

VIETIN BANK LAO LIMITED

Environmental & Social Management System (ESMS)

**Micro, Small and Medium Enterprise (MSME) Access to Finance –
Emergency Support and Recovery Project
(MSME A2F – ESR Project) (P174169)**

Version 1

24 June 2022

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Environmental and Social Policy

VIETINBANK LAO LIMITED, a commercial bank that has provided banking and financial services in Lao PDR since 2012. The services include deposits, loans and other banking and financial services. Loans are for auto, housing, personal and Small, and Medium Enterprise (MSME), especially financing on working capital, cash flow financing, property financing /refinancing and performance guarantee or combination. The target sectors are trading, service, industry and manufacture, handicraft and agriculture sector including agribusiness.

MSME and Environmental - Social Responsibility:

MSME is a cell of the economy and an active subject in society, so it is impossible not to raise the question of corporate environmental and social responsibility. It should not just stop at the obligations of morality or image value but should put the corporate responsibility to the environment and society as the real responsibility.


The environment and society provide inputs and are the places to consume the company's outputs, meaning that the business can survive and thrive while in a social environment like fish in the water environment. Therefore, corporate responsibility should be seen as the responsibility of the business to itself and proactively implemented with high self-discipline.

The responsibility of MSME not only in complying with the laws on environmental protection and exploitation of natural resources, but also needing more emphasis in proactively implementing solutions for innovation and improvement, technology advancement and human resource training to ensure always utilize and optimize the efficiency of input materials in the green development strategy. Doing this task well will create the parallel benefits of both the business and the environment and society, helping businesses optimize costs and profits, while protecting the environment, while bringing society deeper and more practice of sustainable development.

VIETINBANK LAO LIMITED promotes and commit to continuing the integration of environmental and social aspects into our business activities and those with whom the project has a relationship with. As a participating financial institute (PFI) in the Lao PDR Micro, Small, and Medium Enterprise (MSME) Access to Finance Emergency Support and Recovery Project (MSME A2F – ESRP), VIETINBANK LAO LIMITED has adopted the project's Environmental and Social Management System (ESMS), which includes the following policy objectives, among others:

- There will be no financing of excluded activities, as defined in this ESMS;
- Committing that the operations of borrowers are adequately assessed against the environmental & social requirements as defined by the applicable environmental and social national and local laws and regulations in Lao PDR, the World Bank's Environmental and Social Framework and require compliance;
- Ensuring that the ESMS is consistent with the requirements of the relevant World Bank's Environment and Social Standards (ESSs);
- Environmental and social risk management is adequately integrated into the credit review cycle to ensure they are all screened for environmental & social risks and impacts;

- Ensuring that there are designated people with roles and responsibilities to support the implementation of the ESMS and ensure its corporate compliance with standards on labor and working conditions;
- Ensure that updates to the ESMS are made as required; and
- We report as required to our stakeholders on ESMS implementation.

Signature of senior management representative in charge ESMS: 


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THAI NGOC TUAN

Date: 24/06/2022.....

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Acronyms

A2F	Access to Finance
COVID-19	Coronavirus Disease 2019
CPF	Country Partnership Framework
DOSMEP	Department of Small and Medium Enterprise Promotion
ESIA	Environmental and Social Impact Assessment
EID	Emerging infectious diseases
E&S	Environmental and Social
EPL	Environmental Protection Law
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMS	Environmental and Social Management System
ESR	Emergency Support and Recovery
ESS	Environmental and Social Standard
FI	Financial Intermediary
GBV	Gender-based Violence
GRS	Grievance Redress Service
IDA	International Development Association
IFC	International Finance Corporation
IA	Implementing Agency
IEE	Initial Environmental Examination
IPF	Investment Project Financing
IMF	International Monetary Fund
LMP	Labor Management Procedure
LoC	Line of Credit
LNCCI	Lao National Chamber of Commerce and Industry
MOF	Ministry of Finance
MOIC	Ministry of Industry and Commerce
MoNRE	Ministry of Natural Resources and Environment
MSMEs	Micro, Small and Medium Enterprises

MTR	Mid-Term Review
M&E	Monitoring and Evaluation
OHS	Occupational Health and Safety
LOC	Open Learning Campus
PAD	Project Appraisal Document
PEC	Project Executive Committee
PFI	Participated Financial Institute
PMU	Project Management Unit
POM	Project Operations Manual
PPA	Performance and Policy Actions
PPSD	Project Procurement Strategy for Development
PLR	Performance and Learning Review
PF	Promotion Fund
PFI	Participating Financial Institution
PRC	Project Review Committee
SEP	Stakeholder Engagement Plan
STEP	Sustainability Training and E-Learning Program
SEA	Sexual Exploitation and Abuse
SFA	Subsidiary Financing Agreement
SMEs	Small and Medium Enterprises
VAC	Violence Against Children
WB	The World Bank

Introduction

Project Background

COVID-19 is one of several emerging infectious diseases (EID) resulting in substantial public health and economic impacts. The last moderately severe influenza pandemics were in 1957 and 1968; each killed more than a million people around the world. Micro, Small, and Medium Enterprises (MSMEs) have been greatly impacted by economic disruptions resulting from the ongoing COVID-19 crisis, while labor-intensive sectors and those linked to global and regional value chains will also be greatly affected, with growth estimated to decline to between -1.8 and 1 percent in 2020. Tourism-related sectors, including transport, food and accommodation services, and retail trade—which account for 11 percent of total employment—have been hit particularly hard. Supply chain disruptions have caused delays in delivering inputs to export-oriented industries and the construction sector. Economic disruptions to business activity also arose due to a significant depreciation of the exchange rate in the parallel market and a higher inflation rate, which increased in recent months from an average of 3.3 percent in 2019 to 6 percent in the first half of 2020. Most Lao businesses are small- and medium-size enterprises which are especially vulnerable to these economic disruptions. Given that the COVID-19 outbreak has negatively affected the growth prospects of Lao PDR's most important trading partners, this is having an adverse consequence on Lao PDR's export performance. A prolonged, severe, and pervasive outbreak will also have a significant adverse impact on the agriculture, manufacturing, and service sectors through trade and investment channels, with a high risk of damage to financial markets. COVID-19 also eroded some earlier gains in poverty reduction.

This project is planned to be a continuation of the existing World Bank funded project Lao PDR – Small and Medium Enterprise Access to Finance Project (P131201), which is being successfully implemented by the Ministry of Industry and Commerce (MOIC) and commercial banks in Lao PDR.

This Project is implemented under the World Bank's new Environmental and Social Framework (ESF) and Environmental and Social Standards (ESSs), which was officially endorsed and launched in October 2018. Thus, the ESMS should be consistent with the ESF and relevant ESSs which are designed to avoid, minimize, reduce or mitigate the adverse environmental and social risks and impacts of projects. The ESF goes beyond the traditional “*do no harm*” approach to avoiding, minimising, and managing environmental and social (E&S) risks, and maximising developmental gains.

The Project aims to increase and enhance access to finance for MSMEs in the context of the COVID-19 emergency and recovery. It will achieve this through a combination of lines of credit to MSMEs (for emergency and recovery phases of the crisis), intermediated through select financial institutions, to MSMEs. The Project will also invest in strengthening the capacity of financial institutions to implement crisis management strategies and develop MSME finance business strategies, technical assistance to support MSMEs obtain access to finance, and capacity building to DOSMEP to strengthen its ability to formulate and implement policies to promote MSME development. Whilst the Project is focusing on emergency response to the crisis, it will also have a longer-term impact on the economic recovery by providing a flexible approach to addressing financial needs of the MSMEs during the crisis and in the recovery phase.

The majority of SMEs under existing project are located in Vientiane Capital, this project will also provide support to MSMEs in local levels and rural area of Lao PDR. The list of the sub-loan projects for refinancing, including location is in Annex J, while the exact location of the MSMEs to be financed under regular phase will not be known until implementation.

The target beneficiary MSMEs under the Project are registered micro (1-5 employees), small (6-50 employees) and medium private enterprises (51 to 99 employees) operating in Lao PDR that have been in

business for at least two years and wish to sustain their business activities. Based on the SME A2F experience, it is anticipated that the majority of beneficiary MSMEs are in the trade, manufacturing, and service sectors. For the SME A2F out of a total of 169 approved sub-loans to MSMEs, 53% were for trade sector, 33% for service sector, 8% for industry sector, 3% for agriculture sector and 3% were for handicraft sector. 72 sub-loans were to microenterprises, 93 to small enterprises and 4 to medium sized enterprises.

Targeted servicing sectors under this Project include: (i) Farming and livestock; (ii) Agriculture processing (iii) Handicrafts; and (iv) Tourism. Specifically, beneficiary MSMEs are expected to comprise the following private business types: pre-existing restaurants, coffee shops, small scale resorts, grocery shops, fish farms, pig farms, mobile shops, silk weaving shops, travel agencies, private tour operators, production and distribution of construction materials stores, steel form work rental service, clothing store, shoes shops, gold/jewellery shops, car service shop, furniture shops, mini marts, pottery manufacture, aluminium frame and glass partition shops, etc.

In addition, as some additional context on the sectors that Lao PDR promotes, in accordance with the Decree on SME promotion fund No.299/Gov dated 4th September 2019, are:

- Industrial processing of agricultural products;
- Handicrafts;
- Agriculture, plantations, and animal husbandry; and
- Tourism.

Types of activities to be financed under the Project are as follow and loan amount is not exceeded 200,000 USD with tenor of maximum of 9 years.

- Working capital needs (loans for payment of salaries, marketing costs, audit and accounting costs);
- Acquisition of new transportation equipment (automobiles, trucks, other specialised equipment, and replacement parts);
- Acquisition of communications equipment (phone and fax equipment, computers, printers, servers, software, other hardware, etc.);
- Purchase of construction materials for shops selling construction material, building of warehouses or renovation of existing physical premises on the land fully owned by the MSMEs;
- Purchase of feed stock, and feed mixer machine; and
- Acquisition of fixed assets (industrial machines, refrigerators, industrial equipment, replacement parts, tools and equipment, quality labs, etc.).

Under this Project, the MOIC, through its Department of Small and Medium Enterprise Promotion (DOSMEP) is the single project's Project Management Unit (PMU), so it is taking the responsibility to oversee the implementation of the ESMS by the five participating commercial banks referred to as Participating Financial Institutions (PFIs).

Under the Environmental and Social Commitment Plan (ESCP)¹ the Project is required to ensure a number of aspects are fulfilled including:

- DOSMEP establishes and maintains a unit (within DOSMEP) to take on overall responsibility for Project implementation, including implementation of the ESCP with qualified staff and resources to support management of E&S risks and impacts of the Project including ensuring there is a nominated E&S Focal Point who is responsible for the monitoring of the implementation of the ESMS, and a senior management representative;

¹ The ESCP is part of the loan agreement between the Government of Lao and the World Bank wherein the Borrower agrees to implement a series of environmental and social management measures and actions required for the project to meet the Environmental and Social Standards (ESSs) throughout the entire project cycle.

- The PFIs will prepare and implement an ESMS consistent with the project ESMS (for example, this may be through adopting the project ESMS) and assign both a senior management representative to have overall accountability for environmental and social performance and a staff member as an E&S focal person to coordinate E&S requirements and implementation of the Project ESCP and ESMS; and
- The ESMS of the PFIs will meet the requirements of Environmental and Social Standard 9 (ESS 9) on Financial Intermediaries² including ensuring there is the capacity to maintain it.

Reference in this ESMS is also made to other requirements including to:

- Stakeholder Engagement Plan (SEP) (including a Grievance Mechanism)³; and
- Labor Management Procedures (see *Annex H*).

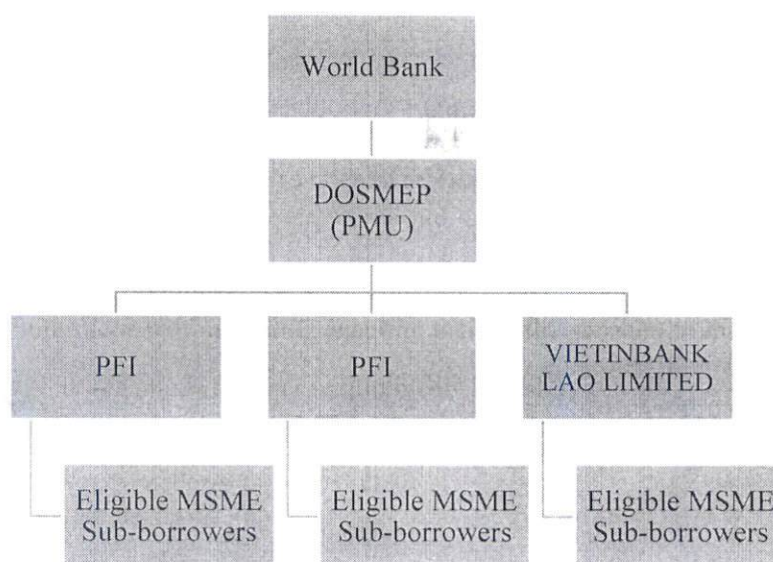


Figure 1: Overview of the Project Structure

Role of DOSMEP and ESF Capacity:

DOSMEP was established in 2005 under Prime Minister Decree No. 42/2004, dated April 20, 2004, with the mandate to develop a national strategy and policies to promote SME development and to coordinate and supervise their implementation. DOSMEP is the Implementing Agency (IA) and will be directly responsible for the implementation of project components, and for day-to-day execution of activities of the Project. For component 1 Line of Credit, DOSMEP on behalf of MOIC, will conduct the due diligence of PFIs and sign Subsidiary Financing Agreements with the PFIs. DOSMEP has established a PMU headed by the Director General of DOSMEP, as the Project Director. For its day-to-day operations, the PMU has hired a Project Manager and will hire adequate staff, external consultants, and other resources necessary for the successful implementation of the Project.

² <http://documents1.worldbank.org/curated/en/484961530217326585/ESF-Guidance-Note-9-Financial-Intermediaries-English.pdf>

³ The SEP is part of the loan agreement between the Government of Lao and the World Bank wherein the Borrower agrees to define a program for stakeholder engagement, including public information disclosure and consultation, a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and a grievance redress mechanisms mechanism to address the concerns throughout the entire project cycle.

It should be noted that DOSMEP was the implementing agency for the recently concluded Access to Finance Project, which also included a line of credit operation through participating financial institutions (PFIs). The project performance including safeguard implementation performance of all PFIs under supervision of DOSMEP have been satisfactory⁴. Three of the Lao PDR SME Access to Finance's PFIs will be involved in this Project and the Director General of DOSMEP and the Project Manager as well as potential PFIs who had an experience working on the Lao PDR SME Access to Finance Project and keen on the Bank safeguard policies/procedures have received ESF training from the Bank Safeguard specialist during project preparation in 2020.

A summary of the responsibilities of DOSMEP, its PMU and the PFIs in relation to the ESMS is provided below:

DOSMEP responsibilities as apex institution under the Project included the following:

Coordination and Information Management

- Assessment and selection and monitoring of PFIs
- Administration of Subsidiary Financing Agreements (SFAs) between DOSMEP and PFIs
- Submission to the World Bank of sub-loan proposals requiring its prior review

Advising PFIs and Beneficiary Enterprises

- Providing assistance and proactive advice to PFIs and sub-borrowers on all aspects of the project, including terms and conditions, procurement, disbursement, E&S safeguards procedures, and M&E

Monitoring and Reporting

- Ensuring compliance (including by all PFIs) with all the procedures prescribed in the POM and Project Financing Agreement
- Ensuring the maintenance of sub-loan files, in the headquarters of the PFI, ready for audit/review of DOSMEP and/or the World Bank
- Monitoring the eligibility of the SMEs based on the sub-loan agreements
- Reporting to the World Bank on the sub-loan portfolios with information on:
 - Sub-loan commitments, disbursements, delays, and problem loans;
 - Sub-loan portfolio performance aggregated and for the period;
 - A report on sample sub-loans reviewed indicating compliance with sub-loan eligibility criteria, including risk-based assessment; and
 - Analysis of the sub-loan portfolio, with information on geographical distribution, sectors, size of SMEs, use of funds (investment/working capital), size and maturity of sub-loans/sub-leases, performance of subprojects, and so on. The analyse results will be fed back into the project and E&S management cycle.

PMU

- Establish and maintain a unit within DOSMEP to take on overall responsibility for Project implementation, including facilitating implementation of this ESMS, SEP and GRM with qualified staff and resources to support management of ESMS at the PFIs, including ensuring there is a

⁴ Based on an evaluation report of the Lao PDR - Small and Medium Enterprise Access to Finance Project performance is available on the world bank website. <https://projects.worldbank.org/en/projects-operations/project-detail/P131201>

nominated E&S Focal Point⁵ who is responsible for the monitoring of the implementation of the ESMS; Ensure that the ESMS that is implemented at each PFI will identify, screen, manage, and monitor the E&S risks and impacts of MSME sub-loans on an ongoing basis, commensurate with the nature and scale of their risks and impacts. Conduct spot-checking, support revising reports by PFIs. The first two sub-loans by any of the participating PFIs will be submitted to the Bank for prior reviewed by the Bank, thus giving an opportunity to check that the ESMS is executed adequately. The rest of the retroactive sub-loans will be also screened and identified risk level as a part of E&S audit report as well as determine if sub-loans required due diligent report and impact assessment to be submitted to the Bank for prior review;

- Support Participating Financial Intermediaries (PFIs) in meeting the ESMS requirements;
- Report on ESMS implementation status of World Bank that are received by the PFIs and submit an annual E&S report to World Bank that reports on the implementation of the ESMS at each PFI and the portfolio of sub-loans for each PFI; and
- Promptly report to the World Bank any significant accident/fatal incident, and severe incidents of ESMS non-compliance. As soon as the PMU becomes aware of an alleged or actual incident, the PMU should promptly inform the World Bank of the incident and promptly provide information about the incident to the World Bank as well as further details as they become available. These incidents are related to environmental aspects (e.g., natural disaster, pollution, hazardous and unsafe workplace), and social aspects (Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH), Gender-Based Violence, Violence Against Children (VAC), forced labours and child labours). For any severe incident such as a fatality, incidents that caused or may cause great harm to the environment, workers, communities, or natural or cultural resources, incidents that may result in high levels of lasting damage or injury, incidents that requires an urgent and immediate response, etc., the PMU shall notify the World Bank within 24 hours after it becomes aware of the incident.

Role of the Participating Financial Institutions (PFIs) including VIETINBANK LAO LIMITED and their ESF capacity

As mentioned above, three of the PFIs (SACOM Bank, Lao China Bank and Lao Viet Bank) that participated under a former World Bank funded project will be participating under the current Project and are well versed in World Bank E&S procedures and will appoint focal point persons to handle E&S issues under the Project. In addition, DOSMEP and its PMU will provide training in E&S issues to the PFIs as specified in the project ESF implementation and training workplan and budget with clear timelines. The PFIs will be responsible for environmental assessment for sub-borrowers/sub-projects, and for ensuring that each sub-loan proposal includes process of screening environmental and social safeguards impact, develop mitigation measures to avoid and mitigate those impacts and documentation, as well as monitor to ensure effective implementation of the ESMS.

Terms and conditions of subsidiary financing between DOSMEP and PFIs

- PFIs must start and remain in compliance with the eligibility criteria for PFIs as specified in the SFA to be signed between DOSMEP and the PFIs.
- PFIs will be responsible for ensuring that SME sub-borrowers comply with the well-established Private Sector Procurement Methods or Commercial Practices which have been found acceptable to the International Development Association (IDA) for the procurement of goods, works, non-consulting services, and consultant services under sub-loans, and applicable Lao Law, Regulations and Legislations and relevant World Bank E&S policies and standards, and the E&S safeguard requirements of the Financing Agreement and applicable safeguard instruments.

⁵ DOSMEP nominated two staff (Mr. Vilayout Inmyxai as the focal point and Mr. Vannaseng Ounalom as the assistant)

- PFIs will provide DOSMEP with a set of documentation for all sub-loans to enable it to maintain all project records and make them available for ex post review by the World Bank or by external auditors as necessary.
- PFIs and MSMEs will be required to provide adequate information for the purpose of monitoring and an impact assessment during the life of the project (and for a certain period after the project or the duration of the reimbursement of the loan or sub-loan), as may be requested by the World Bank and/or DOSMEP

Roles and Responsibilities of PFIs related to ESMS

- Establish and maintain a unit with a senior management representative to have overall accountability for environmental and social performance in addition to a staff member as an E&S focal person to coordinate E&S requirements and implementation of the ESMS;
- Ensure that staff are provided with adequate budget and resources to carry out their assigned duties and responsibilities;
- Develop an ESMS specific to allow the sub-loans to meet the E&S requirements of the Project. The ESMS will be publicly disclosed;
- Ensure that sub-loans are screened and meet the requirements of the Exclusion List under the Project, assigned risk level, and determine if any additional due diligence or impact assessment is required or not;
- Ensure that sub-loans are screened against the applicable local, provincial and national laws and regulations in Lao PDR and take measures to ensure (including site visits if necessary) to validate and document that the MSME loan applicant has appropriately identified in its loan application the activities and compliance with laws. If an applicant states that the necessary permits or licenses have not yet been issued, PFIs will advise the applicant to obtain the licenses and permits before loans can be approved. If the national and or local requirements are different from those of the World Bank, the most stringent should be applied;
- Monitor compliance of MSME beneficiaries in line with this Project requirements; and
- Submit to the PMU periodic reports on the development and implementation of the ESMS.

An Overview and Organisational Context of VIETINBANK LAO LIMITED

VIETINBANK LAO LIMITED was established in 2019, and now has head office and branch offices in Vientiane Capital and 2 provinces namely Champasack, and Vientiane province. The organisation structure is in Figure 1. In 2021, VIETINBANK LAO LIMITED had a total staff of 121, of which approximately 51% were women (Table 1). The bank core services include loan, payments, money transfers and other banking services. There were over 1,248 clients/borrowers in 2021. Approximately 15% of the client or loan were in the industry sector, 5% in the construction sector, 1% in equipment, 11% in agriculture-forestry, 31% in trade, 2% in transport and post, 10% in services and 25% in other sectors. The maximum loan amount was US\$ 530,000, while the average loan amount was 4,537,020,187 LAK (US\$ 477,581) in 2020 and 1,805,295,391 LAK (US\$ 190,031) in 2021 (Table 2).

The sub-loans proposed for refinancing are a total of 33 sub-loans or MSMEs (Annex J). The trading sector covered 91%, the service sector 6% and the other sectors 1%. All sub-loans are working capital. The

maximum loan amount was approximately US\$ 200,000, while the average loan amount was approximately US\$ 93,722, the total sub loans is US\$ 3,186,556.

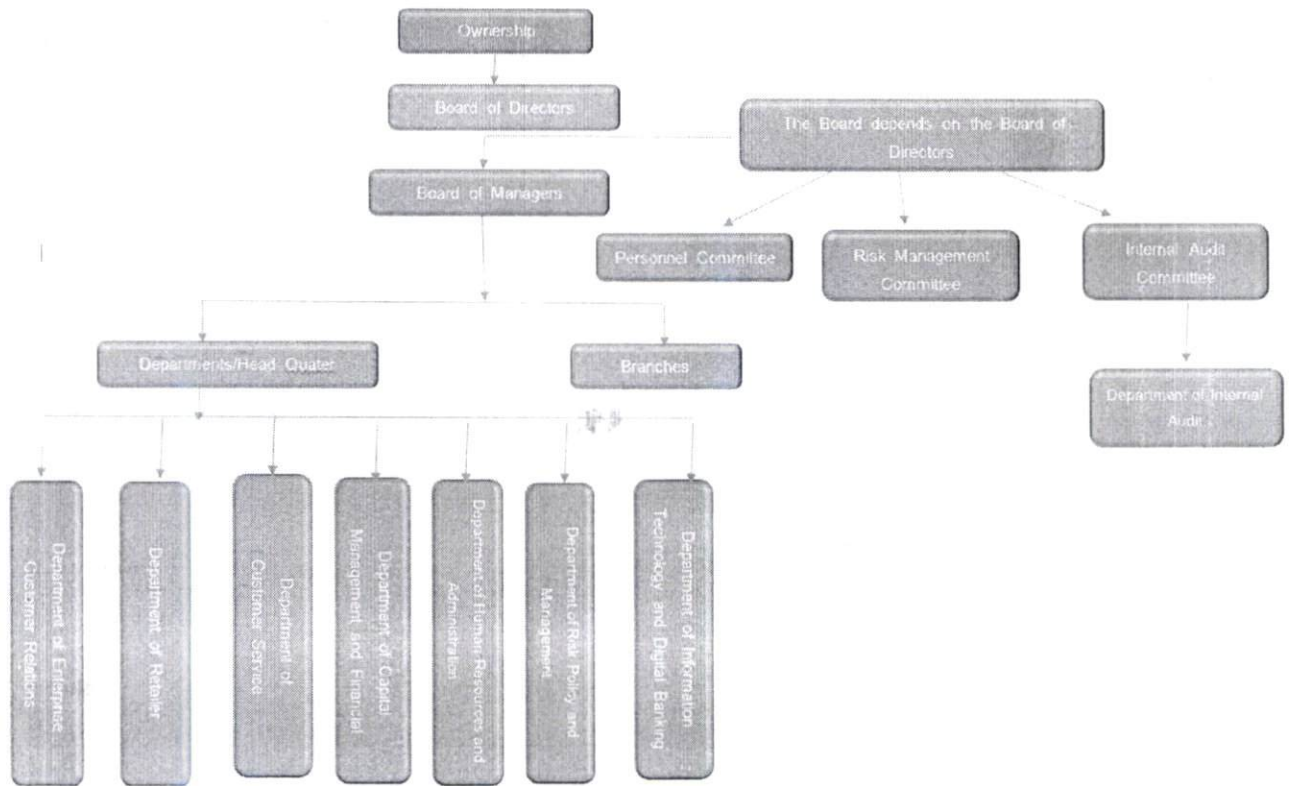


Figure 2: VIETINBANK LAO LIMITED Organisation Chart

Table 1: Vietin Bank's Staff 2019-2021

No	Divisions	Staff					
		2019		2020		2021	
		Total	Female	Total	Female	Total	Female
1	Boards	01	0	01	0	02	01
2	Manager and deputies	03	01	03	01	03	01
3	Secretary	01	0	01	0	01	0
4	MSME relation division	13	03	13	03	12	02
5	Branch office Management Division	11	03	11	03	14	04
6	Client Service Division	22	19	18	15	21	17
7	Human Resources and Administration Division	08	02	08	02	07	01
8	Loan Management and Financial Planning Division	04	02	05	04	05	04
9	Document Control Division	05	04	04	03	04	03
10	Risk Management Division			02	01	02	01
11	Internal Audit Division	03	02	03	02	03	02
12	Branch Office in Vientiane Province	26	15	27	17	23	15
13	Branch Office in Champasack Province	20	10	22	11	24	11
Total		117	61	118	62	121	62

Table 2: Total Clients and Loans by Sector 2020 and 2021

No	Sector	Number of Client		Amount of Loan (LAK)	
		2020	2021	2020	2021
1	Industry	56	220	755,849,669,076	862,238,703,042
2	Construction	33	75	217,165,073,258	200,539,405,697
3	Equipment and technics	2	11	6,747,000,000	8,643,740,000
4	Agriculture-Forestry	33	158	364,861,756,149	451,471,734,203
5	Trading	237	443	503,007,824,453	290,300,912,340
6	Transport and Post	26	27	31,151,487,077	20,608,830,586
7	Service	148	135	317,891,359,345	502,952,981,291
8	Handicraft	0	0	-	-
9	Other	275	359	235,604,852,813	311,306,094,252
	Total	810	1,428	2,432,279,022,171	2,648,062,401,411
	Average per sector			304,034,877,771	331,007,800,176
	Average per loan			4,537,020,187	1,805,295,391

Objectives

The ESMS is set out to identify, assess, manage, and monitor the environmental and social risks and impacts of sub-loans on an ongoing basis under the Project, taking into account the national and local laws and regulations in Lao PDR and the requirements of the World Bank. As such the key objectives are:

- To integrate E&S considerations into the lifecycle of sub-loans to eligible MSMEs (sub-borrowers) to ensure that E&S risks and impacts are consistently identified, screened, and managed;
- To set out the responsibilities for E&S risk and impact identification, assessment, decision-making, as well as monitoring and escalation; and
- To work with DOSMEP/PMU and our clients or the sub-borrowers to manage E&S risks and impacts and support ongoing capacity building in the implementation of the Project.

Applicable Standards and Guidelines

The project is Financial Intermediary (FI) project. Beneficiary of Partial Credit Guarantee under component 1, and beneficiary MSMEs of Emergency Line of Credit (Component 2) in particular for the COVID recovery phase are expected to engage in diverse types of activities similar to existing project (farming and livestock, retail, handicrafts and tourism) which are likely to cause minimal or no adverse environmental and social risks and impacts due to small size of MSMEs and credit to be provided to MSMEs (not exceed 200,000 USD).

The potential negative project's environmental impacts (for example, dust from rice mill, odour from pig farm, wastewater from restaurant, pig farm, fishpond, vegetable processing, etc.) are likely to be minor, localized and reversible due to the small scale of business enterprises and can be mitigated with simple measures and environmental and social good practices. No large scale, significant and/or irreversible impacts are financed under the proposed project. Similar to the current project that taking into an account clean technology (reducing water consumption in dyeing process, reducing flour for noodle factory, install biogas, bag house to reduce dust, etc.) the project will bring positive environmental and social benefits in terms of reducing pollutions from agriculture productions, reducing the GHG emissions, and reducing health risk for consumers by improving the food safety and quality, reducing health risk due to COVID-19 as well as utilization of water resources and energy effectively. With this environmental and social moderate risk rating, ESS9 as well as ESS 1, 2, and 10 are applied.

During the project implementation, all candidate sub-projects will be screened against the project's exclusion list of this ESMS, categorized and assessed for their E&S risks and impacts prior to financing under the project. Since the FI subprojects are likely to cause minimal or no adverse environmental or social risks or impacts, but all subprojects need to meet the national environmental, labor and social laws and regulations regardless of risk. The bank has assigned both a senior management representative to have overall accountability for environmental and social performance plus a staff member or consultant as E&S Focal Point to manage the day-today implementation of ESMS. The project required information to be disclosed will be disclosed during project preparation and implementation to promote transparency and accountability on the use of the project's funds.

The following are the minimum standards that the ESMS will apply to all transactions:

- Exclusion List (see Annex A Exclusion List);
- Applicable local, provincial and national laws and regulations (see Relevant Laws in Lao PDR);
- Screening out of any substantial and high-risk activities (see Annex B Environmental and Social Risk Categorisation Guidance and Annex C Screening and Appraisal);
- Monitoring and reporting the implementation and compliance of Environmental and Social Action Plan, impacts and or incident related to the sub-loans (see Annex D, E, F and G);
- Implement Labor Management Procedures (Annex H) and SEP as well as grievance redress mechanism (GRM).

As High or Substantial Risk sub-loans will not be financed under this project, Substantial and High-Risk activities are also described below. Note that given the nature of MSME financing these are not anticipated to be encountered, nonetheless should be confirmed with the application of the ESMS. Also see Annex B Environmental and Social Risk Categorisation Guidance. This also includes descriptions of the types of activities that would be eligible under the ESMS (Low and Moderate Risk activities). For clarity characteristics of Substantial and High-Risk activities are provided below.

High Risk Activities

Risks may include:

- Wide range of significant adverse risks and impacts
- Long term, permanent and/or irreversible, impossible to avoid entirely
- Some cannot be mitigated or require complex, unproven mitigation, sophisticated social analysis
- High in magnitude and/or in spatial extent (large to very large area or population);
- Significant adverse cumulative or transboundary impacts;
- High probability of serious adverse effects to human health and/or the environment
- High value and sensitivity (e.g., protected and internationally recognized areas)
- High value, sensitive lands or rights of Indigenous Peoples and other vulnerable minorities
- Intensive or complex involuntary resettlement or land acquisition
- Impacts on cultural heritage or densely populated urban areas
- May give rise to significant social conflict, harm or human security risks
- A history of unrest in area or sector, concerns about use of security forces

Substantial -Risk Activities

Risks may include:

- Some significant risks and impacts
- Mostly temporary, predictable and/or reversible
- Possibility of avoiding or reversing but with substantial investment and time
- May give rise to limited degree of social conflict, harm, human security risk;
- Medium in magnitude and/or in spatial extent (medium to large area and population)
- Less severe, more readily avoided/mitigated cumulative and/or transboundary impacts
- Medium to low probability of serious adverse effects to human health and/or the environment (with known and reliable mechanisms to prevent or minimize)
- Lower effects on areas of high value or sensitivity
- More readily available and reliable mitigatory and/or compensatory measures

Moderate Risk Activities

Risks may include:

- Some risks, but not significant, predictable and expected to be temporary and/or reversible;
- Low in magnitude and limited in scale;
- Site-specific, without likelihood of impacts beyond the actual footprint of the sub-loan project; and
- Low probability of serious adverse effects to human health and/or the environment (e.g., do not involve use or disposal of toxic materials/substances, routine safety precautions are expected to be sufficient to prevent accidents, etc.).

Low Risk Activities

Risks may include:

- Few and or negligible risks, temporary, avoidable and manageable by a code of practice;
- Low, minor in magnitude and or very small in scale;
- Site-specific, small risk and or affected area without likelihood of impacts beyond the actual footprint of the sub-loan project; and
- No probability of serious adverse effects to human health and/or the environment.

Relevant Laws in Lao PDR

All sub-loans provided need to be compliant with the provisions of legal framework of Lao PDR, (e.g., environment, social, health, safety & labor laws, construction and operation permits etc.) as such there is a need to screen to ensure that material aspects are met in addition to sub-borrowers confirming compliance with the relevant laws as part of the loan agreement.

Key relevant legislation includes:

- *The Environmental Protection Law (EPL) was issued in 2000 and revised in 2012.* The EPL (2012) covers the general requirements for effective 1) protection of natural and social environment including environmental quality; 2) management of control of pollutions, waste, and toxic substance from various sources; 3) environmental impacts caused by human or natural disasters; 4) environmental certification and permission, and 5) public participation.
- *National Environmental Standards Decree, 2017,* defines quality of air, soil, water, noise and vibration, pollutions, and measures for management and control.
- *Pollution Control Guidelines, 2015,* defines types of pollution, management and control, certification, monitoring, inspection and reporting of pollutions and management.
- *Polluted and Hazardous Waste Management Guidelines, 2015,* defined principles and management methods, monitoring and inspection, obligations, and responsibility for management of polluted and hazardous waste.
- *Law on Chemicals Management, 2016,* defined type of chemicals including hazardous chemicals, safety measures and prevention and solutions for accidents, businesses and management including licencing, monitoring, inspection, and responsibilities for chemicals management.
- *Law on Hygiene, Disaster Prevention and Health Promotion, issued in 2011 and updated 2019,* defines the principles, rules, measures and requirements for hygiene, disease prevention and health promotion. Particularly, it provides a regulation and guideline for hygiene practices for all group of people including labor and occupation, places and facilities, production, consumption and environmental health. Disease prevention includes immunization and prevention of communicable and infectious disease. Health promotion includes rules, measures and requirements for promoting health and quality of life of all group of people. nutrition, healthy environment and recreation.
- *Labor Law, adopted in 2006 and updated in 2013,* defines the principles, regulations and measures on administration, monitoring, labor skills development, recruitment, and labor protection. This labor law applies to all employers, registered and unregistered employees, Lao employees working for foreign organizations, and foreign employees working within the Lao PDR. Importantly, it defines a mandatory obligation for employers and other relevant parties on Labor Occupational

Health and Safety (OHS) to protect labor health and safety, and labor accident and occupational diseases.

- *Law on Preventing and Combating Violence Against Women and Children (2014) Law on gender (2019) and Women Development and Protection (2004)*. These legislations provide regulations and measures to manage, prevent and address potential misconduct among civil servants including health workers and outsourced volunteers, community health and safety issues and risks associated with Sexual Exploitation and Abuse (SEA), Gender-based Violence (GBV) and Violence Against Children (VAC).
- *Law on Handling Petitions (2016)* provides provisions of objectives, principles and process of applying and handling different types of grievance, petition and complaints that may be raised by citizens.

Since a relevant amount of the FI sub-loans are likely to cause minimal or no adverse environmental or social risks or impacts, it is expected that most of sub-loans, VIETINBANK LAO LIMITED will apply the national environmental, labor and social laws and regulations. However, this ESMS was prepared considering sub-loan screening and assessment for 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), and ESS10 (Stakeholder Engagement and Information Disclosure). This project will require special attention to monitor and enforce compliance in the application of ESS9 (Financial Intermediaries -FI) on (i) the PFI's environmental and social policy; (ii) Clearly defined E&S procedures and capacity: to screen subprojects (application of exclusion list, review of industry sector and technical aspects of each subproject) and conduct due-diligence to evaluate E&S risk and assign risk categories (low, moderate, substantial and high risk); (iii) systems/processes for due diligence within the PFI to evaluate, monitor, review and manage E&S risks and impacts of the subprojects: evaluate the E&S performance of on-going subprojects and the portfolio on a periodic basis; (iv) organizational capacity and competence: including a budget and a senior management position designated for reporting on the ESMS as well as providing training and capacity-building on ESMS procedures and performance; (v) procedures of update the ESMS; (vi) the project's Labor Management Procedure (LMP) aligned with ESS2, including provision on Occupational Health and Safety (OHS) and measures related to emergency preparedness; and (vi) external communications mechanism, including a Stakeholder Engagement Plan and a Grievance Redress Mechanism.

Scope

The provisions of the ESMS are applicable to the bank and its clients/borrowers using funds provided by the Project.

- The DOSMEP/PMU is the entity responsible to assist preparing this ESMS, provide ESF training, supervising, monitoring and reporting of ESMS implementation. DOSMEP/PMU will also regularly update environmental and social information and PFIs portfolio Risk.
- The Bank as one of the PFIs is the entity responsible for adoption, localisation and implementation of the ESMS for eligible sub-loans and ongoing monitoring. This ESMS is consistent with the project ESMS, will need to be prepared and disclosed before the beginning of the operations. This ESMS will apply to each of the sub-loans processed under the Project. There are no waivers or dispensations for its application.

ESMS Communication & Disclosure

Ensuring awareness of relevant stakeholders (see the Stakeholder Engagement Plan) of the existence of the ESMS which supports its implementation, including to all relevant personnel at the PMU and PFIs.

The ESMS is available publicly here:

<http://www.vietinbank.com.la/>

Environmental and Social Safeguard Personnel and Training

VIETINBANK LAO LIMITED aims to develop and maintain organisational capacity and competency for implementing the ESMS, with clearly defined roles and responsibilities. VIETINBANK LAO LIMITED designated a representative of a senior management to have overall accountability for environmental and social (E&S) performance of the sub-loans, including the implementation of this ESMS and Labor Procedures and resources necessary to support such implementation. In addition, VIETINBANK LAO LIMITED or the representative will: (a) designate a technical staff to be responsible for day-to-day implementation of the ESMS, including the environmental and social procedures; (b) ensure that adequate resources⁶ are available for management of and training in environmental and social issues; and (c) ensure that adequate technical expertise, either in-house or external expert support, is available to carry out due diligence and manage the environmental and social risks of the bank's sub-loans, including providing implementation support as required.

The E&S representative and technical staff are:

1. Mr. Thai Ngoc Tuan, Deputy chief of loan division, the representative of a senior management, as the E&S Focal Point
2. Mr. Khamsy Lee, loan officer, responsible for day-to-day implementation
3. Mr. Anousay PHENGSOUVANH, Treasury officer, responsible for day-to-day implementation

All the personnel worked and represented VIETINBANK LAO LIMITED are relatively new to the company and did not participate in the previous SME Access to Finance Project. However, all staff participated in an orientation meeting and on-the job training on ESMS, ESCP and SEP provided by the ESF consultant and the Bank ESF Specialists in July after signing the agreement to participate in the project.

VIETINBANK LAO LIMITED, especially the E&S responsible staff is also expected to receive training and support from the project including DOSMEP's consultants, staff of the World Bank, and others (e.g., National University of Laos, Faculty of Social Science and other training organizers supported through the World Bank-financed projects) on the Project's ESMS and SEP, GRM Labor Management Procedures, provisions to prevent sexual abuse (SEA), Gender Based Violence (GBV) and/or violence against children (VAC). Once the staff are knowledgeable and equipped with a certain set of skills on ESMS, VIETINBANK LAO LIMITED will have an in-house and on the job training for all staff in headquarter and branch offices in the provinces, who are responsible for and relevant to the loans financed under the project to ensure a continual capacity improvement and expansion along with ESMS implementation. In addition, we will encourage our relevant staff to take relevant online training courses such as World Bank E-Learning Course on Managing Environmental and Social Performance as well as the "ESF Fundamentals".

⁶ A budget will be estimated following ESMS training which was scheduled in September 2021 but pending due to the second wave of COVID-19 pandemic. It is rescheduled in May 2022.

Environmental & Social Procedure

All candidate sub-loans will be screened by VIETINBANK LAO LIMITED against the project's exclusion list of the ESMS, categorized and assessed for their E&S risks and impacts prior to financing under the project. The overall summary of the process of E&S review under the ESMS is set out below:

- **Phase 1 – Screening and Appraisal**
 - Screen against exclusion list activities
 - Categorise
 - Conduct an E&S appraisal of the sub-borrower, and audit or due diligence, as appropriate
- **Phase 2 – Closing**
 - Confirm commitments in the loan agreement (and any actions required)
- **Phase 3 – Monitoring**
 - As part of regular monitoring follow-up on E&S aspects and also any E&S issues reported by the sub-borrower

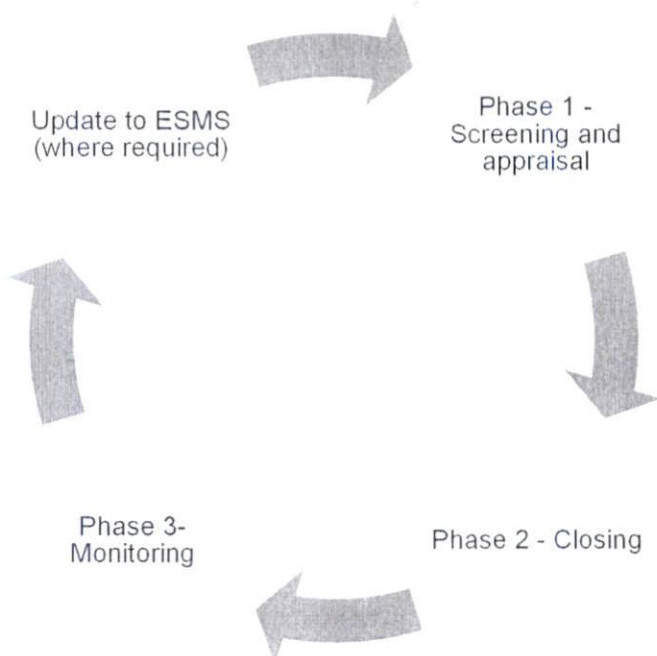


Figure 3: E&S Review Process

Details are further set out in the sections below.

Table 3: Phase 1: Screening and Appraisal (of sub-loan or project)

Entity	Responsibilities	Documents
Loan Officer	<ul style="list-style-type: none"> ☑ Screen a sub-borrower’s activities against the Exclusion List (in Appendix A). ☑ If any excluded activities are identified, then the loan should proceed no further. ☑ If no exclusion listed activities are identified, then the application can proceed to the next Phase. ☑ Categorisation should be undertaken (see Annex B Environmental and Social Risk Categorisation Guidance) of the sub-borrower also see Table 1 below. <ul style="list-style-type: none"> – Where “high” or “substantial” risk activities are identified, the sub-loan processing should not proceed. This includes an activity that requires an IEE or ESIA in Lao PDR. ☑ The sub-borrower must be able to demonstrate compliance with applicable local, provincial and national laws and regulations in Lao PDR, including permits and approvals). <ul style="list-style-type: none"> ☑ Where compliance cannot be demonstrated, an E&S Action Plan must be agreed with the sub-borrower in order for the sub-loan to proceed. The plan must specify all of the necessary actions to bring the sub-borrower into compliance. A target completion date for each specified action must also be agreed. A template is included in Annex D Template Environmental and Social Action Plan. 	<ul style="list-style-type: none"> ☑ Completed screening assessment refer to Annex C Screening and Appraisal Format
E&S Focal Point	<ul style="list-style-type: none"> ☑ Provide input and support where required in screening of the sub-loan, including categorisation and identifying any gaps to be addressed. 	-
Credit	<ul style="list-style-type: none"> ☑ This is the last part of evaluation, and is required to confirm: <ul style="list-style-type: none"> ☑ No exclusion list activities (including high/substantial risk activities) ☑ The E&S risks have been appropriately understood, including the category, and where necessary a corrective action plan developed ☑ Reject to provide loan (business or loan purpose exists in Exclusion List) 	<ul style="list-style-type: none"> ☑ Reviewed screening assessment refer to Annex C Screening and Appraisal Format

Table 4: E&S Categorization

Category	Definition	Notes
High Risk	High Risk means any business activity which is likely to have significant adverse environmental impacts that are sensitive, diverse or unprecedented, and which includes, for the avoidance of doubt, activities involving (a) involuntary resettlement, (b) risk of adverse impacts on ethnic minorities, (c) significant risks to or impacts on the environment, community health and safety, biodiversity, cultural heritage, or (d) significant occupational health and safety risks (risk of serious injury or fatality to workers).	Not allowed to proceed under the ESMS.
Substantial Risk	Substantial Risk means any business activity that is not as complex as High-Risk activities, however, has some significant risks and impacts with the possibility of avoiding or reversing but with substantial investment and time and may give rise to limited degree of social conflict, harm, human security risk.	Not allowed to proceed ESMS.
Moderate Risk	Moderate Risk means any business activity that has potentially limited adverse environmental or social risks and/or impacts that are few in number, generally site-specific, largely reversible, and readily addressed through mitigation measures. Impacts are often site-specific without likelihood of impacts beyond the activity's footprint and routine safety precautions are expected to be sufficient to prevent accidents.	Allowed, but requires review (see Annex C).
Low Risk	Low Risk means any business activity minimal or negligible risks to and impacts on human populations and/or the environment with few or no adverse risks and impacts and issues.	Allowed but should be straightforward to review (see Annex C).

Note – also see Annex B for further detail.

Table 5: Phase 2: Closing

Entity	Responsibilities	Documents
Loan Officer	<ul style="list-style-type: none"> ☐ Review legal documentation in relation to E&S related definitions, representations and undertakings, including the incorporation of any actions required to address gaps. Annex D Template Environmental and Social Action Plan. ☐ Key inclusions of the legal agreement with the sub-borrowers are: <ul style="list-style-type: none"> – Not to engage in any activities on the Exclusion List – To comply with all legal requirements. – To report to the E&S Focal Point and or senior manager if there is a substantial change in the nature of the operations. – To report to the E&S Focal Point and or senior manager if there are any material E&S incidents. 	<ul style="list-style-type: none"> ☐ Legal Agreement with E&S inclusions for the sub-borrower

Entity	Responsibilities	Documents
Credit	<ul style="list-style-type: none"> - (If required) to address any gaps identified. 	
	<ul style="list-style-type: none"> ☑ Ensure that the legal agreement with the borrower meets ESMS requirements on E&S aspects. 	<ul style="list-style-type: none"> ☑ Legal Agreement with E&S inclusions for the sub-borrower

Table 6: Phase 3: Monitoring

Entity	Responsibilities	Documents
Loan Officer	<ul style="list-style-type: none"> ☑ Ensure there is reporting of material adverse E&S events. A template is included in Annex F Material E&S Incident Report Template to formally record these events. Examples of material E&S incidents may include: <ul style="list-style-type: none"> - Major injuries or fatalities (employees, the general public or contractors); - Strikes or significant employee disputes; - Regulator action in relation to E&S matters; - Spills, pollution incidents, fires, explosions; and - Etc. ☑ The category will determine the extent of monitoring and oversight required of the sub-loan during the post-financial close monitoring phase. Monitoring will <ul style="list-style-type: none"> - Low risk sub-loans do not require monitoring. - Medium risk sub-loans require straightforward follow-up to find out if there have been any significant changes in business activities, confirm ongoing compliance with the exclusion list and local requirements and any actions required to be addressed have been closed out. Monitoring will be undertaken annually. (If the sub-loan tenor is less than 12 months monitoring is not required.) Annual site visits to these transactions are also recommended. ☑ In the event of non-compliance in relation to E&S matters (including material issues reported or a grievance raised) the loan officer (s) will seek to resolve the issue with the sub-borrower in order to address the issue. Actions will be documented, and the loan officer (s) will work with the sub-borrower to ensure that corrective actions are implemented. If the issue cannot be addressed through engagement, the loan officer (s) may seek to remedy the 	<ul style="list-style-type: none"> ☑ Annex F Material E&S Incident Report Template ☑ An example (that can be tailored) is included as Annex E Annual Monitoring Report Template for annual monitoring.

Entity	Responsibilities	Documents
	situation through available clauses in the loan documentation. Material developments will be reported to the PMU for onward reporting to World Bank.	

DOSMEP Oversight

DOSMEP is required to provide oversight and support in the implementation of the PFI's ESMS. This includes:

- Sample review of complete loan applications and loan documents;
- Ensuring reporting is provided to DOSMPE from the PFIs; and
- Providing support where required on screening of loans (e.g. where there is uncertainty on the E&S risk profile of a Sub-borrower).

Reporting

Material Adverse Events

Sub-borrowers will be required to promptly report to VIETINBANK LAO LIMITED (which will report to the PMU/DOSMEP) any actual or potential material adverse E&S event immediately after becoming aware of it. As noted above, these include:

- Major injuries or fatalities (of employees, the general public or contractors);
- Strikes or significant employee disputes;
- Regulator action in relation to E&S matters;
- Spills, pollution incidents, fires, explosions; and
- Others including unacceptable SEA/SH, GBV, VACas well as any other violations of a social nature such as use of child labors, forced labors, forced eviction, forcible removal of any person from property of public spaces etc.

Routine Reporting

VIETINBANK LAO LIMITED will report semi-annually to the PMU/DOSMEP. In turn the PMU will report annually to World Bank. In addition, the ESF consultant hired by PMU/DOSMEP will prepare an annual portfolio audit to confirm that ESMS is being complied with and loans are not being used to finance high or substantial risk projects.

A content and a format for the report is included in Annex E Biannual E&S Monitoring Report Template.

Stakeholder Engagement Plan

As part of the Project, as required under the ESCP, the PMU has prepared, disclosed, adopted, and implemented a Stakeholder Engagement Plan (SEP) consistent with ESS10. As part of the SEP, a Grievance Mechanism is described.

The overall objective of the SEP is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the entire Project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the Project and any activities related to the Project. The PMU is responsible for maintaining the SEP in collaboration with PFIs.

The SEP has been publicly disclosed here:

- DOSMEP web page: <http://dosmep.org/download-info-2/>
- World Bank web page: <https://projects.worldbank.org/en/projects-operations/document-detail/P174169>

Project documents including ESMS, SEP, ESCP, lists of sub-loans, audit reports and monitoring reports will be publicly disclosed on the website above, and VIETINBANK LAO LIMITED Laos website.

Review and Update of the ESMS

The ESMS will be updated and reviewed:

- In the first year or within 3 months after initial deployment, and thereafter annually.
- If there are modifications in the Applicable Standards under the ESMS (for example significant changes to local legalisation).
- Incorporation of feedback from the SEP/Grievance Mechanism.
- Documentation of lessons learnt and/or good practice based on implementation.

Note that revisions will need to be communicated to all relevant partners such as DOSMEP and the World Bank (through the DOSMEP/PMU).

Document Control

VIETINBANK LAO LIMITED has a robust M&E system to record and monitor all aspects of sub-loans under the Line of Credit (LOC) component. Funds under the LOC will be disbursed to clients/borrowers based on documentation on sub-loans provided by the bank, which will include a check list in accordance with this ESMS and confirmation that all submitted sub-loans will be in compliance with the requirements of the ESMS. These documents will be entered into the M&E system and stored in the bank filing system for Project documents, for prior or post review by the World Bank or for audit purposes.

The bank will also maintain sub-loan documents submitted to DOSMEP under their own filing systems. In addition, the bank will:

- Provide DOSMEP with a set of documentation for all sub-loans to enable it to maintain all project records and make them available for ex post review by the World Bank or by external auditors as necessary; and
- The bank and MSMEs will provide reasonable information for the purpose of monitoring and an impact assessment during the life of the project (and for a certain period after the project), as may be requested by the World Bank and/or DOSMEP.

Annex A. Exclusion List

These are a list of activities that form part of the ESMS where any involvement would trigger a “no go” on providing a loan to a Sub-borrower. For the avoidance of doubt, any activities that require an Initial Environmental Examination (IEE) or an Environmental & Social impact Assessment (ESIA) under regulations in Lao PDR are excluded.

The following exclusions to ALL sub-loans processed under the Project:

- Production or trade 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, PCBs, wildlife or products regulated under CITES.
- Production or trade in weapons and munitions.
- Production or trade in alcoholic beverages (excluding beer and wine)².
- Production or trade in tobacco².
- Gambling, casinos and equivalent enterprises.
- Production or trade in radioactive materials. This does not apply to the purchase of medical equipment, quality control (measurement) equipment and any equipment which is considered to be the radioactive source to be trivial and/or adequately shielded.
- Production or trade in unbonded asbestos fibers or use of asbestos-containing materials. This does not apply to purchase and use of bonded asbestos cement sheeting where the asbestos content is less than 20%.
- Drift net fishing in the waterway using nets in excess of 2.5 km in length.
- Production or activities involving harmful or exploitative forms of forced labour⁷/harmful child labour⁸.
- Sub-loans involving logging/harvesting of timber or wood products.
- Production and distribution of construction materials is one of the eligible activities provided that wood/lumber production are sourced legally and further due diligence of the sources will be pursued as part of processing and approval of the transaction.
- Commercial logging operations for use in primary tropical moist forest production or trade in wood or other forestry products other than from sustainably managed forests.
- Sub-loans involving any transaction that will require acquisition of land regardless of tenure or ownership, physical relocation of households or displacement of livelihoods.
- Activities involving major construction and civil works that would cause significant adverse impact and require an impact assessment (IEE or ESIA) according to the national regulations and in line with WB ESF policies (e.g., higher risk activities), which would be beyond the capacity of the MSMEs to manage.
- Activities based on or directly linked to land/natural resource-based productions such as food production and processing, and other transactions that cause impacts that are required high

⁷Forced labor means all work or service, not voluntarily performed, that is extracted from an individual under threat of force or penalty.

⁸Harmful child labor means the employment of children that is economically exploitive, or is likely to be hazardous to, or to interfere with, the child's education, or to be harmful to the child's health, or physical, mental, spiritual, moral, or social development.

investment and or unlikely to be addressed within project timeframe and the capacity of project stakeholders.

- Industrial-scale or EIA required activities involving significant conversion or degradation of natural and/or critical habitats and/or any activities in legally protected or internationally recognized areas.
- Industrial-scale or EIA required activities involving production, harvesting, or trade in wood or other forestry products from plantation and natural forests other than from legal and sustainable origin.
- Industrial-scale or EIA required activities involving harvesting of wild fish populations or other aquatic species other than from legal and sustainable origin.
- Activities, including relocation, that have adverse impacts on the lands, natural resources, or critical cultural heritage subject to traditional ownership or under customary use by the Indigenous Peoples (ethnic minorities).
- Activities involving significant alteration, damage, or removal of any critical cultural heritage.
- High and Substantial risk sub-loans (following the definitions of World Bank's Environmental and Social Framework (also see Annex B). In this case it means any activities that would require an impact assessment under Lao PDR requirements.

Annex B Environmental and Social Risk Categorisation Guidance

Categorisation

This document is intended to provide guidance on the categorization of sub-borrowers. Whilst this guide provides an overview to the characteristics and some examples of each category, categorisation should be considered on a case-by-case basis factors such as location, environmental & social context, scale, and magnitude of impacts need to be considered.

Table B1 - Categories

Category	Definition	Example Activities
High Risk	High Risk means any business activity which is likely to have significant adverse environmental and social impacts that are socially sensitive, irreversible, large-scale or unprecedented, and which includes, for the avoidance of doubt, activities involving (a) involuntary resettlement, (b) risk of adverse impacts on indigenous peoples, (c) significant risks to or impacts on the environment, community health and safety, biodiversity, cultural heritage, or (d) significant occupational health and safety risks (risk of serious injury or fatality to workers).	<ul style="list-style-type: none"> ▪ Oil and Gas: <ul style="list-style-type: none"> ☑ Greenfield exploration and production operations. ☑ Refinery construction and operation. ▪ Mining and Coal Processing Sector: <ul style="list-style-type: none"> ☑ Operations that involve large scale extraction of minerals, coal or building materials, via underground or open-pit mining. ☑ Development of large mineral processing facilities/integrated mills. ▪ Power Sector: <ul style="list-style-type: none"> ☑ New thermal power station development. ☑ Hydropower developments with large dams and other impoundments designed for the holding back or permanent storage of water (and run of the river with significant environmental & social impacts). ☑ Large scale electric power transmission and distribution. ▪ Transportation and Logistics: <ul style="list-style-type: none"> ☑ Large infrastructure projects, including development of [new] ports and harbours, airports, road, rail, and mass transit systems. ☑ Realignment and/or widening of an existing road, where such new road, or realigned and/or widened section of road. ☑ Activities that require an ESIA in Lao PDR (See Table B2 below).
Substantial Risk	Substantial Risk means any business activity that is not as complex as High-Risk activities, however, has	<ul style="list-style-type: none"> ▪ Power Sector:

Category	Definition	Example Activities
	<p>some significant risks and impacts with the possibility of avoiding or reversing but with substantial investment and time and may give rise to limited degree of social conflict, harm, human security risk.</p>	<ul style="list-style-type: none"> ☑ Expansion of existing thermal power operations within an existing footprint and/or will not result in significant environmental/social impact ☑ Renewable power developments that will not result in significant environmental/social impacts. ▪ Manufacturing: <ul style="list-style-type: none"> ☑ Development of a manufacturing facility where there are no significant environmental & social impacts, however it is not part of an existing industrial park ▪ Infrastructure: <ul style="list-style-type: none"> ☑ Development of a large water supply network using existing water supply (i.e., development and construction of infrastructure) ☑ Development of datacentres, where there are no significant environmental & social impacts, however recognising that these can be significant users of energy. ▪ Activities that require an IEE and or ESIA in Lao PDR (See Table B2 below).
<p>Moderate Risk</p>	<p>Moderate Risk means any business activity that has potentially limited adverse environmental or social risks and/or impacts that are few in number, generally site-specific, largely reversible, and readily addressed through mitigation measures. Impacts are often site-specific without likelihood of impacts beyond the activity's footprint and routine safety precautions are expected to be sufficient to prevent accidents.</p>	<ul style="list-style-type: none"> ☑ Acquisition of new transportation equipment (automobiles, trucks, other specialised equipment, and replacement parts); ☑ Small-scale processing of agricultural produce e.g., rice. ☑ Building of small warehouses or renovation of existing physical premises on the land fully owned by the MSMEs; ☑ Acquisition of assets such as industrial machines, medium sized tools and equipment. ☑ Activities are not required both EIA and IEE preparation but should follow

Category	Definition	Example Activities
		<p>national regulations/practices, emission, noise and effluent standards, HR policies and environmental code of practices/standard operating procedures as per suppliers' suggestions, local authorities' advice and OHS guidance, etc. ESCOP or Standard Operating Procedure in particular when activities related to occupational health and safety issues should be in place for workers' implementation.</p>
<p>Low Risk</p>	<p>Low Risk means any business activity minimal or negligible risks to and impacts on human populations and/or the environment with few or no adverse risks and impacts and issues.</p>	<ul style="list-style-type: none"> ☑ Office based activities such as marketing, consultancy, etc. ☑ Working capital needs (loans for payment of salaries, marketing costs, audit and accounting costs); ☑ Acquisition of communications equipment (phone and fax equipment, computers, printers, servers, software, other hardware, etc.); ☑ Purchase of construction materials for shops selling construction material, ☑ Purchase of feed stock, and feed mixer machine; ☑ Acquisition of fixed small assets (refrigerators, replacement parts, etc.), small tools and equipment etc.). ☑ All types of retail outlets (except those dealing in hazardous or toxic chemicals, flammable materials); and ☑ Restaurants and other food premises. ☑ Activities are not required both EIA and IEE preparation but should follow national regulations/practices, emission, noise and effluent standards, HR policies and environmental code of practices as per suppliers' suggestions, local authorities' advice and OHS guidance, etc. It is unlikely that additional ESCOP but normal Standard Operating Procedure will be required in particular when

Category	Definition	Example Activities
		activities related to occupational health and safety issues should be in place for workers' implementation.

Under Ministerial Agreement No. 8056/MONRE, a list of activities is provided and are divided into two categories. Activities in category 1 are required to conduct an Initial Environmental Examination (IEE) and those in Category 2 are required to complete an Environmental and Social Impact Assessment (ESIA). The investment projects and activities have been divided into 5 sectors as follows: (1) energy; (2) agriculture and forestry; (3) industry processing; (4) infrastructure and service and (5) mining

Type and size details of investment projects and activities classified into category 1 and 2 are in the table below:

Table B2 – Activities Requiring IEE and ESIA in Lao PDR

TYPES OF INVESTMENT PROJECTS AND ACTIVITIES		CATEGORY 1 - REQUIRED TO CONDUCT IEE	CATEGORY 2 - REQUIRED TO CONDUCT EIA
I. Investment projects and activities in energy sector			
Electric power development			
1.1	Electricity generation by Hydropower (Hydropower plants construction)	(a) 1-15 megawatt or (b) catchment basin < 200 million m ³ or (c) catchment area < 1,500 hectares	(a) ≥ 15 megawatt or (b) catchment basin ≥ 200 million m ³ or (c) catchment area ≥ 1,500 hectares
1.2	Nuclear power, control and disposal of nuclear waste		All size
1.3	Natural gas or biogas power	5-50 megawatts	> 50 megawatts
1.4	Wind power by using turbines	2-10 turbines	> 10 turbines
1.5	Coal, oil or biomass power plant project	≤ 10 megawatts	> 10 megawatts
Gas and petroleum			
1.6	Petroleum and pipelines		All sizes
1.7	Extraction of oil or natural gas		All sizes
1.8	Oil refinery		All sizes
1.9	Petroleum storage facilities	5,000-50,000 m ³	> 50,000 m ³

High voltage transmission development			
1.10	High voltage transmission construction:		
1.10.1	High voltage \geq 230 Kilovolt	\leq 15 Kilometers	$>$ 15 Kilometers
1.10.2	High voltage $<$ 230 Kilovolt	All sizes	
1.11	High voltage power distribution station	$<$ 10 hectares	\geq 10 hectares
II. Investment projects and activities in agriculture and forestry			
Tree plantation and crops			
2.1	Planting and cutting industrial tree plantation	20-200 hectares	$>$ 200 hectares
2.2	Plantation of industrial crops	20-400 hectares	$>$ 400 hectares
Animal raising and fisheries			
2.3	Large animal rearing (cattle, buffaloes, horses, etc.)	\geq 500 head	
2.4	Poultry raising	\geq 5,000 head	
2.5	Pig raising	\geq 500 head	
2.6	Fishpond and aquatic culture in industrial ponds	\geq 10 hectares	
2.7	Fish cage and aquatic culture in cages along rivers	\geq 300 m ²	
2.8	Crocodile raising	\geq 100 heads	
III. Investment projects and activities in processing industrials			
Food processing industry			
3.1	Production, processing and storage of foods (meat, fish, fruit, cooking oil, animals and animal feed)	\leq 1 ton/day	$>$ 1 ton/day
3.2	Milk processing factory	\leq 40 ton/day	$>$ 40 ton/day
3.3	Tapioca and tapioca products processing	40-80 ton/day	$>$ 80 ton/day
3.4	Sugar factory	\leq 30 ton/day	$>$ 30 ton/day
3.5	Liquor manufacture	\leq 500,000 liters/year	$>$ 500,000 liters/year

3.6	Drinking water processing	All sizes	
3.7	Tobacco factory	All sizes	
Textile, pulp, paper and wood products			
3.8	Textile, cotton, garment manufacture and dye factories	All sizes	
3.9	Leather tanning factory	All sizes	
3.10	Leather processing factory	≤ 1 million pieces/year	> 1 million pieces/year
3.11	Wicker, bamboo and rattan production factory	All sizes	
3.12	Plywood factory	≤ 100,000 m ² /year	> 100,000 m ² /year
3.13	Paper factory	≤ 30 tons/year	> 30 tons/year
3.14	Printing house	All sizes	
Chemical products and clinical equipment			
3.15	Petroleum and hydrocarbon factory		All sizes
3.16	Chemical production factory		All sizes
3.17	Medical equipment and pharmaceutical factory using chemical reactions and biochemicals		All sizes
3.18	Cleaning products	≤ 10 tons/day	> 10 tons/day
3.19	Rubber manufacture	50-200 tons/year	> 200 tons/year
3.20	Plastic manufacture	≤ 400 tons/year	> 400 tons/year
Non-metallic product manufacture			
3.21	Glass product factory	All sizes	
3.22	Mineral product production and no other metals processing	All sizes	
3.23	Cement, lime and plaster factory	≤ 20 tons/hour	> 20 tons/hour
Mining extraction industry			
3.24	Steel and iron smelting factory	≤ 5,000 tons/year	> 5,000 tons/year
3.25	Precious metal processing factory		All sizes

3.26	Steel processing factory	≤ 50 tons/day	> 50 tons/day
3.27	Non-ferrous metal processing factory	All sizes	
3.28	Metal fabrication (tanks, sinks, etc.)	All sizes	
3.29	Battery production factory	All sizes	
Other industries			
3.30	Home appliances, office equipment, and electrical tools production	All sizes	
3.31	Automotive and alkaline battery production factory	≤ 70 tons/year	> 70 tons/year
3.32	Spare parts factory for automobiles and related machines	≤ 1,000 tons/year	> 1,000 tons/year
3.33	Bicycles and wheelchairs for disabled people	≤ 10,000 sets/year	> 10,000 sets/year
3.34	Home appliances factory	≤ 10,000 pieces/year	> 10,000 pieces/year
3.35	Water supply and treatment	All sizes	
Waste treatment			
3.36	Disposal of non-hazardous waste	≤ 5,000 tons/year	> 5,000 tons/year
3.37	Hazardous waste disposal		All sizes
3.38	Hazardous waste treatment		All sizes
3.39	Other waste management and treatment		All sizes
3.40	Construction of a factory for recycling		All sizes
3.41	Construction of a waste incinerator		All sizes
3.42	City wastewater treatment	≤ 50,000 persons	>50,000 persons
3.43	Industrial wastewater treatment		All sizes
3.44	Waste drainage construction	All sizes	
IV. Investment projects and activities in infrastructure and services			
4.1	Backfill for marsh, river, canals damaging public benefits		All sizes
4.2	Dormitory and condominium construction	>50 rooms	
4.3	Golf course construction		All sizes

4.4	Sport complex construction		All sizes
4.5	Hotel or resort construction	≤ 80 rooms	> 80 rooms
4.6	Hotel complex construction	≤ 50 hectares	> 50 hectares
4.7	Tourism and recreation in areas of environment and social significance		All sizes
4.8	Special economic zone development		All sizes
4.9	Hospital construction	≤ 80 beds	> 80 beds
4.10	Railway construction		All sizes
4.11	Road construction (national, province, district, special zone levels)		All sizes
4.12	Road rehabilitation (national, province, district and special zone levels)	All sizes	
4.13	Airport construction		All sizes
4.14	Telecom network construction	All sizes	
4.15	Navigation (improvement of channels along rivers)	≤ 200 tons	> 200 tons
4.16	Port construction		
4.16.1	Port for public transport	≤ 500 tons (excluding ship weight)	> 500 tons (excluding ship weight)
4.16.2	General goods port	≤ 500 tons (excluding ship weight)	> 500 tons (excluding ship weight)
4.16.3	Dangerous goods port		All sizes
4.17	Erosion protection and embankment construction	≤ 1 Kilometre	>1 Kilometre
V. Investment projects and activities in mining sectors			
Mining processing and exploitation			
5.1	Gravel and sand extraction	1,000-50,000 m ³ /day	> 50,000 m ³ /day
5.2	Rock drilling and transport	≤ 50 tons/day	> 50 tons/day
5.3	Extraction of construction materials (earth, gravel, sand, etc.)	≤ 100,000 m ³ /year or areas ≤ 20 hectares	> 100,000 m ³ /year or areas > 20 hectares

5.4	Extraction of solid minerals (without using chemicals)		All sizes
5.5	Extraction of solid minerals (using hazardous chemicals)		All sizes
5.6	Solid minerals processing	≤ 50,000 tons/year	> 50,000 tons/year
Water control and management			
5.7	Abstraction and use of groundwater for use in industry, agriculture and urban consumption	500- 5,000 m ³ /day	> 5,000 m ³ /day
5.8	Construction of reservoir and dams	1-200 million m ³ or height of dam ≤ 10 m ³	> 200 million m ³ or height of dam > 10 m ³

Areas that are important for environmental and social aspects cover the following zones:

- All areas or most areas of proposed zone have been announced as protection area, conservation areas in accordance with the law on forest No. 64/NA dated 13/06/2019;
- All areas or most areas of proposed zone have been announced as wildlife and aquatic animal conservation area in accordance with law on wildlife and aquatic animals, No. 07/NA dated 24/12/2008;
- All areas or most areas of proposed zone have been announced as national cultural heritage and history areas in accordance with law on national heritage No. 44/NA dated 24/12/;
- All areas or most areas of proposed zone have been announced as water resource conservation areas in accordance with law on water and water resource, No. 23/NA dated 11/05/2017; and
- Other areas have been announced as environmental and social important areas in different periods.

Annex C Screening and Appraisal Format

Environmental and Social Aspects Screening Checklist	
Borrower Name:	Location:
Loan Amount (US\$) and Purpose:	
Industry Sector:	Brief Borrower Description:
Completed by:	Reviewed by:
Date:	Date:
<p>Category</p> <p><input type="checkbox"/> Low Risk</p> <p><input type="checkbox"/> Medium Risk</p> <p><input type="checkbox"/> High/Substantial Risk (<i>do not proceed</i>)</p> <p>Rationale (please summarise the reasons for the category selected):</p>	
Compliance with the Applicable Requirements — Check all that apply:	
<p>Exclusion List Activities Yes <input type="checkbox"/> No <input type="checkbox"/> (<i>if there are exclusion list activities identified do not proceed</i>)</p> <p>National regulatory requirements Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><input type="checkbox"/> Environmental, health and safety permits granted: (_____)</p> <p><input type="checkbox"/> Injuries and fatalities have occurred: (how and when: _____)</p> <p><input type="checkbox"/> Labour-related fines: (when and why: _____)</p> <p><input type="checkbox"/> Environmental incidents and fines: (when and why: _____)</p>	

Site(s)—Check all that apply:

- Non-urban/undeveloped land
- Proximity to river/stream/pond/lake
- Proximity to protected area (e.g., forest/endangered species)/ecologically sensitive area (e.g., river/protected areas)
- Proximity to culturally sensitive/indigenous area

Environmental Issues – Check all that apply:

<p><i>Air emissions</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Boilers <input type="checkbox"/> Generators <input type="checkbox"/> Vehicles and equipment <input type="checkbox"/> Furnaces and incinerators <ul style="list-style-type: none"> Welding and soldering <input type="checkbox"/> On-site burning <input type="checkbox"/> Use of solvents <input type="checkbox"/> Use of fumigation <input type="checkbox"/> Use of exhaust ventilation 	<p><i>Wastewater</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Wastewater discharged to: _____ <input type="checkbox"/> Oil separators <input type="checkbox"/> Cleaning operations <input type="checkbox"/> Cleaning operations <input type="checkbox"/> Spraying operations <input type="checkbox"/> Separation tanks or filters <input type="checkbox"/> Foul sewers and septic tanks <input type="checkbox"/> De-watering/water pump out <input type="checkbox"/> Water treatment units
<p><i>Solid waste</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Waste generated <input type="checkbox"/> Types of waste: _____ _____ <input type="checkbox"/> Hazardous waste (e.g., waste oils, pesticide washings, solvents, clinical waste, asbestos) Waste disposed to _____ _____ 	<p><i>Hazardous chemicals, fuels, and pesticides</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> On-site chemicals or fuels storage <input type="checkbox"/> Protective measures against leaks/spills <input type="checkbox"/> Signs of leaks/spills <input type="checkbox"/> Protective measures against rain <input type="checkbox"/> Signs of corrosion on tanks/containers <input type="checkbox"/> Secured storage areas against theft <input type="checkbox"/> On-site spill clean- up equipment <input type="checkbox"/> Training on proper handling of chemicals and fuels <input type="checkbox"/> Pesticide use and management

<p><i>Resource use</i></p> <p><input type="checkbox"/> Main Materials used: _____</p> <p><input type="checkbox"/> Use of renewable natural resources</p> <p><input type="checkbox"/> Use of tools and equipment</p> <p><input type="checkbox"/> Water source: _____</p> <p><input type="checkbox"/> Energy source: _____</p>	<p><i>Nuisance</i></p> <p><input type="checkbox"/> Dust</p> <p><input type="checkbox"/> Noise</p> <p><input type="checkbox"/> Odours</p> <p><input type="checkbox"/> Fumes</p> <p><input type="checkbox"/> Vibration</p> <p><input type="checkbox"/> Traffic congestion</p>
<p>Based on the above are there any issues (e.g., poor practices, hazardous conditions, non-compliance with local requirements etc.)? If so, please describe:</p>	

Community Interactions — Check all that apply:

No designated person in charge of responding to questions from the community

No procedures for managing community complaints

Use of security personnel

Based on the above are there any issues (e.g., community complaints, problems with the community and security personnel, etc.)? If so, please describe:

Social issues – Check all that apply:

Land acquisition required (do not proceed)

Displacement/resettlement of local settlements (do not proceed)

Impact on local settlements/livelihood (do not proceed)

Impact on indigenous peoples (do not proceed)

Complaints from neighbours/communities

On or adjacent to site of cultural/archaeological importance (do not proceed)

Based on the above please briefly describe any issues:

Labor issues —Check all that apply:

- No Personal Protective Equipment provided (e.g., safety goggles/hard hat/protective glove)
- Inadequate employee health and safety measures (e.g., fall prevention/ventilation)
- Inadequate working conditions (e.g., air quality/lighting/confined spaces/on-site hygiene)
- Inadequate terms of employment (e.g., working hours/rest breaks/time off/overtime pay)
- Unequal employment opportunities (e.g., discrimination against gender/ethnic group/age)
- Payment below minimum wage
- Employees below minimum age
- Child or forced labor (do not proceed)
- No process for employees to voice complaints
- No recognition of employee organizations/labor unions

Comments (any issues identified):

Additional comments

Please provide further details (e.g., number of persons affected due to E&S gaps identified, types of emissions, hazardous substances found, etc.) for better clarity of the E&S condition at the investee company and attach any supporting documents where applicable.

Comments: For moderate risk sub-loan, an ESCOP will be prepared to ensure activities followed National regulations/standards, local authorities' advice and suppliers' standard operating procedures.

Actions to be taken (include in the loan agreement)

The following actions are to be taken to address gaps against Lao PDR requirement (in case of exclusion list issues the loan should not proceed). Note gaps to be addressed should be put into the E&S Action Plan (see Annex D of the ESMS):

Ref. No.	Action Description AND Related Standards/Requirement	Completion Indicator	Due Date (DD/MM/YYYY or defined number of days linked to an event e.g., after loan disbursement)

Annex D Template Environmental and Social Action Plan

An Environmental and Social Action Plan (ESAP) should be tabular in format and designed to address the gaps identified in the sub-loan assessment (Annex C) and should be incorporated into the loan documentation. The aim is for the ESAP to be as succinct as possible, but clear, and set realistic timelines with clarity on what is required.

Reference No.	Action Description AND Related Standards/Requirement	Completion Indicator	Due Date (DD/MM/YYYY Y or defined number of days linked to an event)
1	<i>e.g., Obtain a water abstraction license for the groundwater abstraction well that is planned as part of the new development to meet e.g., Water Use Regulations.</i>	<i>Water abstraction license obtained</i>	<i>30 days prior to drilling of the well</i>
2	<i>e.g., Ensure that all workers have written contracts that explain their rights and obligations and have had these contracts explained to them this should be in line with Labor Code.</i>	<i>Contracts signed by all workers</i>	<i>Within 90 days after the loan receipt.</i>
<i>etc.</i>	<i>etc.</i>	<i>etc.</i>	<i>etc.</i>

Annex E Biannual Environmental and Social Monitoring Report Template for the Bank to report to DOSMEP

Name of Organization			
Completed by (name):			
Position in organisation:		Date:	

Portfolio Information (Financed by MSME A2F Project)

Report Covering Period:	
From:	To:

For the reporting period, please provide the following information about your portfolio:

Product line	Description	Total exposure outstanding for most recent FY year end (in US\$)	Average loan or transaction size (in US\$)
MSME loan	Microenterprise (1-5 employees), small (6-50 employees) and medium private enterprises (51 to 99 employees)		

Exposure by Industry Sectors

Please provide an indicative % of portfolio that these sectors represent of the total portfolio.

Industrial Sector	Outstanding exposure (in US\$)	% of portfolio
Animal Production		
Apparel		
Chemicals		
Collective Investment Vehicles		
Common Carriers		
Construction and Real Estate		
Consumer Goods		
Crop Production		
Electrical Equipment, Appliances and Components		
Fabric Mills		
Fabricated Metal Product Manufacturing		
Finance & Insurance		
Finishing (Dyeing, Printing, Finishing, etc.)		
Fishing		
Food & Beverages		
Forestry		
Furniture and Related Products		
Integrated Textile Operation (Spinning, Weaving/Knitting, but no Garment)		
Internet Projects		
Leather and Allied Products		
Machinery and Other Industrial		
Non-metallic Mineral Product Manufacturing		
Oil, Gas and Mining		
Plastics & Rubber		
Primary Metals		
Printing & Publishing		
Pulp & Paper		
Spinning (Yarn, Including Integrated with Fiber Production)		
Telecommunications		

Industrial Sector	Outstanding exposure (in US\$)	% of portfolio
Textiles - Others		
Transport Service		
Transportation Equipment		
Utilities		
Warehousing & Storage		
Wholesale and Retail Trade covering any of the following. Gasoline stations, dry cleaners, printing, large auto and truck fleets, photographic film processing and any operations involving the use of any chemical or biological wastes or materials		
Wood Products		
Total		

Exclusion List Exposures (Type of Activity)	Outstanding Exposure in US\$	Name of Company*	Loan Due Date

ESMS Processes	<i>Yes/No</i>	
Have there been any updates to the ESMS or procedure?		If yes, please provide a copy of the updated procedure and reasons for the same.
Has Senior management signed off on the changes?		If yes, please provide a copy of the same.
Were any transactions rejected on an account of the exclusion list?		If yes, please provide details.
Were there any difficulties and/or constraints related to the implementation of the E&S procedures?		If yes, please provide details.
Were there any material environmental and social issues associated with borrowers during the reporting period in particular?		If yes, please provide details.
Is the sub-loan risk classification moderate risk?		If yes, please provide ESCOP or relevant SOP details as per National regulation/standards, local authorities', and suppliers' advice/standards

Is the sub-loan risk classification low risk?		If yes, no additional ESCOP will be required but ensure activities follow SOP and national regulation/standards, local authorities' and suppliers' advice/standards.
Supervision and monitoring	<i>Yes/No</i>	
Have you supervised the performance of your loans?		If yes, please describe how you do this and the extent of coverage of your portfolio.
Did you conduct client site visits?		If yes, please describe the process including any environmental and social issues considered.

Safety, Social and Community Issues	<i>Yes/No</i>	
Have there been any worker accidents, injuries on the job?		If yes, please provide details.
Have there been any grievances against any borrower?		
Has there been any media coverage on a borrower?		

Annex F Material E&S Incident Report Template

Report on E&S Issues/Incident at a Sub-borrower	
Date of report	DD/MM/YYYY
Name of Sub-borrower	•
Date of transaction and type of financing	•
Amount outstanding/tenor	•
Description of issue	<ul style="list-style-type: none"> • Date and time of incident including those on sexual harassment, gender-based violence, child labor or other incidents of a social nature. • Type of incident: environmental issue, fatality, spill, etc. • Name of person/s involved/injured/deceased, if applicable • Narrative and contextual information. • Causes of incident. • Status of investigation. • Listing of parties involved in investigation (witnesses and staff, unions, police, other authorities, and other parties).
Actions taken by the sub-borrower	<ul style="list-style-type: none"> • Reporting if required to any regulator, police, etc. • Any internal investigations commenced (indicate contact name of person responsible for investigation). • Any external investigations anticipated or commenced (list all entities that have jurisdiction or could reasonably be expected to investigate the incident). • Any press releases or other media communications
Follow-up by VIETINBANK LAO LIMITED Lao	<ul style="list-style-type: none"> • Views on the significance of the incident – degree of severity, possible uncertainties, or disputed facts to be investigated. • Status of investigation. • Reports received (and outstanding, if any). • Immediate actions taken by the bank (including if communications/crisis response to be triggered). • Actions to prevent re-occurrence of incident. • Monitoring/reporting arrangements to follow up on efficacy of actions taken. • Results to date of actions taken.
Conclusion	<ul style="list-style-type: none"> • Broader conclusions for the bank/PMU

Annex G E&S Monitoring Report to be prepared by the bank

Reviewer (Name, Title and Position):	Sub-Loan Name and #:	Date loan issued:
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Situation and Observations:

1. Are the sub-borrower's activities the same as at origination?
2. Are there any excluded activities?
3. Are all permits in order and is the sub-borrower following all required regulations? Y / N
4. Did the SME encounter any unexpected environmental and/or social issues and how were they addressed? Any media coverage, grievance issues or outstanding liability?
5. Other Comments

Approved by (Name, Title and Position):

Annex H Labor Management Procedures

1. OVERVIEW OF LABOR USE ON THE PROJECT

The Labor Management Procedures (LMP) is a living document to be reviewed and updated throughout development and implementation of the Lao PDR MSME A2F-ESR Project (P174169). The LMP applies to all Project workers, irrespective of contracts being full-time, part-time, temporary or casual, and in line with World Bank Environmental and Social Framework (ESF) Environmental & Social Standard 2 on Labor and Working Conditions (ESS2).

The Project is expected to engage a variety of staff in the PMU and the bank as identified below.

Table 1 Staff Type

Project Component	Estimated Number of Project Workers	Characteristics of Project Workers	Timing of Labor Requirements	Contracted Workers
PMU	3	Project Coordinators	Throughout project cycle	Direct workers
		E&S Focal Point		Direct workers
		Finance, administrative and support staff of DOSMEP		Direct workers
VIETINBANK LAO LIMITED	3	Loan Officer	Throughout project cycle	Direct worker
		Credit Officer		Direct worker
		E&S Focal Point		Direct worker
		Others: Other core staff as required		Direct worker

2. ASSESSMENT OF KEY POTENTIAL LABOR RISKS

This section describes the following, based on available information:

Key Project Activities:

- Mainly office based (in common with MSME financing activities); and
- Potential visits to MSME borrowers for review/monitoring.

Key Labor Risks: The key labor risks which may be associated with the Project day-to-day operations are generally considered to be low (aside from COVID-19 related risks that will require special attention). Key potential labour-related risks include:

- Office-related health and safety risks, including ergonomic related risks; and

- Possible risks associated with COVID-19 and other possible communicable diseases.

People engaged to work on the Project may meet people with COVID-19 and other communicable diseases. It is therefore extremely important that all Project workers follow strict protocols as recommended by the World Health Organization (WHO) and Lao PDR requirements.

Table 2 Key Labor Risks

Project Activity	Key Labor Risks
General Project administration and implementation (loan review and processing)	<p>A non-exhaustive list of risks that may be relevant to the Project's implementation is provided below:</p> <ul style="list-style-type: none"> ● Exposure to people who could have COVID-19 if without the proper Personal Protective Equipment (PPE) and/or training; ● Ergonomics; ● Trip and fall hazards; ● Harassment; ● Fire; and ● Mental stress and fatigue.
Visits to MSME Borrowers	<p>A non-exhaustive list of additional risks that may be relevant to the Project's implementation are provided below:</p> <ul style="list-style-type: none"> ● Context hazards in MSME operations e.g., physical hazards such as moving equipment; ● Traffic hazards; ● Lone working in remote areas; and ● Exposure to people who could have COVID-19 if without the proper PPE and/or training.

3. BRIEF OVERVIEW OF LABOR LEGISLATION: TERMS AND CONDITIONS

This section sets out the *key aspects* of national labor legislation with regards to term and conditions of work, and how national legislation applies to different categories of workers identified in Section 1. The overview focuses on legislation which relates to the items set out in ESS2, paragraph 11 (i.e., wages, deductions and benefits).

Lao PDR has national legislation that outlines worker's rights. The Labor Law (2013) is the key document governing the regulatory framework for labor in Lao PDR. The Lao PDR government has also ratified five of the eight core ILO conventions, including those on forced labour, child labour, discrimination, minimum age and equal remuneration. The ratified conventions are summarised in the table below.

Table 3 Core ILO Conventions Ratified in Lao PDR

Convention	Date	Status
C029 - Forced Labor Convention, 1930 (No. 29)	23 Jan 1964	In Force
C100 - Equal Remuneration Convention, 1951 (No. 100)	13 Jun 2008	In Force
C111 - Discrimination (Employment and Occupation) Convention, 1958 (No. 111)	13 Jun 2008	In Force
C138 - Minimum Age Convention, 1973 (No. 138)	13 Jun 2005	In Force
C182 - Worst Forms of Child Labor Convention, 1999 (No. 182)	13 Jun 2005	In Force

The National Assembly adopted an amended Labor Law (No. 43/NA, 24 December 2013) ("Labor Law") which was published in the Lao Gazette on 14 October 2014 and became effective on 29 October

2014. The Labor Law defines non-discrimination in employment and in wages. It establishes the need to abide by at least the government minimum wage. Working hours are limited to 8 hours per day, 6 days a week. The Labor Law is extensive and covers discrimination in the workplace, equal opportunity, gender aspects, labor disputes and collective bargaining, amongst others. A chapter in the Labor Law is dedicated to health and safety in the workplace. The Labor Law covers formal and informal workers, however, does not apply to government officials, soldiers, police, Lao Front for National Development, and mass organisations.

In addition, the Law on Civil Servants, 2016 and associated Decree on Code of Conduct for Civil Servants, 2019 (No. 184 issued 29 June 2019) also largely consistent with ESS2 and applicable for the Project. The Civil Servant Law and Decree on Code of Conduct provide provisions and measures to manage, prevent and address misbehaviours and misconduct. Compliance with these requirements is monitored by the relevant Ministries, and Ministry of Home Affairs (MOHA).

Child labor remains a noticeable gap in the legal framework despite many years of participation in related international programs. The Labor Law defines 12 years old as the minimum working age for children, however, workers between the ages 12 to 14-years old are meant to only engage in certain light jobs. Although this is not always closely monitored. Article 102 states that youth employees are prohibited from engaging in work that is unsafe, forced labour, work to pay off debts, human trafficking, and hazardous work. In any case, no persons under the age of 18 will be allowed work on any aspect relating to implementing the Project in the PMU and the bank and forced or indentured labor of any kind will be prohibited.

4. BRIEF OVERVIEW OF LABOR LEGISLATION: OCCUPATIONAL HEALTH AND SAFETY

This section sets out the key aspects of the national labor legislation with regards to occupational health and safety, and how national legislation applies to the different categories of workers identified in Section 1. The overview focuses on legislation which relates to the items set out in ESS2, paragraphs 24 to 30.

The Labor Law includes provisions on Occupational Health and Safety (OHS) mostly consistent with ESS2 of the World Bank's Environmental and Social Framework (ESF). Additional measures must also be taken compliant with WHO guidelines on COVID-19.

At the beginning of this Project, the PMU and the bank will ensure that:

- Workplace health and safety standards are in full compliance with Lao PDR law. This refers particularly to: (1) basic safety awareness training to be provided to all persons (as well as on COVID-19 prevention and related measures); and (2) Adequate provision of hygiene facilities (toilets, hand-washing basins) separated by gender as needed and with distancing guidelines in place;
- All workplace health and safety incidents will be properly recorded in a register detailing the type of incident, injury, people affected, time/place and actions taken, including COVID-19 cases in the workforce, which should be reported to DOSMEP and the World Bank immediately;
- All workers (irrespective, where relevant, of contracts being full-time, part-time, temporary or casual) to be covered by insurance against occupational hazards and COVID-19, including ability to access medical care and take paid leave if they need to self-isolate as a result of contracting COVID-19;
- Fair and non-discriminatory employment practices are in place;

- Provide PPE as suitable to the task and hazards of each worker, without cost to the worker;
- Under no circumstances will contractors (if required), suppliers or sub-contractors engage forced labor or children under the age of 18;
- All employees are aware of their rights under the Labor Law, including the right to organise; and
- All employees are to be informed of their rights to submit a grievance through the established Grievance Mechanism.

In relation to COVID-19 basic infection prevention measures, drawn from the World Health Organization (WHO) are included in section 6 below.

5. RESPONSIBLE STAFF

This section identifies the functions within the Project responsible for Labor Management:

- **DOSMEP:** Human resources staff will be responsible for the engagement of direct workers and the bank with compliance with labor and work conditions. DOSMEP will address all LMP aspects as part of its human resources management and engagement with the bank. The PMU established within DOSMEP will be responsible for overseeing all aspects of implementation of the Project, including the management and monitoring of the bank.
- **VIETINBANK LAO LIMITED:** will in turn appoint personnel who will be responsible for supporting the implementation of the LMP and reporting to the PMU.

6. POLICIES AND PROCEDURES

This section sets out information on OHS, reporting and monitoring and other general project policies. Where relevant, it identifies applicable national legislation.

Where the Borrower has stand-alone policies or procedures, these can be referenced or annexed to the LMP, together with any other supporting documentation.

COVID-19 Considerations

The following is from WHO:

- Make sure your workplaces are clean and hygienic
 - Surfaces (e.g., desks and tables) and objects (e.g., telephones, keyboards) need to be wiped with disinfectant regularly
 - Why? Because contamination on surfaces touched by employees and customers is one of the main ways that COVID-19 spreads
- Promote regular and thorough handwashing by employees, contractors and customers
 - Put sanitizing hand rub dispensers in prominent places around the workplace. Make sure these dispensers are regularly refilled
 - Display posters promoting hand-washing – ask your local public health authority for these or look on www.WHO.int.

- Combine this with other communication measures such as offering guidance from occupational health and safety officers, briefings at meetings and information on the intranet to promote handwashing
- Make sure that staff, contractors and customers have access to places where they can wash their hands with soap and water
- Why? Because washing kills the virus on your hands and prevents the spread of COVID19
- Promote good respiratory hygiene in the workplace
 - Display posters promoting respiratory hygiene. Combine this with other communication measures such as offering guidance from occupational health and safety officers, briefing at meetings and information on the intranet etc.
 - Ensure that face masks⁹ and / or paper tissues are available at your workplaces, for those who develop a runny nose or cough at work, along with closed bins for hygienically disposing of them
 - Why? Because good respiratory hygiene prevents the spread of COVID-19
- Advise employees and contractors to consult national travel advice before going on business trips.
- Brief your employees, contractors, and customers that if COVID-19 starts spreading in your community anyone with even a mild cough or low-grade fever (37.3 C or more) needs to stay at home. They should also stay home (or work from home) if they have had to take simple medications, such as paracetamol/acetaminophen, ibuprofen, or aspirin, which may mask symptoms of infection
 - Keep communicating and promoting the message that people need to stay at home even if they have just mild symptoms of COVID-19.
 - Display posters with this message in your workplaces. Combine this with other communication channels commonly used in your organization or business.
 - Your occupational health services, local public health authority or other partners may have developed campaign materials to promote this message
 - Make clear to employees that they will be able to count this time off as sick leave.

There are a substantial number of documents available providing further detailed guidance.

For the bank staff that will be sub-borrower-facing, additional considerations apply and plans, or procedures should be in place to address the following issues:

- Obtaining adequate supplies of Personal Protective Equipment (PPE), including medical masks and respirators (N95 or FFP2), eye protection (goggles or face screens), hand washing soap and sanitizer, including for when travelling to meet sub-borrowers. Where relevant PPE cannot be obtained, the plan should consider viable alternatives, such as cloth masks, alcohol-based cleansers, hot water for cleaning and extra handwashing facilities, until such time as the supplies are available;
- Training staff on the latest WHO advice and recommendations on the specifics of COVID-19;
- Conducting enhanced cleaning arrangements, including thorough cleaning (using adequate disinfectant) of “touch points” including common areas, door handles, floors and all surfaces that are touched regularly;
- Training and providing cleaning staff with adequate PPE when conducting cleaning;
- Implementing a communication strategy/plan to support regular communication, accessible updates, and clear messaging to, regarding the spread of COVID-19 in nearby locations, the latest facts and statistics, and applicable procedures.

⁹ Ordinary surgical face masks rather than N95 face masks

7. AGE OF EMPLOYMENT

Persons below the age of 18 years old should not be employed to carry out any undertakings of the Project.

8. TERMS AND CONDITIONS

All terms and conditions as outlined in the ESS2, paragraphs 9 to 30 apply to direct workers. In addition:

- In line with national law, the maximum working hours are limited to 8 hours per day, 6 days a week unless there is payment of overtime.
- The compensation packages will be defined in employee contracts. No salaries paid by DOSMEP or the bank are lower than the Lao PDR minimum wage.
- Employment opportunities will be available to all. This includes equal pay for equal work, whether the person performing the work is a man or a woman.
- All workers of DOSMEP and the bank are entitled to insurance against occupational hazards, including ability to access medical care and take paid leave if they need to self-isolate as a result of contracting COVID-19.

9. GRIEVANCE MECHANISM

This section sets out details of the grievance mechanism that will be provided for direct and contracted workers as defined in the Labor Management Procedure of the Project and describes the way in which these workers will be made aware of the mechanism.

There will be a specific Grievance Redress Mechanism (GRM) for project workers as per the process outlined below. This considers culturally appropriate ways of handling the concerns of direct workers. Processes for documenting complaints and concerns have been specified, including time commitments to resolve issues. All Project workers will be informed of the Grievance Mechanism, if one is not already available internally that meets the requirements of ESS2 as well as the Labor Law, 2013.

The process for the Worker GRM is as follows:

- The first step is that the complainant may report their grievance in person, by phone, text message, mail or email (including anonymously if required) to their direct Supervisor as the initial focal point for information and raising grievances. For complaints that were satisfactorily resolved by the complainant, the incident and resultant resolution will be logged and reported to the E&S Focal Point of the Bank.
- As a second step, where the complainant is not satisfied, the Supervisor (or the complainant directly) will refer the aggrieved party to the Human Resources department. The Human Resources department endeavours to address and resolve the complaint and inform the complainant as promptly as possible, in particular if the complaint is related to something urgent that may cause harm or exposure to the person. For complaints that were satisfactorily resolved by Human Resources department, the incident and resultant resolution will be logged by the E&S Focal Point. Where the complaint has not been resolved, the E&S Focal Point will refer to the Management of the relevant organisation for further action or resolution.
- If the complaint remains unresolved or the complainant is dissatisfied with the outcome proposed by Management of DOSMEP and the bank respectively, the complainant may refer

the matter to the appropriate court, at the complainant's own expense. A decision of the Court will be final.

Each grievance record should be allocated a unique number. Complaint records (letter, email, record of conversation) should be stored together, electronically or in hard copy. The E&S Focal Point and the PMU will be responsible for undertaking a regular (at least monthly) review of all grievances to analyse and respond to any common issues arising. The E&S Focal Point in the PMU and the bank is also responsible for oversight of the GRM.

For recording and documentation purposes, the following Grievance Form and Grievance Tracker should be used (if there is not an existing process).

Table 4 **Grievance Form**

Internal Grievance Form		
Date/Time	Date (dd/mm/yyyy):	Time (24 hr format):
Name and Contact Details of Complainant:		<input type="checkbox"/> This is an anonymous grievance.
Information about Representative(s) of the Complainant:		
Name of the relevant employer (DOSMPE/VIETINBANK LAO LIMITED)		
Supporting Documents Provided:	<input type="checkbox"/> Photograph(s): <input type="checkbox"/> Voice Recording: <input type="checkbox"/> Documents: <input type="checkbox"/> Others:	
Brief Description: (What happened? Who was involved? Who did it happen to?)		

Table 5 Grievance Tracker Log

SN	Current Status	Details of Complainant				Resolution		
		Name (if not anonymous)	Date	Description of the Issue	Method to Contact	Contact Details	Action Proposed	Action Taken
001								
002								
003								
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Annex I Evaluation of Labor Management System of VIETINBANK LAO LIMITED

This annex aims to document the comparative analysis of the labor management policies of VIETINBANK LAO LIMITED against the requirements of ESS2, and to identify whether or not there are significant gaps.

Summary

The VIETINBANK LAO LIMITED has a sound labor management system with clear written guidelines and procedures in the form of a comprehensive set of labor management policies that comply with the requirements of the 2013 Labor Law of Lao PDR and latest approved by Department of Labor and Social Welfare. Overall, VIETINBANK LAO LIMITED's labor and human resource management practices and performance are in compliance with the ESS2 requirements.

As per the letter of request from DOSMEP (PMU) letter no 0171/ນສ໑, date 09 March 2022 for information on implementation and compliance with its HR policies and the National Labor Law by the VIETINBANK LAO LIMITED, the Department of Labor Management under the Minister of Labor and Social Welfare of Laos confirmed that the VIETINBANK LAO LIMITED and none of the MESMEs whose loans will be refinanced through the Bank has never been reported for HR policy and Labor Law violations. An additional scanning conducted by the DOSMEP's consultant also verifies that there were no social issues and grievances that might have been raised by their staff and workers reported and posted on the local and social media”

1. Labor Management Policies and Procedures

The VIETINBANK LAO LIMITED has 121 employees, including 62 women in 2021. The VIETINBANK LAO LIMITED's HR department is responsible for HR policy making and revision, daily operations (recruitment, training, remuneration, social insurance, etc.), and performance evaluation. In Lieu of Labor Management Procedures, the VIETINBANK LAO LIMITED has a comprehensive set of labor management policies in place, and strictly comply with the labor code of Lao PDR, which are mainstreamed into the policies and procedures of VIETINBANK LAO LIMITED. The labor management policies that were assessed include:

- General terms and conditions of employment
- Recruitment policies including minimum age and fairness
- Human resources and skills development
- Labor management including leave, social welfare, minimum wage and salary, contract, termination and compensation and prohibition of violation of Lao regulations and laws
- Occupational Health and Safety Policy covering workplace and staff safety, hygiene and control of workplace hazards
- Labour/staff relation and organisation, grievances and dispute settlements.

Evaluation and conclusion: Following the Lao PDR's labor law and regulations, the VIETINBANK LAO LIMITED has defined its labor management regulation and Human Resource Management system through a series of policies and procedures, which meet the main requirements of ESS2.

2. Terms and conditions

The VIETINBANK LAO LIMITED's labor management regulation (2021) was provided for review. In addition, VIETINBANK LAO LIMITED replied to a checklist question about labor and working condition. It was found that when signing a labor contract, the basic terms and conditions, including the term of specific job positions, work content and place of work, work time and rest time, labor remuneration, bonus and social insurances, labor protection, labor conditions and protection against occupational hazards, and entitlement to re-imbusement for travel expenses are specified. Working

hours are in alignment with the Lao PDR's regulations (of not more than 48 hours a week) and overtime work is compensated in accordance with Lao PDR's regulation on overtime.

The VIETINBANK LAO LIMITED Branches and HQ are operating 5 days a week, from Monday to Friday and working hour is less than 48 hours per week. Employees are entitled to paid leave (exclusive of the 7 national holidays, Lao women and Lao national bank establishment day) as well as maternity as well as sick, maternity and family/leave as required by 2013 Labor Law of Lao PDR.

In accordance with the 2013 Labor Law of Lao PDR, VIETINBANK LAO LIMITED employees will receive written notice of termination and details of severance payments required by law, in a timely manner. As mandated by the Labor law, wages earned, social insurance benefits, pension contributions and other entitlements are paid prior to termination.

Evaluation and conclusion: Lao PDR's 2013 labor law includes provisions on employment, labor contract management and leave, contract termination, remuneration, and the VIETINBANK LAO LIMITED relevant practices comply such provisions, and are communicated to all employees through induction training, on-the-job training and routine operations. In terms of contract terms and working conditions for direct workers, there is no gap between the VIETINBANK LAO LIMITED practices and ESS2.

3. Non-discrimination and Equal Opportunity

The VIETINBANK LAO LIMITED's labor and human resources policies did not specifically define regulations on non-discrimination, equal opportunity, and anti-sexual harassment, etc. Under the policies on prohibition of illegal activities, and promotion of human resources development, VIETINBANK LAO LIMITED is committed to prohibit those inappropriate behaviour and maintaining a working environment free from all forms of discrimination. In addition, all applicants are given an equal opportunity to gain employment and to progress professionally. Equal opportunity applies without regard to race, colour, sex, religion, age, marital status, disability, veteran status or national origin. Complaints regarding the application of this policy can be lodged with the HR department, and disciplinary action (including termination) may result from those who engage in any form of discrimination. The policy also includes a clause specifying that there will be no retaliation against those who file complaints.

Evaluation and conclusion: The policies and requirements on non-discrimination, equal opportunity, and anti-sexual harassment are partly covered by VIETINBANK LAO LIMITED, and considered to meet the key requirements of ESS2.

4. Workers Organizations

While VIETINBANK LAO LIMITED currently does not have a worker organization, especially branch offices. The 2013 Labor Law allows for trade unions to be "established within labor units that have been operating for at least six months or within other branches of work where employees see fit to establish such, at the central, provincial, municipal or district level."

Evaluation and conclusion: Although a worker organization is not yet in place, it is legally possible for such an organization to be established within VIETINBANK LAO LIMITED.

5. Age of employment

The VIETINBANK LAO LIMITED complies strictly with Lao PDR's policy and international commitments on the prohibition of child labour, and, given the nature of the industry (financial services) does not employ anyone under the age of 18.

Evaluation and conclusion: In consideration of the nature of job positions, there is no risk of children under the age of 18 being employed in VIETINBANK LAO LIMITED.

6. Forced Labor

The VIETINBANK LAO LIMITED complies strictly with Lao PDR's policy and international commitments on the prohibition of forced labor and given the nature of the industry (financial services), there have been no instances of forced labor that have or are likely to occur.

Evaluation and conclusion: Given of the nature of job positions and industry, there is no risk of forced labor being employed in VIETINBANK LAO LIMITED.

7. Employee Grievance Redress Mechanism

The VIETINBANK LAO LIMITED has included a grievance procedure in HR policies that encourages employees to bring any workplace grievance to the attention of their immediate supervisor or upper-level management. In cases where the immediate supervisor does not address the concern within a specified amount of time (5 days), or if the supervisor is the problem, then the next level of supervision should be engaged. The procedure is designed to avoid legal exposure but does not preclude the possibility of making claims using the labor dispute resolution committee specified in the 2013 Labor Law, or recourse to the courts.

Evaluation and conclusion: A grievance mechanisms proportionate to the type of workplace has been provided to all VIETINBANK LAO LIMITED workers, who are informed of its existence at the time of recruitment, along with the measures to protect them from retaliation. The grievance mechanism does not impede access to other judicial or administrative remedies. The grievance procedure is aligned with the requirements of ESS2 on grievance mechanism as well as the National law on Handling Grievances, 2016.

8. Occupational Health and Safety

Under its OHS and General Safety policies VIETINBANK LAO LIMITED commits to providing a safe and healthy workplace. The administration and HR departments are responsible for assessing safety reports from staff, monitoring health and safety conditions in the workplace, developing and putting in place OHS systems, and preparing and conducting training programs on OHS. The policy includes guidelines on specific risks relevant to the VIETINBANK LAO LIMITED workplace specifying staff responsibilities with regard to the safe use of office furnishings and equipment, the risk of fire, and lifting heavy loads. This policy is complemented by a road safety policy and a policy on the prevention of violence in the workplace.

Evaluation and Conclusion: The comprehensive OHS policy (inclusive of practical guidelines), complemented by the general safety and violence prevention policies of VIETINBANK LAO LIMITED are aligned with the requirements of ESS2.

Annex J List of Sub-loan for Refinancing under VIETINBANK LAO LIMITED

No	Business Name / MSMEs-SME	Business Activities	E&S Risk Category (H=High, M=Medium, L=Low)	Sector (Trading, Services and Manufacture)	Date of contract From	Date of contract To	Loan Purpose (Working Capital or Investment)	Refinance-able (Lak)	Refinance-able (USD)
1	MITTAPHAP AIR	Decoration, distribution, repair and installation of air conditioners	L	Trading	07/01/2021	22/06/2021	Working capital	2,600,000,000	194,310.00
2	STG TRADING LAO CO LTD	Cement bag store	L	Trading	17/12/2020	17/12/2021	Working capital	3,500,000,000	145,316.69
3	CUA HANG BAN VAT LIEU KETSALIN	Construction materials store	L	Trading	23/10/2020	23/10/2021	Working capital	700,000,000	73,233.73
4	KANTASILO EXPORT-IMPORT SOLE CO., LTD	Construction and agricultural materials store	L	Trading	29/05/2020	29/05/2021	Working capital	2,000,000,000	72,105.26
5	CAR ACCESSORIES SHOP BOUNTHAI	Spare parts for cars store	L	Trading	25/08/2020	23/08/2021	Working capital	1,200,000,000	113,684.21
6	JEWELRY SHOP OF SOMDAVAN	Gold, silver and valuables store	L	Trading	01/11/2021	01/11/2022	Working capital	2,000,000,000	200,000.00
7	CHTN MB VANG BAC VA DO CO GIA ONG SOMVANG-BA BOUN	Gold, silver and valuables store	L	Trading	14/12/2020	14/12/2021	Working capital	600,000,000	21,031.58
8	CUA HANG TU NHAN BAN DO TAP HOA BA TADAM	Trade in consumer goods	L	Trading	11/12/2020	11/12/2025	Working capital	180,000,000	15,789.47
9	MALAYKHAM VILAYHAN GROCERY STORE	Consumer goods store	L	Trading	14/07/2020	14/07/2021	Working capital	600,000,000	63,157.89
10	POINT OF PURCHASING COFFEE OF MS MALAYTHONG LAK 48	Agricultural products store	L	Trading	08/04/2020	08/04/2021	Working capital	300,000,000	31,578.95
11	CONSTRUCTION MATERIALS SHOP OF MS PHOULASY	Construction materials store	L	Trading	23/12/2020	23/12/2021	Working capital	1,000,000,000	100,526.32

No	Business Name / MSMEs-SME	Business Activities	E&S Risk Category (H=High, M=Medium, L=Low)	Sector (Trading, Services and Manufacture)	Date of contract From	Date of contract To	Loan Purpose (Working Capital or Investment)	Refinance-able (Lak)	Refinance-able (USD)
12	CHTN BAN VAT LIEU XAY DUNG BA HOANG THI THIEN	Construction materials store	L	Trading	07/12/2020	07/12/2021	Working capital	2,000,000,000	200,000.00
13	CUA HANG TU NHAN BAN DO TAP HOA BA SIPHACHANH	Consumer goods store	L	Trading	26/11/2020	26/11/2021	Working capital	100,000,000	8,288.00
14	CONSTRUCTION MATERIALS SHOP	Construction materials store	L	Trading	05/11/2021	05/11/2022	Working capital	600,000,000	31,578.95
15	EXIM SOLE CO., LTD	Service of Shipping	L	Service	03/12/2021	03/12/2022	Working Capital	800,000,000	84,210.53
16	CMI STEEL CO., LTD	Building materials store	L	Trading	07/12/2021	07/12/2022	Working Capital	1,600,000,000	168,421.05
17	STAR IMPORT - EXPORT SOLE CO., LTD	Beverage, Wine, whiskey store	L	Trading	24/08/2020	24/08/2021	Working Capital	1,100,000,000	115,789.47
18	SEM CAR SERVICE INDIVIDUAL ENTERPRISE	Car repair services	L	Service	16/11/2020	16/11/2021	Working Capital	1,000,000,000	42,105.26
19	DNTN CUA HANG VAT LIEU XAY DUNG PHU GIA	Building materials store	L	Trading	18/02/2020	18/02/2021	Working Capital	3,600,000,000	200,000.00
20	CUA HANG TU NHAN BAN THONGDAM	Phone cards, telecommunications equipment and components store	L	Trading	07/05/2021	07/05/2022	Working capital	500,000,000	51,716.84
21	VIENTIAN AUTOMATION AND SOLUTION ENGINEERING CO., LTD	Repairing of automobile for Power Plant Project	L	Other	22/02/2021	22/02/2022	Working capital	2,200,000,000	184,614.17
22	POUN SAP PHARMA SOLE CO LTD	Medical equipment store	L	Trading	19/03/2021	19/03/2022	Working Capital	2,500,000,000	142,293.32

No	Business Name / MSMEs-SME	Business Activities	E&S Risk Category (H=High, M=Medium, L=Low)	Sector (Trading, Services and Manufacture)	Date of contract From	Date of contract To	Loan Purpose (Working Capital or Investment)	Refinance-able (Lak)	Refinance-able (USD)
23	LADA CONSTRUCTION MATERIALS SHOP	Building materials store	L	Trading	19/10/2020	19/10/2025	Working Capital	300,000,000	26,315.79
24	SUPCHALEUN AGRICULTURE IMPORT-EXPORT SOLE CO., LTD	Agriculture products store	L	Trading	27/11/2020	27/11/2025	Working Capital	500,000,000	44,721.05
	SUPCHALEUN AGRICULTURE IMPORT-EXPORT SOLE CO., LTD	Agriculture products store	L	Trading	15/06/2021	15/06/2022	Working Capital	700,000,000	73,684.21
25	LAVI PRODUCTION AND TRADE SOLE CO., LTD	Medical (vitamin supplements) store	L	Trading	16/03/2021	16/03/2026	Working Capital	300,000,000	28,947.37
26	DNTN THUONG MAI DMAX	Building materials store	L	Trading	23/02/2021	23/02/2022	Working Capital	600,000,000	24,210.53
27	PHOUNSUP SHIPPING AND LOGISTICS IMPORT EXPORT SOLE CO LTD	Electrical equipment store	L	Trading	28/01/2021	28/01/2022	Working Capital	500,000,000	26,315.79
28	ANOUPAKHAM INDIVIDUAL TRADING SHOP	Electronic commerce, consumer goods store	L	Trading	21/03/2021	21/03/2022	Working capital	3,000,000,000	200,000.00
29	MALA HOTPOT	Buffet Restaurant	L	Service	25/12/2020	25/12/2025	Working Capital	800,000,000	72,947.37
30	PHONESAVANH SONGTHAVONE	Drinking product (water, beer) store	L	Trading	03/04/2021	03/04/2022	Working capital	800,000,000	54,024.74
31	SAIGON VIENTIANE MANUFACTURING AND TRADING	Consumer goods store	L	Trading	28/07/2020	28/07/2021	Working Capital	1,500,000,000	157,894.74
32	KEOMANY COMMERCE	Rice store	L	Trading	27/10/2020	27/10/2021	Working Capital	2,000,000,000	200,000.00

No	Business Name / MSMEs-SME	Business Activities	E&S Risk Category (H=High, M=Medium, L=Low)	Sector (Trading, Services and Manufacture)	Date of contract From	Date of contract To	Loan Purpose (Working Capital or Investment)	Refinance-able (Lak)	Refinance-able (USD)
33	PHETNOY MOBILE	Mobile store	L	Trading	07/05/2020	07/05/2025	Working Capital	230,000,000	17,743.16
	Total							41,910,000,000	3,186,556.45