Disclose the information about the project to stakeholders and interested parties
- Present 3 reports of ESCP, SEP and LMP reports those were sent to the stakeholders and interested parties before the workshop.
- Gather the comments and questions from the participants for the environmental and social consultants to finalize the reports.

SUMMARY OF INFORMATION PRESENTED

The consultation was held in person and chaired by Mr. Khamlar PHOMMAVANH, Managing Director of Lao Airlines, Ministry of Public Works and Transport. The language of the consultation is entirely in Lao. The first part of the consultation was to present and comment on the Project Document and Project's activities. The second part focused on the consultation on three environmental and social documents.

SUMMARY OF PARTICIPANTS

- No. of participants: 15
- Female participants: 5/15

FEEDBACK RECEIVED

Who	Description / Feedbacks/Inputs
Mr. Sitthiphone Bouphavanh, Deputy Director General of the Cabinet Office of MPWT	<ul style="list-style-type: none">• In general, agree with what was presented. However, there is a concern on the sustainability of the project and the time frame to implement and measure the sustainability or effectiveness of the project. The clarification of sustainability under project is needed. What is the indicator to point out when is the Lao Airline approach the sustainability? There should be the official reference.
Mr. Bouakhao Khunpraya, Deputy Director General of PTI responsible for Civil Aviation Training Center, MPWT	<ul style="list-style-type: none">• To make the business operation of Lao Airline sustainable, one important key is the human resource capacity and quality. A good strategic plan and technology without a good implementor/operator are useless.• Human resource development is important that need to do in both ways, skills and

	attitude. Therefore, the QV project should include more trainings if possible.
Ms. Lomleuthai SENGKHAM, Deputy of Division, DCA	<p>Lao Airlines has started a programme aimed at reducing fuel consumption in loading operation. However, due to the lack of experts working with ad hoc indicator capable of tracking, monitoring and measuring the benefits of the programme, therefore it is impossible to get a proper dimension in term of CO2 reduction derived from the application of the program measures.</p> <p>If the project interventions could potentially contribute to the reduction of GHG emissions, this would be another good sound, however, a data collection information of the GHG reduction should be consider.</p>
Mrs. Phouthasone SILATHEP, Director of Division, LANS	<p>Agree and support the proposed activities of the Project. The improvement of financial and debt status of Lao Airline would highly effect LANS since the major revenue collection of LANS are from the Lao Airlines.</p> <p>If the project will include the training, please include staff of LANS in.</p>
Mr. Chanthavong BOUNSOMBATH, Deputy Director of Division, L-JATS	<ul style="list-style-type: none"> • The project will give the benefit to the J-JATS who provide service to Lao Airline in many ways if there are more passengers and more fleet. • If the project organizes the training, L-JATS wish to join the training as well.
Mr. Anousone KITTILATH, Director of Division, AOL	<ul style="list-style-type: none"> • Agree and support the proposed activities of the Project. • Negative impacts include more noise and vibration if more fleet. • Potential more waste produced in customer service on board, the environmentally friendly material should be in place.
Ms. Dalavady XAYABOUD, MoF	<ul style="list-style-type: none"> • The increasing fleet/route will give more work and more job opportunity. For social aspect, women promotion and gender equity should be implemented.

	<ul style="list-style-type: none"> • For the environmental issue that result from the increasing fleet, the mitigation should be learned from the experience of other country where is crowded fleet. • Ministry of Planning and Investment should be included as involving agencies as well because this project is the grant. The list of the government agencies involved in this project should be re-checked.
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Response to stakeholder feedbacks

We appreciate the valuable input received during the stakeholder consultation. The project will help improve the sustainability of QV and there are indicators to measure this.

The TA will also help address challenge of monitoring the benefits of Lao Airlines' fuel consumption reduction program. Indicators for tracking, monitoring, and measuring the environmental impact, specifically in terms of fuel consumption, CO2 and GHG reduction will be the output of the TA. We acknowledge concerns about potential negative impacts, such as noise and vibration, and increased waste. Mitigation measures, including the use of environmentally friendly materials and best practices from other countries, will be looked into by the TA.

We recognize the potential for increased job opportunities and commit to promoting gender equity.

We will re-evaluate the list of government agencies involved in the project, ensuring the inclusion of the Ministry of Planning and Investment and other relevant stakeholders in the future consultations.

More consultations will be conducted during the project implementation and your feedbacks will be considered and integrated into the project activities.

PARTICIPANT'S LIST

- 1) Mr. Khamla PHOMMAVANH, Managing Director of Lao Airlines
- 2) Mr. Sitthideth Douangsiththy Deputy Managing Director of Lao Airlines
- 3) Mr. Sitthiphone Bouphavanh, Deputy Director General of the Cabinet Office of MPWT

- 4) Mr. Bouakhao Khunpraya, Deputy Director General of PTI responsible for Civil Aviation Training Center, MPWT
- 5) Ms. Vanida Luangthepxayavong, Director of Division, PTI
- 6) Mr. Vouthi Manipoun, ES Consultant, PTI
- 7) Ms. Lomleuthai SENGKHAM, Deputy of Division, DCA
- 8) Ms. Vangthong MAGNORMEK, Office, DCA
- 9) Mrs. Phouthasone SILATHEP, Director of Division, LANS
- 10) Mr. Xayasith Souymanivong, Officer, LANS
- 11) Mr. Bounlieng Siphaxay, Director of Division, AoL
- 12) Mr. Anousone KITTILATH, Director of Division, AoL
- 13) Mr. Chanthavong BOUNSOMBATH, Deputy Director of Division, L-JAT
- 14) Mr. Bounthavy, Director of Division, L-JAT
- 15) Ms. Dalavady XAYABOUD, MoF

Annex 2: Consultation Report 2

Date and Time: November 6, 2023

Organizer: EDPD/PTI

Location: 4 floor of Lao Airline office

TOPIC/OBJECTIVE

- Disclose the information about the project to stakeholders and interested parties
- Present 3 reports of ESCP, SEP and LMP reports those were sent to the stakeholders and interested parties before the workshop.
- Gather the comments and questions from the participants for the environmental and social consultants to finalize the reports.

SUMMARY OF INFORMATION PRESENTED

The consultation was held in person and chaired by Mr. Khamlar PHOMMAVANH, Managing Director of Lao Airlines, Ministry of Public Works and Transport. The language of the consultation is entirely in Lao. The first part of the consultation was to present and comment on the Project Document and Project's activities. The second part focused on the consultation on three environmental and social documents.

SUMMARY OF PARTICIPANTS

- No. of participants: 22
- Female participants: 6/22

FEEDBACK RECEIVED FROM THE SURVEY

Description / Feedbacks/Inputs
<p>Project:</p> <ol style="list-style-type: none">1. The project will support the development of Lao Airline and help Lao Economic through the revenue of collection from airline, create more job, promote the air transport and tourism. The positive effect of project is much higher than the negative impact.2. The project will create more job opportunity, improving working capacity of the Lao Airline within the limited budget and resource at current status.3. Lao Airline could provide a better service for society.4. The effectiveness of the project takes time to prove.5. The project would provide a positive impact on social by providing convenient, ease of access, and more pleasant service.6. The project is good and hope the project will implement as plan.7. The improvement of PSS will support Lao Airlines in many ways such as many ways for ticket selling and it can cooperate with other international Airline (Inter Line, SPA, Code share). The priority of improvement for Lao Airlines should focus on ticket selling improvement because the more tickets be sold the more revenue can be collected.8. The support of this project is similar to the previous project, which it's hired international expert/consultant to prepare the strategic and guideline document. If I could add more, I wish there is a budget to improve knowledge and skills of staff.

<p>Concern:</p> <ol style="list-style-type: none"> 1. The change/improvement in system or any activities take times for the society/people to understand, familiar and accept it 2. The concern about the project would be the financial system because currently, Lao Airline uses 2 different systems.
<p>Environment and Social:</p> <ol style="list-style-type: none"> 1. The previous improvement project of Lao Airline did not involve in any environment and social (ES) works. However, this project includes the ES works which it is very good. 2. Lao Airline staff used to participate in CORSIA (Carbon Offsetting and Reduction Scheme for International Aviation), therefore, every year the CO2 mitigation plan, and the improvement report need to submit to ICAO. 3. Adverse effect from project would relate to air pollution, fuel consumption and noise which it is unavoidable, but it can mitigate in many ways such as minimize using APU to reduce CO2 Emission and fuel saving, improve average fleet efficiency through pilot best practice, optimize Aircraft Turnaround Times. 4. MPWT should create a noise Abatement Procedures for the airport. 5. To minimize the environmental impact, waste separation and disposal areas should be considered to include in the project. 6. If the working standard of Lao Airline improves, the unqualify staff that not meet the standard will be laid off, which results in unemployment. There will be more competition between local staff and international staff. Local staff should be protected and promoted. 7. Lao Airline has many staff but has a limited budget to improve staff on technical and foreign language. This project may aim to improve the working standard of staff which will cause staff to be laid off staff in the future. Therefore, at this stage, it proposed to have more investment or support in human resources and capacity building.
<p>Expected outcomes of the project:</p> <ol style="list-style-type: none"> 1. Hope that the project could help Lao Airline with debt and profits lost. Also, the project would improve the safety standards and other quality of Lao Airline to meet the internal standard. 2. Hope the project will enhance the professional standard of the airlines and staff
<p>Response to stakeholder feedbacks</p>
<p>We appreciate the thoughtful insights shared during the stakeholder consultation.</p> <p>The TA will also help address challenge of monitoring the benefits of Lao Airlines' fuel consumption reduction program. We acknowledge concerns about potential negative impacts, such as noise, air pollution, waste. Mitigation measures, including the use of environmentally friendly materials and best practices from other countries, will be looked into by the TA.</p>

We understand the concerns about potential unemployment and increased competition between local and international staff. This is why we are having the consultation and the Project will set up a GRM for staffs to share their concerns.

More consultations will be conducted during the project implementation and your feedbacks will be considered and integrated into the project activities.

PARTICIPANT'S LIST

- 1) Mr. Khamla PHOMMAVANH, Managing Director of Lao Airlines
- 2) Mr. Sitthideth Douangsiththy, Deputy Managing Director
- 3) Mr. Phaythoun Khounsouvanh, Deputy Managing Director
- 4) Ms. Vanida Luangthepxayavong, Director of Division, PTI
- 5) Mr. Vouthi Manipoun, ES Consultant, PTI
- 6) Mr. Chankham Bounmixay, Director of OPD
- 7) Mr. Visakhone Phetxaysy, Director of FoD
- 8) Mr. Bounxue Phoungmany, Director of IT
- 9) Ms. Dokmai Phimsone, Deputy Ground Handlings
- 10) Ms. Phoutthasone Vannachack, Deputy Director of SQS
- 11) Mr. Khamsakone Praphasiri, Director of Finance and Accounting
- 12) Mr. Phouthasinh Keoka, Deputy Director of Administration and Planning
- 13) Mr. Soudasack Sompasong, Deputy Director of Administration and Planning
- 14) Ms. Nuansamay Fongmilavanh, Deputy Director of Ground Handlings
- 15) Mr. Khamviengkhone Inthavong, Deputy Director of HR
- 16) Mr. Khamphouthone Khounvandy, Manager of Network Planning, Commercial Department
- 17) Mr. Bountuen Vongphachanh, Deputy Director of Cargo
- 18) Mr. Tou Vang (ethnic group- Hmong), Deputy Manager of Space Control, Commercial Department
- 19) Mr. Sisavath Thammavong, Director of Technical and Maintenance
- 20) Mr. Sengkeo Phengsana, Deputy Director of Training.
- 21) Ms. Souphaphone Vannalath, Deputy director of Commercial
- 22) Ms. Souksakhone Praphasiri, Director of Administration and Planning

Annex 2: Grievances Submission Form

Grievance Form ID Number: _____ Date Received: _____

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

MPWT QV Provincial District

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

In person Phone E-mail SMS Website

Complaint Box Others _____

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

GENDER: Male Female

AGE: _____

CONTACT DETAILS (by post, by telephone, by e-mail):

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 it happened 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 Received by: _____

Action taken or required: _____