

**MARUHAN JAPAN BANK LAO PDR**

**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**

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## Environmental and Social Policy

MARUHAN Japan Bank Lao Co., Ltd (MJBL), a commercial bank that has provided banking and financial services in Lao PDR since 2013. 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, manufacture and agriculture and agribusiness sector.

MJBL also aims to use resources, capacity, and expertise to revolutionize the Association of Southeast Asian Nations (ASEAN) banking industry and support strengthening bi-lateral ties between Japan and Lao PDR by delivering products and services that facilitate and encourage investment and contribute to the continuing growth and development, including green growth and sustainable development of Lao PDR, among others. The bank has a corporate social responsibility policy, which aims to promote growth and wellbeing in communities throughout the country. MJBL believe that environmental protection and social development are among the most pressing issues facing the world today. Therefore, MJBL regard sustainable and social development as fundamental aspects of sound business management. MJBL committed 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), MJBL have adopted the project’s Environmental and Social Management System (ESMS), which MJBL will work to support the following policy objectives along with its labour management procedure, CSR and staff policy, which are in Annex H and I:

- 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 labour and working conditions;
- Ensure that updates to the ESMS are made as required; and
- We report as required to our stakeholders on ESMS implementation.

  
Phouvieng THAVIXAY  
09 - Mar - 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
MJBL	Maruhan Japan Bank Lao
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.

Most 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 K, 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 4<sup>th</sup> 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)<sup>1</sup> 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 ESMP with qualified staff and resources to support management of E&S risks and impacts of the Project including ensuring there is a

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<sup>1</sup> The ESMP 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.

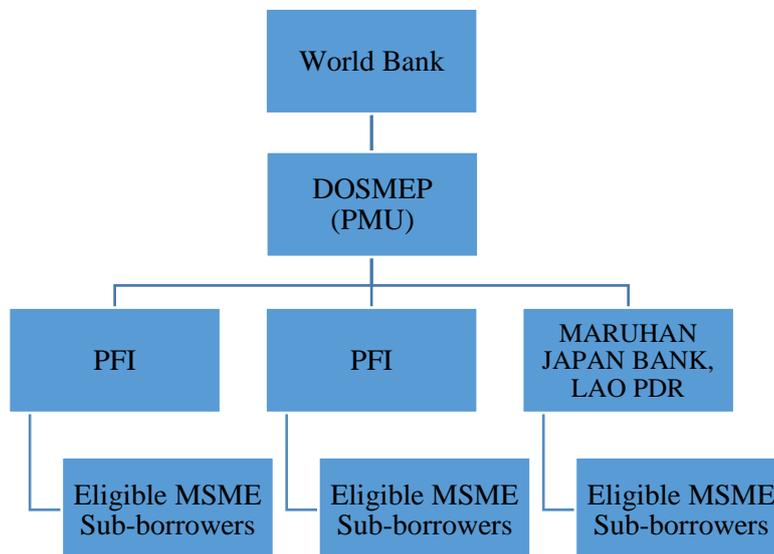
nominated E&S Focal Point who is responsible for the monitoring of the implementation of the ESMS, and a senior management representative;

- 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 Intermediaries<sup>2</sup> 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)<sup>3</sup>; and
- Labour Management Procedures (see *Annex H*).

**Figure 1 Overview of the Project Structure for “flow through” of E&S Requirements**



**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

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

<sup>3</sup> 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.

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.

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 satisfactory<sup>4</sup>. 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**

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<sup>4</sup> 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>

- 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 nominated E&S Focal Point<sup>5</sup> 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 reviewed;
- 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 MARUHAN Japan Bank, Lao PDR and their ESF capacity**

As mentioned above, three of the PFIs 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**

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

and standards, and the E&S safeguard requirements of the Financing Agreement and applicable safeguard instruments.

- 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***

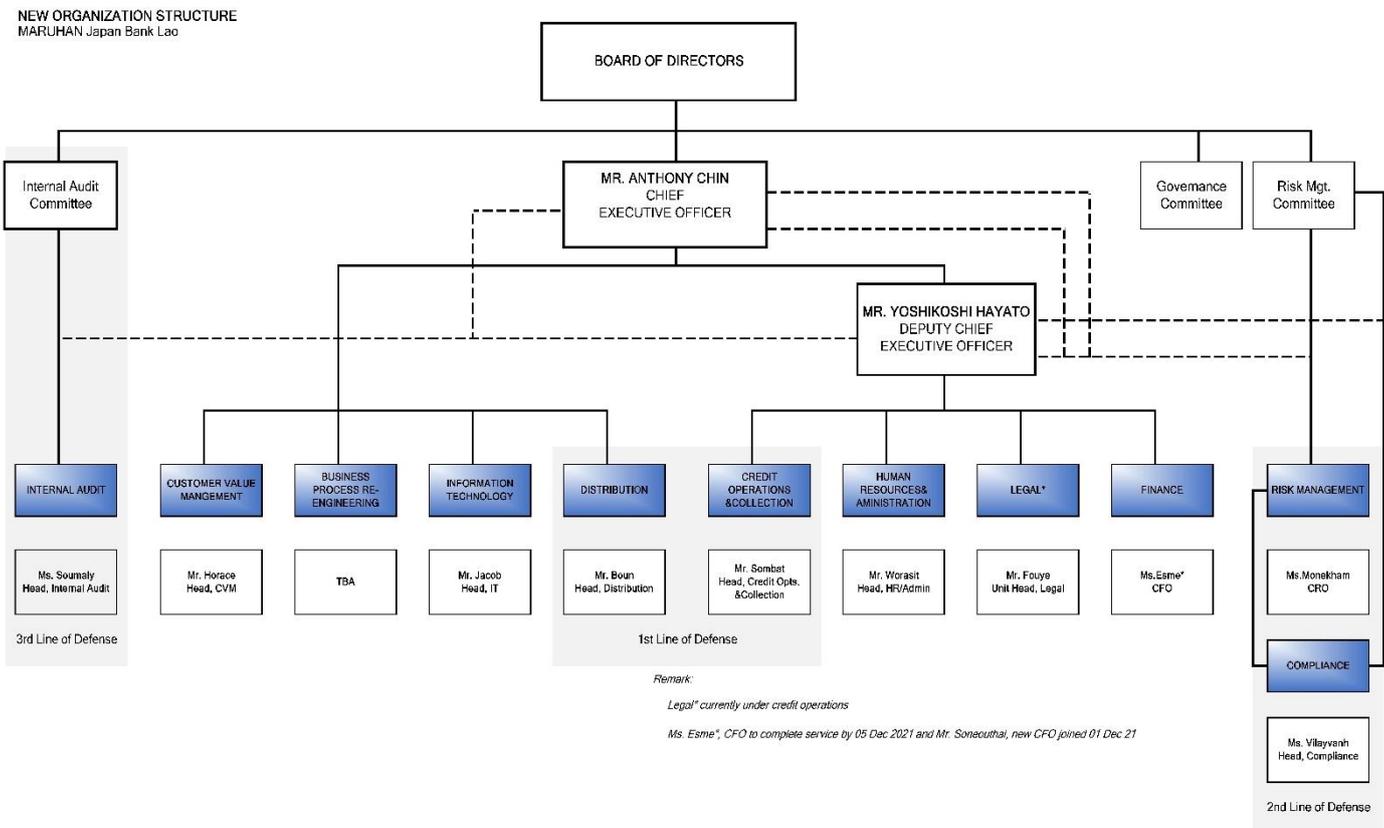
- Establish and maintain a unit with a senior management representative to have overall accountability for environmental and social performance in addition to a staff member as an E&S focal person to coordinate E&S requirements and implementation of the ESMS;
- Ensure that staff are provided with adequate 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 Maruhan Japan Bank Lao Co., Ltd**

MARUHAN Japan Bank Lao Co., Ltd (MJBL) was established in 2013, and now has head office and branch offices in Vientiane Capital, Luang Prabang and Champasak province. The organisation structure is in Figure 1. In 2021, MJBL had total staff of 170, of which, 68 were women which represents 40% of total staff. The bank core services include loan, payments, remittances, and other banking services. There were over 4,000 clients/borrowers as of September 2021. Of which, 329 were MSMEs and none of it was large scale business or corporate business. Under MSME, 26.47% of MSME were in trading sector, 1% were in construction sector, 13.29% were in tourism sector, 11.29% were in agriculture, 13.35% in service, 2.55% in transportation, 4% in industry, and 28.05% in other sectors. The maximum loan size was US\$350,000, while the average amount of loan was US\$75,000.

The sub-loans proposed for refinance are totally 39 sub-loans or MSMEs (Annex J). Of which, 8% are MSME and 92% are SME, and trading sector covered 58.97%, construction sector 10.26%; tourism sector 2.56%, handicraft 5.13% and other sectors 23.08%. were in agriculture. The sub-loans consist of two types:

working and investment capital, which shared 41% and 59%, respectively. The maximum loan size was about US\$ 210,000, while the average amount of loan was about US\$ 88,000.



**Figure 2 Maruhan Japan Bank Lao Organisation Chart**

At MARUHAN Japan Bank Lao Co., Ltd, our aim is to use the MARUHAN Japan Group’s unparalleled resources, capacity, and expertise to revolutionize the ASEAN banking industry. MJBL will achieve this by providing the highest standards in customer service as well as innovative products that will ensure you, our customers, have access to the kind of fully-functioning, competitive, regional banking networks that can support your business and financial needs, and allow you to reach your goals in the ASEAN region and beyond. Our Laotian and Cambodian banks and our Yangon representative office in Myanmar operate as part of our Singapore-based regional financial institution, MARUHAN Investment Asia Pte. Ltd., which is, in turn, part of MARUHAN Japan Group.

MARUHAN Japan Bank Lao uses a mixture of innovation and experience to deliver a whole new banking experience for our customers. MJBL classify itself as experts in ‘relationship banking’ and this means MJBL focus on providing our customers with unparalleled standards of service, performance, and global reach. Regionally the MARUHAN Corporation is an established leader in customer service, and MJBL have already set new industry standards in this area in the ASEAN region. Our comprehensive range of

professional, affordable, convenient, and easy to use banking services are delivered with the kind of personal hospitality that the Japanese are renowned for throughout the world.

Cutting edge technology, a wealth of industry experience and tailor-made services are all designed to ensure that each and every customer benefit from products and services that give them choice, security, convenience, and control. MARUHAN Japan Bank Lao Co., Ltd's high-quality products and services provide value-added solutions for personal, corporate and institutional customers. Whether you are an individual, private customer, a non-governmental organization, or a commercial corporation of any size, you will find our approach to servicing your needs attentive, flexible, considered, and informed at all times.

MARUHAN Japan Bank Lao Co, Ltd aims to support the strong bi-lateral ties between Japan and Lao PDR by delivering products and services that facilitate and encourage investment and contribute to the continuing growth and development, including green growth and sustainable development of Lao PDR. Our corporate social responsibility programs also aim to promote growth and wellbeing in communities throughout the country.<sup>6</sup> The bank and our parent company MARUHAN Corporation, firmly believe in promoting growth and well-being in the communities in which MJBL serves. MARUHAN Japan Bank Lao's philosophy is to drive social support within every aspect of our organization in a responsible manner. MJBL do this by using our business resources responsibly; to improve environments, provide opportunities and generate hope within the communities in which MJBL works. This commitment includes being a role model employer and service provider, setting new standards in terms of commitment to corporate and social responsibility and providing both financial and in-kind assistance to worthy programmes and organizations operating in Lao PDR. Above images are just a few examples of the many ways MARUHAN Japan Bank Lao Co., Ltd is fulfilling its corporate responsibilities in Lao PDR. Our corporate and social responsibility programme is in line with our ASEAN regional strategy – MJBL operates locally but with the aim of providing a network of benefits that create impact well beyond individual countries. A few notable corporate social responsibilities (CSR) projects that the bank parent and sister companies already been involved in within the region have included the sponsorship of:

- a sports programme which provides sporting opportunities for children from extremely poor families living and/or working around city garbage dumps
- a bus that transports children from various orphanages, schools and organizations to sporting events,
- sending a team to the Homeless World Cup in Milan, Italy
- an educational HIV prevention TV series
- a Fun Run in aid of vocational training programmes for disadvantaged young people.
- Sponsoring a football team or a school bus may seem a small contribution, but it is part of a wider mission to give even the most disadvantaged something to smile about.

Last year, MJBL including staff contributed LAK10,000,000 for a fire victim, whose house was burnt on 6 May 2020 in Phonxay Village, Vientiane Capital, to name a few<sup>7</sup>. MJBL also established a donation fund called “Vira bu loud” fund amounts more than LAK50 million which not only includes the bank's and its

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<sup>6</sup> MARUHAN Japan Bank Lao (n.d.). Retrieved 2021, October 19, from <https://maruhanjapanbanklao.com/about/>

<sup>7</sup> Corporate social responsibility (n.d.). Retrieved 2021, October 19, from <https://maruhanjapanbanklao.com/about/corporate-social-responsibility-csr/>

staff contribution but also contribution from the Asia Foundation and other people who wish to contribute to support the fight against COVID19.

MJBL has human resources policy (Annex I) and performs in accordance with the requirements of the 2013 Labor Law of Lao PDR (2013) and ESS2 (Annex J).

MJBL has been aware that our business and our clients including MSMEs have been greatly impacted by economic and social disruptions resulting from the ongoing COVID-19 crisis and believes that participating the MSME A2F ESR Project will help the business recovers and builds back better. In addition, MARUHAN Japan Bank Lao believe that environmental protection and social development, which are among the most pressing issues facing the world today is fundamental aspects of sound business management. So, MARUHAN Japan Bank Lao has adopted the MSME A2F ESR project's Environmental and Social Management System (ESMS), which is consistent and aligned with E&S policies of Lao PDR and the World Bank's ESF. The ESMS will be specifically applied to the loans financed as part of the Project.

## **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 risk of impact 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, labour 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-to-day 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 Labour 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 & labour 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 labour 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.
- *Labour Law, adopted in 2006 and updated in 2013,* defines the principles, regulations and measures on administration, monitoring, labour skills development, recruitment, and labour protection. This labour 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 Labour Occupational Health and Safety (OHS) to protect labour health and safety, and labour 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, Maruhan 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 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:

- *[link will be added]*

## Environmental and Social Safeguard Personnel and Training

MJBL aims to develop and maintain organisational capacity and competency for implementing the ESMS, with clearly defined roles and responsibilities. MJBL 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 Labour Procedures and resources necessary to support such implementation. In addition, MJBL 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 resources<sup>8</sup> are available for management of and training in environmental and social issues;

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<sup>8</sup> 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 to the week of December 20-24.

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. Phouvieng Thavixay, chief of credit division, the representative of a senior management, as the E&S Focal Point
2. Ms. Souphaphone Philakoune, loan officer, responsible for day-to-day implementation
3. Ms. Sanina Khounnyvong, credit officer, responsible for day-to-day implementation

Mr. Phouvieng Thavixay used to work and represent Sacom bank to coordinate the SME Access to Finance Project including E&S safeguards and participated the MSME A2F ERS project launch and inception meeting. Other staff including those in the branch offices in provinces have not had much experience on ESMS. However, all the staff participated 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.

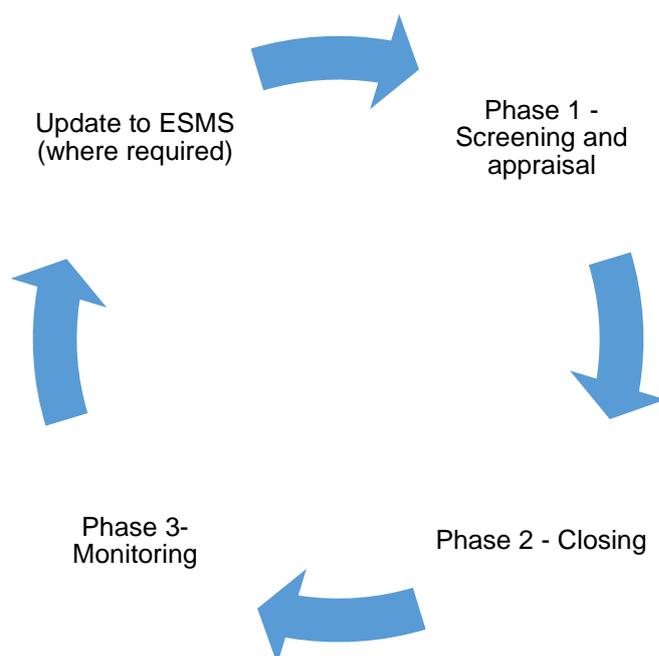
MJBL, especially the E&S responsible staff is expected to receive training and support from the project including DOSMEP's consultants, staff of the World Bank, and others (e.g., National University of Laos, Faculty of Social Science and other training organizers supported through the World Bank-financed projects) on the Project's ESMS and SEP, GRM Labour 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, MJBL 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".

### **Environmental & Social Procedure**

All candidate sub-loans will be screened by MJLB 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 1: Phase 1: Screening and Appraisal (of sub-loan or project)**

Entity	Responsibilities	Documents
<b>Loan Officer</b>	<ul style="list-style-type: none"> <li>▪ Screen a sub-borrower’s activities against the Exclusion List (in Appendix A).</li> <li>▪ If any excluded activities are identified, then the loan should proceed no further.</li> <li>▪ If no exclusion list activities are identified, then the application can proceed to the next Phase.</li> <li>▪ 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"> <li>– 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.</li> </ul> </li> <li>▪ 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"> <li>▪ Where compliance cannot be demonstrated, an E&amp;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</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Completed screening assessment refer to Annex C Screening and Appraisal Format</li> </ul>

Entity	Responsibilities	Documents
	for each specified action must also be agreed. A template is included in Annex D Template Environmental and Social Action Plan.	
<b>E&amp;S Focal Point</b>	<ul style="list-style-type: none"> <li>Provide input and support where required in screening of the sub-loan, including categorisation and identifying any gaps to be addressed.</li> </ul>	-
<b>Credit</b>	<ul style="list-style-type: none"> <li>This is the last part of evaluation, and is required to confirm: <ul style="list-style-type: none"> <li>No exclusion list activities (including high/substantial risk activities)</li> <li>The E&amp;S risks have been appropriately understood, including the category, and where necessary a corrective action plan developed</li> <li>Reject to provide loan (business or loan purpose exists in Exclusion List)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Reviewed screening assessment refer to Annex C Screening and Appraisal Format</li> </ul>

**Table 2: E&S Categorisation**

Category	Definition	Notes
<b>High Risk</b>	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.
<b>Substantial Risk</b>	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.
<b>Moderate Risk</b>	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).
<b>Low Risk</b>	Low Risk means any business activity minimal or negligible risks to and impacts on human populations and/or the	Allowed but should be straightforward to

Category	Definition	Notes
	environment with few or no adverse risks and impacts and issues.	review (see Annex C).

*Note – also see Annex B for further detail.*

**Table 3: Phase 2: Closing**

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

**Table 4: Phase 3: Monitoring**

Entity	Responsibilities	Documents
<b>Loan Officer</b>	<ul style="list-style-type: none"> <li>▪ Ensure there is reporting of material adverse E&amp;S events. A template is included in Annex F Material E&amp;S Incident Report Template to formally record these events. Examples of material E&amp;S incidents may include: <ul style="list-style-type: none"> <li>– Major injuries or fatalities (employees, the general public or contractors);</li> <li>– Strikes or significant employee disputes;</li> <li>– Regulator action in relation to E&amp;S matters;</li> <li>– Spills, pollution incidents, fires, explosions; and</li> <li>– Etc.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Annex F Material E&amp;S Incident Report Template</li> <li>▪ An example (that can be tailored) is included as Annex E Annual Monitoring Report Template</li> </ul>

Entity	Responsibilities	Documents
	<ul style="list-style-type: none"> <li>▪ 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"> <li>– Low risk sub-loans do not require monitoring.</li> <li>– 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.</li> </ul> </li> <li>▪ In the event of non-compliance in relation to E&amp;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 situation through available clauses in the loan documentation. Material developments will be reported to the PMU for onward reporting to World Bank.</li> </ul>	for annual monitoring.

### 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 MARUHAN Japan Bank Lao (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 EEA/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**

MARUHAN Japan Bank Lao 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 Annual 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 MARUHAN Japan Bank Laos website at <https://maruhanjapanbanklao.com>.

## 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

MARUHAN Japan Bank Lao 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)<sup>2</sup>.
- Production or trade in tobacco<sup>2</sup>.
- 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 labor<sup>9</sup>/harmful child labor<sup>10</sup>.
- 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

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<sup>9</sup>Forced labor means all work or service, not voluntarily performed, that is extracted from an individual under threat of force or penalty.

<sup>10</sup>Harmful 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.

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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
<b>Substantial Risk</b>	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.	<ul style="list-style-type: none"> <li>▪ Oil and Gas:               <ul style="list-style-type: none"> <li>– Greenfield exploration and production operations.</li> <li>– Refinery construction and operation.</li> </ul> </li> <li>▪ Mining and Coal Processing Sector:               <ul style="list-style-type: none"> <li>– Operations that involve large scale extraction of minerals, coal or building materials, via underground or open-pit mining.</li> <li>– Development of large mineral processing facilities/integrated mills.</li> </ul> </li> <li>▪ Power Sector:               <ul style="list-style-type: none"> <li>– New thermal power station development.</li> <li>– 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 &amp; social impacts).</li> <li>– Large scale electric power transmission and distribution.</li> </ul> </li> <li>▪ Transportation and Logistics:               <ul style="list-style-type: none"> <li>– Large infrastructure projects, including development of [new] ports and harbours, airports, road, rail, and mass transit systems.</li> </ul> </li> <li>▪ Realignment and/or widening of an existing road, where such new road, or realigned and/or widened section of road.</li> <li>▪ Activities that require an ESIA in Lao PDR (See Table B2 below).</li> </ul>

Category	Definition	Example Activities
<b>High Risk</b>	<p>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).</p>	<ul style="list-style-type: none"> <li>▪ Power Sector: <ul style="list-style-type: none"> <li>– Expansion of existing thermal power operations within an existing footprint and/or will not result in significant environmental/social impact</li> <li>– Renewable power developments that will not result in significant environmental/social impacts.</li> </ul> </li> <li>▪ Manufacturing: <ul style="list-style-type: none"> <li>– Development of a manufacturing facility where there are no significant environmental &amp; social impacts, however it is not part of an existing industrial park</li> </ul> </li> <li>▪ Infrastructure: <ul style="list-style-type: none"> <li>– Development of a large water supply network using existing water supply (i.e., development and construction of infrastructure)</li> <li>– Development of datacentres, where there are no significant environmental &amp; social impacts, however recognising that these can be significant users of energy.</li> </ul> </li> <li>▪ Activities that require an IEE and or ESIA in Lao PDR (<b>See Table B2 below</b>).</li> </ul>
<b>Moderate Risk</b>	<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"> <li>▪ Acquisition of new transportation equipment (automobiles, trucks, other specialised equipment, and replacement parts);</li> <li>▪ Small-scale processing of agricultural produce e.g., rice.</li> <li>▪ Building of small warehouses or renovation of existing physical premises on the land fully owned by the MSMEs;</li> <li>▪ Acquisition of assets such as industrial machines, medium sized tools and equipment.</li> </ul>

Category	Definition	Example Activities
<b>Low Risk</b>	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.	<ul style="list-style-type: none"> <li>▪ Office based activities such as marketing, consultancy, etc.</li> <li>▪ Working capital needs (loans for payment of salaries, marketing costs, audit and accounting costs);</li> <li>▪ Acquisition of communications equipment (phone and fax equipment, computers, printers, servers, software, other hardware, etc.);</li> <li>▪ Purchase of construction materials for shops selling construction material,</li> <li>▪ Purchase of feed stock, and feed mixer machine;</li> <li>▪ Acquisition of fixed small assets (refrigerators, replacement parts, etc.), small tools and equipment etc.).</li> <li>▪ All types of retail outlets (except those dealing in hazardous or toxic chemicals, flammable materials); and</li> <li>▪ Restaurants and other food premises.</li> </ul>

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 <sup>3</sup> or (c) catchment area < 1,500 hectares	(a) ≥ 15 megawatt or (b) catchment basin ≥ 200 million m <sup>3</sup> 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 <sup>3</sup>	> 50,000 m <sup>3</sup>
High voltage transmission development			
1.10	High voltage transmission construction:		
1.10.1	High voltage ≥ 230 Kilovolt	≤ 15 Kilometers	> 15 Kilometers
1.10.2	High voltage < 230 Kilovolt	All sizes	
1.11	High voltage power distribution station	< 10 hectares	≥ 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.)	≥ 500 head	
2.4	Poultry raising	≥ 5,000 head	
2.5	Pig raising	≥ 500 head	
2.6	Fishpond and aquatic culture in industrial ponds	≥ 10 hectares	
2.7	Fish cage and aquatic culture in cages along rivers	≥ 300 m <sup>2</sup>	
2.8	Crocodile raising	≥ 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)	≤ 1 ton/day	> 1 ton/day
3.2	Milk processing factory	≤ 40 ton/day	> 40 ton/day
3.3	Tapioca and tapioca products processing	40-80 ton/day	> 80 ton/day
3.4	Sugar factory	≤ 30 ton/day	> 30 ton/day
3.5	Liquor manufacture	≤ 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 <sup>2</sup> /year	> 100,000 m <sup>2</sup> /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 <sup>3</sup> /day	> 50,000 m <sup>3</sup> /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 <sup>3</sup> /year or areas ≤ 20 hectares	> 100,000 m <sup>3</sup> /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 <sup>3</sup> /day	> 5,000 m <sup>3</sup> /day
5.8	Construction of reservoir and dams	1-200 million m <sup>3</sup> or height of dam ≤ 10 m <sup>3</sup>	> 200 million m <sup>3</sup> or height of dam > 10 m <sup>3</sup>

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**

<b>Environmental and Social Aspects Screening Checklist</b>	
<b>Borrower Name:</b>	<b>Location:</b>
<b>Loan Amount (US\$) and Purpose:</b>	
<b>Industry Sector:</b>	<b>Brief Borrower Description:</b>
<b>Completed by:</b>	<b>Reviewed by:</b>
<b>Date:</b>	<b>Date:</b>
<p><b>Category</b></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><b>Rationale (please summarise the reasons for the category selected):</b></p>	
<b>Compliance with the Applicable Requirements — Check all that apply:</b>	
<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"> <li><input type="checkbox"/> Boilers</li> <li><input type="checkbox"/> Generators</li> <li><input type="checkbox"/> Vehicles and equipment</li> <li><input type="checkbox"/> Furnaces and incinerators</li> <li><input type="checkbox"/> Welding and soldering</li> <li><input type="checkbox"/> On-site burning</li> <li><input type="checkbox"/> Use of solvents</li> <li><input type="checkbox"/> Use of fumigation</li> <li><input type="checkbox"/> Use of exhaust ventilation</li> </ul>	<p><i>Wastewater</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Wastewater discharged to: _____</li> <li><input type="checkbox"/> Oil separators</li> <li><input type="checkbox"/> Cleaning operations</li> <li><input type="checkbox"/> Cleaning operations</li> <li><input type="checkbox"/> Spraying operations</li> <li><input type="checkbox"/> Separation tanks or filters</li> <li><input type="checkbox"/> Foul sewers and septic tanks</li> <li><input type="checkbox"/> De-watering/water pump out</li> <li><input type="checkbox"/> Water treatment units</li> </ul>
<p><i>Solid waste</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Waste generated</li> <li><input type="checkbox"/> Types of waste: _____ _____</li> <li><input type="checkbox"/> Hazardous waste (e.g., waste oils, pesticide washings, solvents, clinical waste, asbestos)</li> <li>Waste disposed to _____</li> </ul>	<p><i>Hazardous chemicals, fuels, and pesticides</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> On-site chemicals or fuels storage</li> <li><input type="checkbox"/> Protective measures against leaks/spills</li> <li><input type="checkbox"/> Signs of leaks/spills</li> <li><input type="checkbox"/> Protective measures against rain</li> <li><input type="checkbox"/> Signs of corrosion on tanks/containers</li> <li><input type="checkbox"/> Secured storage areas against theft</li> <li><input type="checkbox"/> On-site spill clean- up equipment</li> <li><input type="checkbox"/> Training on proper handling of chemicals and fuels</li> <li><input type="checkbox"/> Pesticide use and management</li> </ul>

<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>	

<p><b><i>Community Interactions — Check all that apply:</i></b></p>
<p><input type="checkbox"/> No designated person in charge of responding to questions from the community</p> <p><input type="checkbox"/> No procedures for managing community complaints</p> <p><input type="checkbox"/> Use of security personnel</p>
<p>Based on the above are there any issues (e.g., community complaints, problems with the community and security personnel, etc.)? If so, please describe:</p>
<p><b><i>Social issues – Check all that apply:</i></b></p>
<p><input type="checkbox"/> Land acquisition required (do not proceed)</p> <p><input type="checkbox"/> Displacement/resettlement of local settlements (do not proceed)</p> <p><input type="checkbox"/> Impact on local settlements/livelihood (do not proceed)</p> <p><input type="checkbox"/> Impact on indigenous peoples (do not proceed)</p> <p><input type="checkbox"/> Complaints from neighbours/communities</p> <p><input type="checkbox"/> On or adjacent to site of cultural/archaeological importance (do not proceed)</p>
<p>Based on the above please briefly describe any issues:</p>

**Labour 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 labour (do not proceed)
- No process for employees to voice complaints
- No recognition of employee organizations/labour 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:

**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 Labour 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.

<b>Industrial Sector</b>	<b>Outstanding exposure (in US\$)</b>	<b>% of portfolio</b>
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		

<b>Industrial Sector</b>	<b>Outstanding exposure (in US\$)</b>	<b>% of portfolio</b>
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		
<b>Total</b>		

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

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

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

<b>Reviewer</b> (Name, Title and Position):	<b>Sub-Loan Name and #:</b>	<b>Date loan issued:</b>
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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 Labour Management Procedures

### 1. OVERVIEW OF LABOR USE ON THE PROJECT

The Labour 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 Labour 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 Labour Requirements	Contracted Workers
PMU	3	Project Coordinators  E&S Focal Point  Finance, administrative and support staff of DOSMEP	Throughout project cycle	Direct workers  Direct workers  Direct workers
MARUHAN Japan Bank Lao	3	Loan Officer  Credit Officer  E&S Focal Point  Others: Other core staff as required	Throughout project cycle	Direct worker  Direct worker  Direct worker  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 Labour Risks:** The key labour 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.

People engaged to work on the Project may meet people with COVID-19. 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 Labour Risks**

Project Activity	Key Labour 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"> <li>• Exposure to people who could have COVID-19 if without the proper Personal Protective Equipment (PPE) and/or training;</li> <li>• Ergonomics;</li> <li>• Trip and fall hazards;</li> <li>• Harassment;</li> <li>• Fire; and</li> <li>• Mental stress and fatigue.</li> </ul>
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"> <li>• Context hazards in MSME operations e.g., physical hazards such as moving equipment;</li> <li>• Traffic hazards;</li> <li>• Lone working in remote areas; and</li> <li>• Exposure to people who could have COVID-19 if without the proper PPE and/or training.</li> </ul>

### 3. BRIEF OVERVIEW OF LABOR LEGISLATION: TERMS AND CONDITIONS

This section sets out the *key aspects* of national labour 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 Labour Law (2013) is the key document governing the regulatory framework for labour 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
<b>C029</b> - Forced Labour Convention, 1930 (No. 29)	23 Jan 1964	In Force
<b>C100</b> - Equal Remuneration Convention, 1951 (No. 100)	13 Jun 2008	In Force
<b>C111</b> - Discrimination (Employment and Occupation) Convention, 1958 (No. 111)	13 Jun 2008	In Force
<b>C138</b> - Minimum Age Convention, 1973 (No. 138)	13 Jun 2005	In Force
<b>C182</b> - Worst Forms of Child Labour Convention, 1999 (No. 182)	13 Jun 2005	In Force

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

2014. The Labour 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 Labour Law is extensive and covers discrimination in the workplace, equal opportunity, gender aspects, labour disputes and collective bargaining, amongst others. A chapter in the Labour Law is dedicated to health and safety in the workplace. The Labour 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 labour remains a noticeable gap in the legal framework despite many years of participation in related international programs. The Labour 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 labour 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 labour 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 Labour 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 labour or children under the age of 18;
- All employees are aware of their rights under the Labour 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 Labour Management:

- **DOSMEP:** Human resources staff will be responsible for the engagement of direct workers and the bank with compliance with labour 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.
- **Maruhan Japan Bank Lao:** 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](http://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 masks<sup>11</sup> 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.

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<sup>11</sup> 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, regardless whether the person performing the work is male or female.
- 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.

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**

<b>Internal Grievance Form</b>		
<b>Date/Time</b>	Date (dd/mm/yyyy):	Time (24 hr format):
<b>Name and Contact Details of Complainant:</b>		<input type="checkbox"/> This is an anonymous grievance.
<b>Information about Representative(s) of the Complainant:</b>		
<b>Name of the relevant employer (DOSMPE/Maruhan Japan Bank Lao)</b>		
<b>Supporting Documents Provided:</b>	<input type="checkbox"/> Photograph(s): <input type="checkbox"/> Voice Recording: <input type="checkbox"/> Documents: <input type="checkbox"/> Others:	
<b>Brief Description:</b> (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								
004								
005								
006								
007								
008								
009								
010								
011								
012								
013								
014								
015								
016								
017								
018								
019								
020								
021								
022								
023								
024								
025								

## Annex I MJBL Corporate Social Responsibility and Staff Policy

### CORPORATE SOCIAL RESPONSIBILITY (CSR)

MARUHAN Japan Bank Lao, and our parent company MARUHAN Corporation, firmly believe in promoting growth and wellbeing in the communities in which we serve.

MARUHAN Japan Bank Lao's philosophy is to drive social support within every aspect of our organization in a responsible manner. We do this by using our business resources responsibly; to improve environments, provide opportunities and generate hope within the communities in which we work. This commitment includes being a role model employer and service provider, setting new standards in terms of commitment to corporate and social responsibility and providing both financial and in-kind assistance to worthy programmes and organizations operating in Lao PDR.

Above images are just a few examples of the many ways MARUHAN Japan Bank Lao is fulfilling its corporate responsibilities in Lao PDR. Our corporate and social responsibility programme is in line with our ASEAN regional strategy – we operate locally but with the aim of providing a network of benefits that create impact well beyond individual countries.

A few notable corporate social responsibility (CSR) projects that our parent and sister companies already been involved in within the region have included the sponsorship of:

- A sports programme which provides sporting opportunities for children from extremely poor families living and/or working around city garbage dumps
- A bus that transports children from various orphanages, schools and organizations to sporting events,
- Sending a team to the Homeless World Cup in Milan, Italy
- An educational HIV prevention TV series
- A Fun Run in aid of vocational training programmes for disadvantaged young people.
- Sponsoring a football team or a school bus may seem a small contribution, but it is part of a wider mission to give even the most disadvantaged something to smile about.

**Human Resource Policies**



## HUMAN RESOURCE POLICIES

### GENERAL SAFETY POLICY

Version 1.0



## Document Control

Document Title:	Human Resources Policies - <ul style="list-style-type: none"> <li>• General Safety Policy</li> </ul>
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## Approval and Signoff

<b>EXECUTIVE MANAGEMENT</b>		
Title	Name	Signature
General Manager	Keiichi Nakamura	
Senior Executive	Marina Chin	

Date: 16<sup>th</sup> January 2014

<b>Board of Directors*</b>		
Title	Name	Signature
Board Director (representing the Board)	Ken Han	

\*Board Approval as per Board Meeting on .....11<sup>th</sup> March 2014.....

Date:.....11<sup>th</sup> March 2014.....

## **GENERAL SAFETY POLICY**

### **1. SAFETY – GENERAL POLICY**

Providing safe working conditions and maintaining continuity of employment is of continual concern. In this regard, it is important that adequate policies and procedures be developed and adhered to in order to ensure safe, efficient operating conditions, thereby safeguarding employees and facilities.

MARUHAN Japan Bank Lao Co., Ltd “MJBL” will not knowingly permit unsafe conditions to exist, nor will it permit employees to indulge in unsafe acts. Violations of the Bank’s rules and regulations will result in disciplinary action.

MJBL believes that the safety of employees and physical property can best be ensured by a meaningful program.

#### **a. Employee**

Since the employee on the job is frequently more aware of unsafe conditions than anyone else, employees are encouraged to make recommendations, suggestions, and criticisms of unsafe conditions to their Department Heads/Managers so that they may be corrected.

#### **b. Department Head/Manager**

Department Heads/Managers are responsible for the working conditions within their department and the Bank generally. Head/Manager of Department should remain alert at all times to dangerous and unsafe conditions, so that he/she may recommend corrective action, discipline employees who habitually create or indulge in unsafe practices, assess new or changed situations for inherent dangers, and follow up on employee suggestions for corrective action so that unsafe conditions are not instituted or permitted to exist.

### **2. MJBL SAFETY COMMITTEE**

MJBL operates in accordance to applicable Lao Laws, and as such encourages the employees’ involvement in forming safety committee and have meetings to be held quarterly. Such committee will specify procedures and actions to be taken in the event of fires, security and other emergencies. Decisions and recommendations will be communicated via departmental team meetings.

### **3. INJURIES**

All employees are required to immediately report all occupational illnesses or injuries to Head/Manager of Department, no matter how minor they are, and the contracted insurance company will be notified accordingly.



## HUMAN RESOURCE POLICIES

# OCCUPATIONAL HEALTH AND SAFETY POLICY

Version 1.0



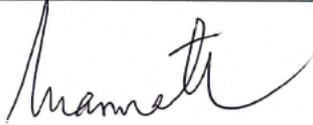
## Document Control

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Title	Name	Signature
General Manager	Keiichi Nakamura	
Senior Executive	Marina Chin	

Date: 16<sup>th</sup> January 2014

<b>Board of Directors*</b>		
Title	Name	Signature
Board Director (representing the Board)	Ken Han	

\*Board Approval as per Board Meeting on 11<sup>th</sup> March 2014

Date: 11<sup>th</sup> March 2014

## **OCCUPATIONAL HEALTH AND SAFETY POLICY**

MJBL shall provide a safe and healthy workplace free of risks for all our employees. For this, the Bank establishes and enforces certain guidelines for the protection of employees.

### **I. HUMAN RESOURCES DEPARTMENT & ADMINISTRATION DEPARTMENT**

Both these departments are assigned to monitor the enforcement and adherence to established guidelines on Health and Safety at Work. Both departments' roles and responsibilities shall include the following:-

- a. Examine safety reports from staff to make recommendations for corrective actions;
- b. Review, implement and monitor the health and safety conditions in the workplace;
- c. Consider reports in accordance with Lao Law and make the necessary recommendations to Management, if any;
- d. Assist in the development of occupational health and safety systems of work and monitor its effectiveness;
- e. Propose and conduct training programs on occupational health and safety, where applicable.

### **II. HEALTH AND SAFETY AT WORK GUIDELINES**

All staff are:

- a. expected to adhere to safety and health guidelines that apply to their actions and conduct;
- b. to take reasonable care for their own health and safety, and of other persons who may be affected by their acts or omissions at work;
- c. to report on all unsafe practices and unsafe conditions;
- d. to report accidents immediately;
- e. to maintain good housekeeping;
- f. to teach health and safety to new employees and make safety a part of everyday duties;
- g. to serve in the safety committee when appointed;
- h. to work in accordance with accepted safe practices and undertake no risks;
- i. to obey and observe the Bank's safety policy, safety rules and safe working procedures.

The following are things that staff must take notice of while at the workplace so as to ensure a healthy and safe environment:

- a. While in the premises, each employee needs to look out for:
  - Worn out or missing staircases;
  - Missing, hanging or damaged handrails;
  - worn or broken floor coverings;
  - slippery floor surfaces;
  - broken glasses;
  - trailing and visible telephone or electrical leads;
  - faulty electrical appliances;
  - air quality in the workplace.
  
- b. Employees should refrain from:
  - leaving desk drawers open;
  - opening more than one filing cabinet drawer a time;
  - putting furniture where sharp corners protrude;
  - standing on swivel chairs;
  - leaving obstructions such as furniture, cartons and trolleys along gangways or passages;
  - improperly using or failing to wear safety apparel or equipment where it is provided;
  - tampering with safety devices and fire-fighting equipment;
  - unauthorized tapping or connecting electrical wiring;
  - abusing or misusing equipment;
  - working in unauthorized places;
  - taking unnecessary risks in case of robbery; and
  - installing unauthorized software and equipment.
  
- c. Employees should avoid fires by:
  - observing the no-smoking policy in the workplace;
  - using ashtrays and not throwing lit cigarettes into the waste basket;
  - disposing of paper waste and other flammable materials regularly and frequently;
  - switching off machines at night and removing the plugs;
  - learning fire avoidance and fighting instructions;
  - learning how to use fire-fighting equipment; and
  - learning the exit routes and assembly points.

- d. Use electrical equipment carefully. Report:
- loose connections;
  - unearthed equipment;
  - damaged cables;
  - defective insulators;
  - unloaded circuits;
  - broken switches.
- e. Where machinery is used, ensure its proper use by :
- reading instructions carefully;
  - ensuring safety guards are in place;
  - turning off machinery before cleaning;
  - learning how to stop machinery in emergency; and
  - keeping your fingers clear of blades.
- f. Where lifting heavy loads is needed, employees should lift and carefully carry by:
- keeping back straight;
  - using leg muscles to lift;
  - sharing heavy loads with someone else;
  - seeing over the top of the load; and
  - not carrying more than he can safely and comfortably manage.
- g. While working with computers, observe the following to minimize computer-related injuries/diseases:
- extend your hands in a straight line from the elbows to the fingers. Avoid letting the elbows drop or forcing the wrist to bend or curl upward;
  - sit in a chair with the back at an angle greater than 90 degrees and the keyboard in front of you so you do not have to twist or strain to reach them;
  - avoid glare on the screen by making sure windows or lights are not directly behind your back, or use a glare screen; and
  - avoid sitting in one position too long.



## HUMAN RESOURCE POLICIES

### ROAD SAFETY POLICY

Version 1.0



## Document Control

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Senior Executive	Marina Chin	

Date: 16<sup>th</sup> January 2014

Board of Directors*		
Title	Name	Signature
Board Director (representing the Board)	Ken Han	Ken Han

\*Board Approval as per Board Meeting on .....11<sup>th</sup> March 2014.....

Date: .....11<sup>th</sup> March 2014.....

## **ROAD SAFETY POLICY**

### **I. Objective:**

Injury and death on Lao PDR's roads is increasing at an alarming rate. As the number of vehicles increase and traffic becomes more complex, an epidemic of injury, death and disability is expected, unless clear steps are taken to manage this risk. Hence, MARUHAN Japan Bank Lao Co., Ltd "MJBL" undertakes to establish a Road Safety Policy to promote injury prevention through safe and responsible driving.

### **II. Coverage:**

All Management and staff of MJBL are covered by this policy.

### **III. Policy**

#### **1. Licenses, Registration and Insurances:**

Employees operating a vehicle must obtain a valid driver's license and vehicle registration in accordance with Lao PDR laws.

The Bank shall undertake to insure all vehicles of the Bank against third-party liability. All staff are likewise encouraged to obtain insurances for their own vehicles.

#### **2. Seat Belt Use Requirement:**

Employees must wear seatbelts while travelling by car.

#### **3. Helmet Use Requirement:**

Employees are encouraged to wear a helmet while travelling by motorbike or bicycle. Helmets should be checked so as to provide maximum protection to the user.

**4. Safe Road Behaviors:**

Employees must have a good knowledge of traffic rules and strictly respect them at any time. Some of the traffic rules to be adhered to are as follows:

- a. Driving on the correct side of the road
- b. Respecting the traffic lights
- c. Overtaking with caution
- d. Not drinking and driving
- e. Not speed driving
- f. Ensuring that all signal lights of the Bank's and staff' vehicles are functional
- g. Not swerving from one extreme lane to another
- h. Stopping for pedestrians.

Employees are also discouraged to use their mobile phones while driving.

**5. Compliance:**

This policy will be an integral part of MJBL's policies effective immediately and shall be enforced during working time and on the road to or from MJBL's premises, whether with the Bank's vehicles or not.

MJBL shall encourage compliance with this policy through a variety of actions, including periodic education and conduct of training programs.



## HUMAN RESOURCE POLICIES

### SEXUAL HARASSMENT POLICY

Version 1.0



## Document Control

Document Title:	Human Resources Policies - <ul style="list-style-type: none"> <li>• Sexual Harassment Policy</li> </ul>
Related Policies/Guidelines	<ul style="list-style-type: none"> <li>• Recruitment Policy</li> <li>• Non-Crimination Policy</li> <li>• General Safety Policy</li> <li>• Grievance Policy</li> <li>• HIV/AIDS Policy Within Workplace</li> <li>• Occupational Health and Safety Policy</li> <li>• Road Safety Policy</li> <li>• Travel Allowance Policy</li> <li>• Violence in the Workplace Prevention Policy</li> </ul>
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### Approval and Signoff

EXECUTIVE MANAGEMENT		
Title	Name	Signature
General Manager	Keiichi Nakamura	
Senior Executive	Marina Chin	

Date: 16<sup>th</sup> January 2014

Board of Directors*		
Title	Name	Signature
Board Director (representing the Board)	Ken Han	

\*Board Approval as per Board Meeting on 11<sup>th</sup> March 2014

Date: 11<sup>th</sup> March 2014

## **SEXUAL HARASSMENT POLICY**

MARUHAN Japan Bank’s position is that sexual harassment is a form of misconduct that undermines the integrity of the employment relationship. All employees have the right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive, or disruptive, including sexual harassment. Anyone engaging in harassing conduct will be subject to discipline, ranging from a warning to termination.

It is our policy, in accordance with providing a positive, discrimination-free work environment, that sexual harassment in the workplace is unacceptable conduct that will not be condoned.

### **1. WHAT IS SEXUAL HARASSMENT?**

Sexual harassment is defined as any unwanted physical, verbal or visual sexual advances, requests for sexual favors, and other sexually oriented conduct which is offensive or objectionable to the recipient, including, but not limited to: epithets, derogatory or suggestive comments, slurs or gestures and offensive posters, cartoons, pictures, or drawings.

MARUHAN Japan Bank Lao Co., Ltd “MJBL” has adopted the policy against sexual harassment, defined by the Bank as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- submission to such conduct is either an explicit or implicit term or condition of employment (e.g., promotion, training, timekeeping or overtime assignments)
- submission to or rejection of the conduct is used as a basis for making employment decisions (hiring, promotion, termination)
- the conduct has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment

Sexual harassment also includes any employee conduct unreasonably interfering with another’s work performance by creating an intimidating, hostile, or offensive working environment. Sexual harassment consists of a variety of behaviors by employees directed to other employees including, but not limited to, subtle pressure for sexual activity, inappropriate touching, inappropriate language, demands for sexual favors, and physical assault.

## **2. WHAT IS *NOT* SEXUAL HARASSMENT?**

Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome, that is personally offensive, that debilitates morale, and that, therefore, interferes with work effectiveness.

## **3. HARASSMENT BY NON-EMPLOYEES**

We will endeavor to protect employees, to the extent possible, from reported harassment by non-employees such as from customers, vendors and other parties who have workplace contact with our employees.

## **4. COMPLAINT PROCEDURE**

If you feel that you have been the recipient of sexually harassing behavior, report it immediately to the Human Resources Department or to any other superior. It is preferable to make a complaint in writing, but you can accompany or follow up your written complaint with a verbal complaint. All allegations of sexual harassment will be quickly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of that investigation.

Depending on the complexity of the investigation, you should be contacted within ONE WEEK about the status of your complaint and whether action is being taken.

If your supervisor is the source of the harassing conduct, report the behavior to that person's supervisor or to the management of MJBL.

## **5. DISCIPLINE**

Employee found to have harassed another employee or applicant for employment will be subject to appropriate disciplinary procedure action, including reprimands, suspension or termination of employment.

A person committing sexual harassment may also be held legally liable for his or her actions under applicable law.

## **6. RESPONSIBILITY**

Each Head/Manager of Department is responsible for implementing this policy within his or her area of supervision.

MJBL wants you to have a work environment free of sexual harassment by management personnel, by your colleague and by others with whom you must interact in the course of your work as a MJBL employee. Sexual harassment is specifically prohibited as unlawful and as a violation of MJBL's policy. MJBL is responsible for preventing sexual harassment in the workplace, for taking immediate corrective action to stop sexual harassment in the workplace and for promptly investigating any allegation of work related sexual harassment.

## **7. REPRISAL PROHIBITED**

MJBL will permit no employment based retaliation against anyone who brings a complaint of sexual harassment or who speaks as a witness in the investigation of a complaint of sexual harassment.

## **8. WRITTEN POLICY**

If MJBL should amend or modify its sexual harassment policy, you will receive an individual copy of the amended or modified policy



## HUMAN RESOURCE POLICIES

# VIOLENCE IN THE WORKPLACE PREVENTION POLICY

Version 1.0

February 2014

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## Document Control

Document Title:	Human Resources Policies - <ul style="list-style-type: none"> <li>• Violence in the Workplace Prevention Policy</li> </ul>
Related Policies/Guidelines	<ul style="list-style-type: none"> <li>• Recruitment Policy</li> <li>• Non-Crimination Policy</li> <li>• General Safety Policy</li> <li>• Grievance Policy</li> <li>• HIV/AIDS Policy within Workplace</li> <li>• Occupational Health and Safety Policy</li> <li>• Road Safety Policy</li> <li>• Sexual Harassment Policy</li> <li>• Travel Allowance Policy</li> </ul>
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Senior Executive	Marina Chin	

Date: 16<sup>th</sup> January 2014

Board of Directors*		
Title	Name	Signature
Board Director (representing the Board)	Ken Han	

\*Board Approval as per Board Meeting on .....11<sup>th</sup> March 2014.....

Date:.....11<sup>th</sup> March 2014.....

## **VIOLENCE IN THE WORKPLACE PREVENTION POLICY**

### **ZERO TOLERANCE**

MARUHAN Japan Bank Lao Co., Ltd “MJBL” has a policy of zero tolerance for violence. If you engage in any violence in the workplace, or threaten violence in the workplace, your employment will be terminated immediately for cause. No talk of violence or joking about violence will be tolerated.

“Violence” includes physically harming another, shoving, pushing, harassing, intimidating, coercing, brandishing weapons, and threatening or talking of engaging in those activities. It is the intent of this policy to ensure that everyone associated with this business, including employees and customers, never feels threatened by any employee’s actions or conduct.

### **1. WORKPLACE SECURITY MEASURES**

In an effort to fulfill this commitment to a safe work environment for employees, customers, and visitors, a few simple rules have been created. These are:

- Access to MJBL’s property is limited to those with a legitimate business interest.
- All employees and employees’ vehicles entering the property must display MJBL identification.
- All visitors and visitors’ vehicles must register and display identification while on the property.

### **2. ALL WEAPONS BANNED**

MJBL specifically prohibits the possession of weapons by any employee while on its premises. This ban includes keeping or transporting a weapon in a vehicle in a parking area, whether public or private. Employees are also prohibited from carrying a weapon while performing services of the Bank’s business premises.

Weapons include guns, knives, explosives, and other items with the potential to inflict harm. Appropriate disciplinary action, up to and including termination, will be taken against any employee who violates this policy.

### **3. INSPECTIONS**

Desks, telephones, and computers are the property of the Bank. We reserve the right to enter or inspect your work area including, but not limited to, desks and computer storage disks, with or without notice.

The fax, copier, and mail systems, including e-mail, are intended for business use. Personal business should not be conducted through these systems. Under conditions approved by management, telephone conversations may be monitored and voice mail messages may be retrieved in the process of monitoring customer service.

Any private conversations overheard during such monitoring, or private messages retrieved, that constitute threats against other individuals can and will be used as the basis for termination for cause.

### **4. REPORTING VIOLENCE**

It is everyone's business to prevent violence in the workplace. You can help by reporting what you see in the workplace that could indicate that a colleague is in trouble. You are in a better position than management to know what is happening with those you work with.

You are encouraged to report any incident that may involve a violation of any of MJBL's policies that are designed to provide a comfortable workplace environment. Concerns may be presented to your supervisor.

All reports will be investigated and information will be kept confidential



## HUMAN RESOURCE POLICIES

### NON-CRIMINATION POLICY

Version 1.0

February 2014

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## Document Control

Document Title:	Human Resources Policies - <ul style="list-style-type: none"> <li>• Non-Crimination policy</li> </ul>
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Title	Name	Signature
Board Director (representing the Board)	Ken Han	

\*Board Approval as per Board Meeting on 11<sup>th</sup> March 2014

Date: 11<sup>th</sup> March 2014

## **NON-CRIMINATION POLICY**

### **1. OVERALL POLICY**

It is the policy of MARUHAN Japan Bank Lao Co., Ltd “MJBL” to maintain a working environment free of all forms of unlawful discrimination. In recognition of the importance of good employee relations, all applicants are extended an equal opportunity to gain employment and all employees are extended an equal opportunity to progress in their field of endeavor.

### **2. EQUAL OPPORTUNITY**

MJBL affords equal opportunity to all employees and prospective employees without regard to race, color, sex, religion, age, marital status, disability, veteran status or national origin in the following employment practices: recruitment, hiring, placement, transfer, promotion, demotion, selection for training, layoff, termination, determination of service, rate of pay, benefit plans, compensation, and other personnel actions.

### **3. DISABILITY**

MJBL will not discriminate against any employee or applicant for employment because of disability in regard to any position for which the employee or applicant for employment is qualified.

### **4. COMPLAINT PROCEDURE**

Any individual, whether an employee or applicant for employment who believes that he or she has been discriminated against unlawfully, should bring any complaint to Human Resources Department. Complaints may be lodged in writing or in person. Persons who file complaints will be advised, as is appropriate, regarding any investigation, action or resolution of the problem.

### **5. CONSEQUENCES**

MJBL will not tolerate any form of discrimination and will take appropriate disciplinary action, including possibly termination, of any person determined to have engaged in unlawful conduct under this policy.

### **6. NO RETALIATION**

MJBL will not retaliate nor discriminate against any employee or applicant because he or she has opposed any unlawful employment practice or filed a charge of employment discrimination, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing related to employment practices.



## HUMAN RESOURCE POLICIES

### HIV/AIDS POLICY WITHIN WORKPLACE

Version 1.0



## **Document Control**

Document Title:	Human Resources Policies - <ul style="list-style-type: none"><li>• HIV/AIDS Policy Within Workplace</li></ul>
Related Policies/Guidelines	<ul style="list-style-type: none"><li>• Recruitment Policy</li><li>• Non-Crimination Policy</li><li>• General Safety Policy</li><li>• Grievance Policy</li><li>• Occupational Health and Safety Policy</li><li>• Road Safety Policy</li><li>• Sexual Harassment Policy</li><li>• Travel Allowance Policy</li><li>• Violence in the Workplace Prevention Policy</li></ul>
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## **HIV/AIDS POLICY WITHIN WORK PLACE**

### **INTRODUCTION**

Although, AIDS is a fatal disease but it is not transmitted by spending daily life together such as shaking hands, breathing, coughing, sneezing, drinking water, sharing eating or using toilet utensil in common.

So working together will not involve a risk of acquiring or transmitting HIV/AIDS.

### **POLICY**

MARUHAN Japan Bank Lao Co., Ltd. (MJBL) is a caring employer and it is our commitment to take care of all employees aiming to build and maintain a safe, healthy, and harmonious workforce.

Since the issue of HIV/AIDS is one of our concerns, which should be openly addressed, and in line with the laws on HIV/AIDS, an internal policy on this shall be implemented as follows:

#### **WORKING ENVIRONMENT**

MJBL shall ensure a safe and healthy work environment for all our employees, who are as well encouraged to contribute to this common effort.

#### **PREVENTION & EDUCATION**

MJBL will educate our employees in prevention, care and counseling on HIV/AIDS by providing information through training and health promotional sessions, posters, leaflets, articles in the Bank newsletters and conduct other interactive sessions where appropriate. Particular attention will be given to dispel ill-conceived notions and myths.

MJBL will work closely with other concerned institutions to arrange for easy availability of the condoms/other products and other educational materials at the workplace for prevention of the disease.

 **EMPLOYEE BENEFITS**

MJBL will allow employee infected with HIV/AIDS to continue working as normal if his/her work can meet the Bank's acceptable performance standards and doctor's confirmation that the condition and presence at work pose no threat to his/herself or other employees.

 **NON-DISCRIMINATION**

MJBL treats all employees, whether infected with HIV/AIDS or not, in an equal and non-discriminatory manner. Instead, MJBL will encourage a caring and positive attitude to all levels of employees.

No employees can refuse to work alongside with an HIV positive colleague and the bank expects all employees to ensure that the HIV positive colleague will be comfortable and supported in his/her work.

MJBL will not force for blood testing for HIV/AIDS for pre-employment and in the annual physical check up of employees/workers.

 **PRIVACY & CONFIDENTIALITY**

In case an employee is infected, information about the illness will be kept with absolute confidentiality. No such information will be disseminated for purposes unless it is authorized in writing by the infected employee.



## **Dress Subsidy for Pregnancy Female Staff**

### **1.0 OBJECTIVE**

In consideration of our regular female staff uniform is not suitable for pregnant staff to wear for work particularly during the later stage of pregnancy, and it is also time consuming and not cost effective to get tailor to make suitable pregnancy dresses for the female staff. As such Executive Management has decided to provide a dress subsidy for pregnant staff to obtain her own dresses to wear during working hours provided the below criteria are met.

### **2.0 POLICY, TERMS AND CONDITIONS**

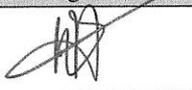
- 2.1 This is a onetime dress subsidy provided to all female staff (hereinafter shall be called Staff) who is having **FIRST** pregnancy during the course of employment with MARUHAN Japan Bank Lao (hereinafter shall be called MJBL).
- 2.2 Staff with past pregnancy record before joining MJBL is also entitled for this benefit always provided it is the first pregnancy during the course of employment with MJBL.
- 2.3 Staff is only entitled to apply for the dress subsidy **ONCE** during the course of employment with MJBL, irrespective whether or not the child birth related to the application is successful.
- 2.4 The approved amount of dress subsidy is USD150.00 per successful application.
- 2.5 Application for dress subsidy with less than 4 months pregnancy will not be entertained.
- 2.6 MJBL reserves the absolutely right from time to time to:
  - Revise the amount of the subsidy
  - Withdraw the subsidy
- 2.7 It is also at the sole discretion of the MJBL Executive Management to revise and amend the terms and conditions of this subsidy from time to time as it deems fit.
- 2.8 Staff who wishes to apply for the subsidy for pregnancy dress should complete the prescribe form provided by HR Department and supported with medical report of pregnancy issued by a recognized hospital/clinic.
- 2.9 The application has to be first submitted to her line manager for authorization and thereafter processed by HR Department.

# MARUHAN JAPAN BANK LAO

- 2.10 The quantum of dress purchased under this subsidy should not be less than 3 sets per staff.
- 2.11 The pregnancy dress should be suitable for working in office and colors of the dress should be in line with the MJBL dress code stipulated in the staff hand book.
- 2.12 Dresses with fancy colors and sexy designs are strictly prohibited to wear for work.
- 2.13 Staff who wears pregnancy attire that does not meet MJBL dress code is required to replace them at her own cost.

\*\*\*End\*\*\*

## Document History

Version	Description	Date	
1.0	1 <sup>st</sup> version	18.06.14	
Department	Name	Signature	Date
Drafted by HR	Worasit SANGKUL		05.12.14
Reviewed By SE	Patrick LOW		05.12.2014
Approved By GM	Keiichi NAKAMURA		05/12/14



# HUMAN RESOURCE POLICIES

## RECRUITMENT POLICY Version 1.0

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## **RECRUITMENT POLICY**

### **1. Recruitment Procedure**

The purpose of this procedure is to maintain the transparency of the selection and recruitment process and to maintain good documentation of the process.

Any recruitment should be requested by a department head who wishes to recruit staff. The recruitment request will be approved by the General Manager. The job description should also be attached with the request form. Should the job description not be available then the requesting Head/Manager should develop the job description in consultation with the Head/Manager of Human Resources or, in urgent cases, the Head/Manager should provide adequate information such as the skills, experience, qualification and any other specifications to the HR department together with the request form. Recruitment activities will be handled by Human Resources Department. Recruitment will only commence after getting approval from the General Manager.

Recruitment will take place when new budgeted positions are approved or after the General Manager has approved a request for additional staff from a requesting department head. All recruitment processes will be handled by Human Resources department unless specific exceptions are made in writing by the General Manager. In critical circumstances or an emergency, the General Manager reserves the right to appoint someone to a position if there is a valid reason. In such cases, the appointment can be made without going through the recruitment procedure.

When a vacancy occurs an internal announcement will be made to accommodate existing staff that are qualified for the position. Should no suitable internal candidate be found, MJBL will then seek external candidates using official media or other suitable means. In certain circumstances the Management may recommend directly appointing someone to fill a vacancy due to specialized skills or time restraints. However, this will be the exception rather than the rule.

### **1.1. Recruitment Process**

All candidates, whether internal or external, when applying for a vacancy within MJBL, should go through the recruitment and selection process as explained below. They will first have to submit their CV together with a cover letter expressing their interest. Upon being short-listed they will be contacted for to complete a skills test as well as an interview. They should be aware that MJBL will conduct interim and final reference checks as well as invite them to attend a medical check prior to MJBL making a final decision to offer or confirm employment.

Those who were not successful will be contacted by MJBL and will be informed that they have been unsuccessful and also be thanked and shown appreciation for applying.

### **2. Advertisement Procedure**

For any recruitment advertisements must be arranged to maintain transparency of selection and the recruitment process. Therefore, internal and external announcements must be arranged.

HR will prepare job advertisements after consultation with the General Manager and the relevant department in need of the recruitment. An advertisement will then be placed with a minimum of at least two insertions per job announcement with the appropriate size and layout of the job art.

### **3. Internal and External Announcement**

All recruitment should be posted internally and externally. The purpose of internal announcements is to ensure that all staffs are aware of the vacancy, in case they wish to apply, and to maintain good communications within the entire organisation. Therefore, existing staff are not only welcome but encouraged to apply for any job that is available. Recruitment will be conducted based on merit.

### **4. Internal Selection**

The Head/Manager of Human Resources Department will send note to all staff informing them of job vacancies at least one week prior to the external announcement.

#### **4.1. Process of Internal Selection**

The department head of any potential employee who wishes to apply for a new position should provide a recommendation with a full assessment report together with previous performance appraisal form(s) for the particular employee to the HR department for consideration. HR will present the documents to the selection panel during the meeting. Staff who wish to apply for any position should therefore discuss this with their direct supervisor or manager. Other than this, the selection process will be conducted in the same manner as the external selection process and using the same procedures.

### **5. External Selection**

#### **5.1 Process of External Selection**

The selection process will be conducted as follows:

##### **5.1.1 Receiving application and CV:** Our procedure is as follows:

Any candidate who does not explain their position in his/her CV will not be accepted.

The Receptionist will place all incoming CVs in the Human Resources Department.

The Receptionist, when receiving CVs during normal office hours, will ask the candidate what position they are applying for. If this information is not immediately available, this will be recorded on the envelope at the time.; the date will also be recorded on the envelope and it will be placed in the Human Resources Department.

In case one person delivers numerous CVs, the Receptionist must ensure each CV has the position applied for noted. Any CV that does not have this information will not be accepted and the Receptionist should return the CV to the person delivering it. Outside normal working hours, the guard should apply the same procedure. They should note the received date on the envelope also. The guard should pass all CVs received to the Receptionist early on the next working day. The Receptionist will check the CVs to ensure everything is correct and then place them in the Human Resources Department.

The Human Resources Officer/Manager, on receiving the CVs will enter the relevant candidates' information daily (e.g. CV series number, name, gender, age, CV received date, telephone number) on a excel sheet and will also verify detailed information by examining the CVs. Candidates should be classified by positions.

The Human Resources Officer/Manager, on the closing date, will print out the compiled list for each position and conduct preliminary screening and pick potential CVs to present to the Executive Management/relevant Department Heads/Managers for short-listing.

The Manager of Human Resources will coordinate with the selection panel/Executive Management/relevant Department Heads/Managers to screen CVs and compile a shortlist.

#### **5.1.2 Shortlist Procedure**

Short-listing of candidate will be done by the selection panel/Executive Management/Department Heads/Managers (which will include the Head/Manager who has proposed recruitment), the Head/Manager of Human Resources. Below is the shortlist procedure:

- All applications will be reviewed against the essential selection criteria (Job descriptions, job profile). Candidates who meet all selection criteria or have reasonable and suitable qualifications and skills to fulfil the job requirements will be short-listed for further consideration.
- Short-listed candidates will be advised by the HR department that they will be invited to an interview and will complete skills tests and will be required to provide original documentary evidence of any certificates, degrees or diplomas claimed in their application during the interview.

#### **5.1.3 MJBL Application Forms**

Those selected for interview will have to fill out a MJBL Application Form and submit all of their credentials, references, etc. All information regarding applicants and employees will be kept in personnel files. No information about applicants or regular employees will be released without express written authorisation from the employee.

#### 5.1.4 Skills Test and Interim Reference Check

- The selection panel/Executive Management/Department Heads/Managers and the HR Head/Manager should prepare their interview questions to develop appropriate questions and skills testing materials. Also, to agree on each interviewer's role during the interview.
- The selection panel/Executive Management/Department Heads/Managers shall have access to the candidates' applications and test results at this time. The test materials and interview questions will be kept confidential and should be validated from time to time to reflect the position requirements.
- Given that the candidates obtained satisfactory test results, they will be invited to an interview with the selection panel/Executive Management/Department Heads/Managers and the HR Head/Manager.
- The Head/Manager of Human Resources may choose to perform an interim reference check on any short-listed candidates through those referees quoted by the candidate. If any candidate at this stage appears to have had major problems or have instances of misconduct or inappropriate behaviour whilst working with their previous employers, that particular candidate will no longer be considered. Note that conducting reference checks at this stage with candidate's current employer is subject to agreement with the candidate. Otherwise reference check with current employer shall be performed during the probationary period. This is for further consideration and to assist in the decision whether to continue the employment after the probationary period. However, this process must be made clear to candidates prior to them accepting an offer from MJBL.
- Candidates who successfully complete the skills tests and have received satisfactory reference checks will be ranked in order of achievement on the tests. Test results will be retained until the position is filled.
- Generally three to five candidates will be selected for interview for one position. At this stage gender balance should be considered. The Human Resources Department will contact the selected candidates and schedule their interview times. All tests results of successful candidates will be placed on his/her personal file.

#### **5.1.5 Interview and Interview Form**

- The selection panel/Executive Management/Department Heads/Managers and the HR Head/Manager will use the developed questionnaires as guidance during interviews. They will mark their comments and record the candidate's comments on the Interview Assessment Form.
- On completion of each interview, the selection panel/Executive Management/Department Heads/Managers and HR Head/Manager will discuss the merits of the candidate and note their comments on the interview form. Each panel member will complete an interview form for each candidate. Following the final interview and discussion, the selection panel/Executive Management/Department Heads/Managers and HR Head/Manager will jointly make their conclusion for each candidate.

#### **5.1.6 Medical check up**

- All successful candidates will be subject to a medical examination at the designated medical center determined by MJBL prior to signing an employment contract with MJBL. At this stage, HR should contact the candidate informing him/her that the medical test is mandatory and that MJBL will pay any costs.

#### **5.1.7 Unsuccessful Candidates**

- The unsuccessful candidates will be contacted by the HR department to advise them of the result of the interview and tests.

### **6. Reference Check**

To ensure that the appropriate candidate is selected, MJBL reserves the right to contact all persons given as references. At least one written reference and one verbal reference are needed for each candidate. Reference checks should be conducted prior to making a job offer to potential candidates for any position.

MJBL reserves the right to conduct reference checks with previous employers and or current employers. However, conducting a reference check with a current employer is subject to agreement with the candidate while he/she is not employed by MJBL. However, MJBL has the right to withdraw its offer of employment if MJBL receives clear evidence from previous or current employers that the candidate has a record of serious misconduct such as involvement in criminal or fraudulent activities.

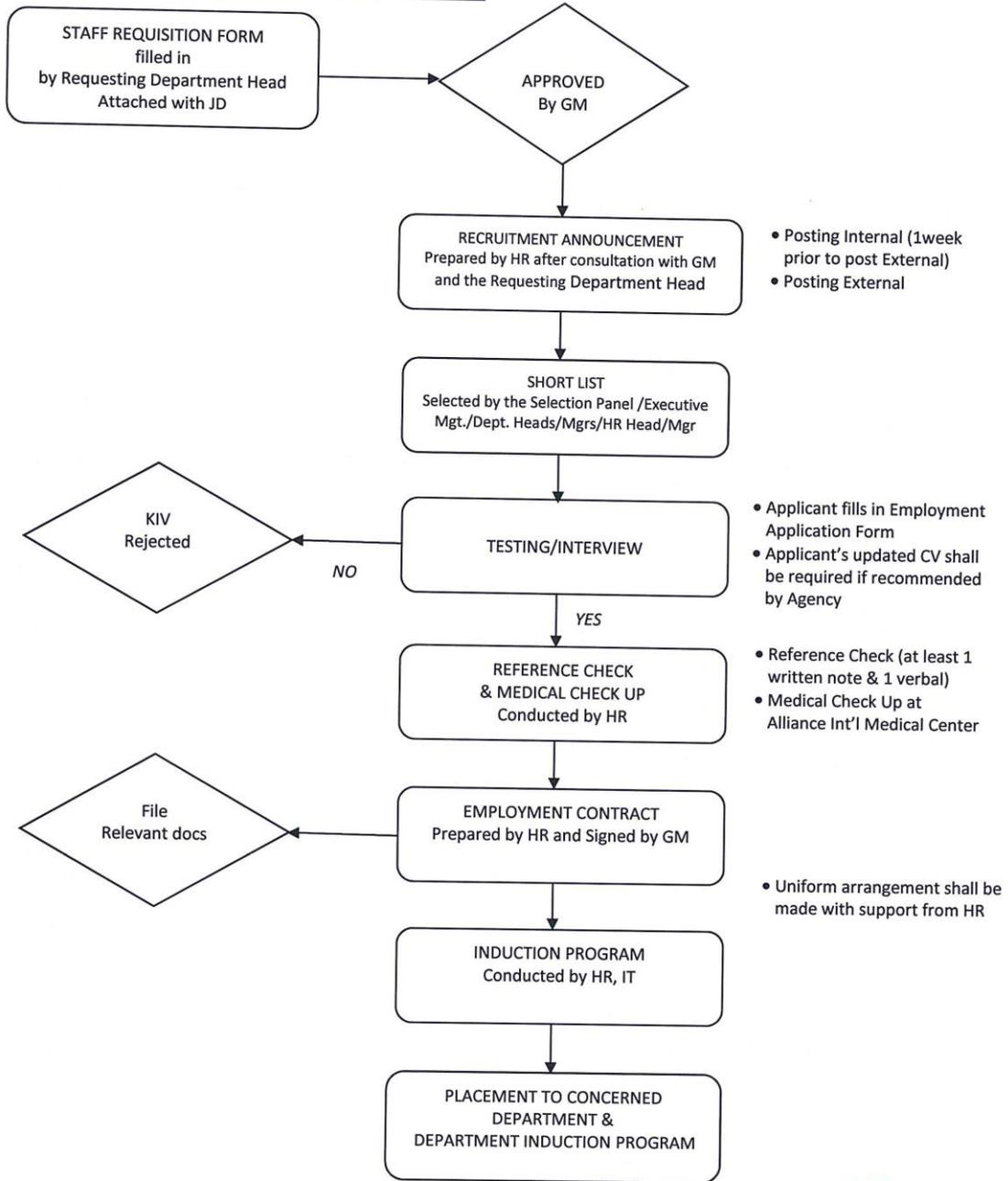
#### **7. Letter of Offer**

Successful applicant will be contacted to sign the letter of offer. The letter will be made in duplicate and will have a section at the bottom where the successful applicant can acknowledge his/her acceptance of the position by signing that portion of the letter and returning it to the Human Resource Department within 7 days.

#### **8. Employment of Previous Employees**

Employees who have worked for MJBL in the past, and who left MJBL on good terms, may apply to work with MJBL again after a period of two years. In special circumstances, the General Manager may allow an employee to return before two years.

**RECRUITMENT PROCESS FLOW**



### **DOCUMENTS REQUIREMENTS**

- Relevant Certificates (Employment & Education)
- National ID Card or Passport
- Family Book / Resident Book
- Child Birth Certificate (if applicable)
- Marriage Certificate (if applicable)
- Dependent Certificate (if applicable)
- Photo 2 (size 4x6)
- Original of Criminal Record Certificate
- Original of Health Certificate
- SSO / Driving License

### **INDUCTION PACKS**

- Staff Handbook
- ID Card
- Name Tag
- Name Card
- Name Pin
- Access Card (by IT)
- Phone Ext. (by IT)
- Email address (by IT)
- Emergency Contact Form & Employee Declaration Form (return to HR after 1 week completion)



## HUMAN RESOURCE POLICIES

### TRAVEL ALLOWANCE POLICY

Version 1.0

## Document Control

Document Title:	Human Resources Policies - <ul style="list-style-type: none"> <li>• Travel Allowance Policy</li> </ul>
Related Policies/Guidelines	<ul style="list-style-type: none"> <li>• Recruitment Policy</li> <li>• Non-Crimination Policy</li> <li>• General Safety Policy</li> <li>• Grievance Policy</li> <li>• HIV/AIDS Policy Within Workplace</li> <li>• Occupational Health and Safety Policy</li> <li>• Road Safety Policy</li> <li>• Sexual Harassment Policy</li> <li>• Violence in the Workplace Prevention Policy</li> </ul>
Ownership:	Human Resources Department
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Reviewed by:	Internal Audit Executive Management
Date Reviewed:	January 2014
Next Review Date:	January 2015

**THIS DOCUMENT IS SECURED AND IS NOT FOR GENERAL DISTRIBUTION**

### Approval and Signoff

EXECUTIVE MANAGEMENT		
Title	Name	Signature
General Manager	Keiichi Nakamura	
Senior Executive	Marina Chin	

Date: 16<sup>th</sup> January 2014

Board of Directors*		
Title	Name	Signature
Board Director (representing the Board)	Ken Han	

\*Board Approval as per Board Meeting on 11<sup>th</sup> March 2014

Date: 11<sup>th</sup> March 2014

## **TRAVEL ALLOWANCE POLICY**

All requirements for traveling shall be approved by the Head of Department concerned. The General Manager shall have the final decision-making authority as to if, when and by what means employees will travel on the Bank's business.

All travel and accommodation arrangements must be made through the Bank's Human Resources Department.

### **I. Travel Allowance:**

Traveling staff should utilize the Bank's transportation where possible. If the Bank's transportation is unavailable, employees may be reimbursed for travel based on the most direct and cost-effective route to reach the destination, and the most practical mode of transportation to be used.

### **II. Out-of-Town Allowances:**

These allowances are to cover expenses for meals, laundry and other incidental expenses.

#### ***(a) Day Trip:***

When an employee is traveling on the Bank's business from half to less than one whole working day, the employee is entitled to **USD15** per diem (no receipt required).

#### ***(b) Overnight Stay:***

Where a staff is required to travel out-of-town for the Bank's business and overnight stay is required, for each full twenty-four (24) hour period spent traveling on the Bank's business, an employee is entitled to **USD30** per diem (no receipt required).

#### ***(c) Accommodation:***

Employees should stay at the Bank's panel of hotels/accommodations where preferential rates have been obtained. Accommodation arrangements shall be made by the Human Resources Department, based on its panel of hotels / accommodation.

### III. Overseas Travel:

For staff on short overseas business trips for meetings, training, conferences:-

#### **(a) Meal allowance**

An employee is entitled to USD50 meal allowance per day to cover for all daily meals which shall include breakfast, lunch and dinner in the following proportion:-

- Breakfast : 20%
- Lunch : 20%
- Dinner : 60%

Should any of the meals be provided for (i) on board air-flights, rail or land transportation and/or (ii) in hotel accommodations and/or (iii) by overseas clients, customers, colleagues, associate companies, etc the employee shall not be entitled to that meal allowance so provided; for example.....

*Breakfast meal is included in the hotel accommodation for each day of stay. Thus, the employee shall be entitled to only USD40 meal allowance per day (i.e. USD50 – USD10 for breakfast meal); or*

*MJB Phnom Penh hosts a dinner for our Lao staff employee, then the employee shall be not entitled to dinner meal allowance for that day.*

#### **(b) Accommodation:**

Employees should stay at the Bank's panel of hotels/accommodations where preferential rates have been obtained. Accommodation arrangements shall be made by the Human Resources Department, based on its panel of hotels/accommodation.

#### **(c) Transport and other incidental expenses:**

All business-related expenses (transport, etc.) will be reimbursed by the Bank subject to production of official receipts. The extent of reimbursement of expenses shall be decided on a case-to-case basis by the General Manager.

***(d) Laundry***

Laundry expenses will only be reimbursed if the overseas trip culminates to more than five (5) work days stay. Such reimbursement is subject to production of official receipts and the extent of such reimbursement of expenses shall be decided on a case-to-case basis by the General Manager.

***(e) Overseas assignments***

For staff on overseas assignment for period longer than one month, staff will be advised in writing by the Bank regarding the expenses he/she may claim prior to the commencement of his/her assignment.

All expenses to be reimbursed by the Bank shall be in consideration of the prevailing cost of living in the destination–country, with the General Manager giving final approval as to the benefits to be given.

**IV. Claims for Allowance or Reimbursements:**

The Staff Claims Form must be filled out by the staff concerned, with receipts attached to the form. This shall be submitted to the Human Resources Department for processing. Reimbursement is made by direct deposit into the concerned staff's bank account.



## HUMAN RESOURCE POLICIES

### GRIEVANCE POLICY

Version 1.0

## Document Control

Document Title:	Human Resources Policies - <ul style="list-style-type: none"> <li>• Grievance Policy</li> </ul>
Related Policies/Guidelines	<ul style="list-style-type: none"> <li>• Recruitment Policy</li> <li>• Non-Crimination Policy</li> <li>• General Safety Policy</li> <li>• HIV/AIDS Policy within Workplace</li> <li>• Occupational Health and Safety Policy</li> <li>• Road Safety Policy</li> <li>• Sexual Harassment Policy</li> <li>• Travel Allowance Policy</li> <li>• Violence in the Workplace Prevention Policy</li> </ul>
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Date Revised/Updated:	-
Reviewed by:	Internal Audit Executive Management
Date Reviewed:	January 2014
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EXECUTIVE MANAGEMENT		
Title	Name	Signature
General Manager	Keiichi Nakamura	
Senior Executive	Marina Chin	

Date: 16<sup>th</sup> January 2014

Board of Directors*		
Title	Name	Signature
Board Director (representing the Board)	Ken Han	

\*Board Approval as per Board Meeting on ..... 11<sup>th</sup> March 2014 .....

Date: 11<sup>th</sup> March 2014 .....

## **GRIEVANCE POLICY**

MARUHAN Japan Bank Lao Co., Ltd “MJBL” wishes to provide a comfortable, productive, legal and ethical work environment. To this end, MJBL wants you to bring any grievances you have about the work place to the attention of your supervisor and, if necessary, to upper level management. In light of these concerns, we have instituted the following grievance procedure:

If you feel that there is inappropriate conduct or activity on the part of the bank, management, its employees, vendors, customers, or any other persons or entities related to MJBL, we request that you bring this concern to the immediate attention of your superior. Please try to approach your superior at a time and place that will allow the superior to properly listen to your concerns. If you have discussed this matter with your superior previously and you do not believe that you have received a sufficient response, we request that you present your concerns to your superior in writing. Please indicate what the problem is, those persons involved in the problem, and any suggested solution you may have to the problem.

If you do not receive a sufficient response to your written complaint within five (05) working days from providing it to your superior, or if your superior is the problem, you should contact the next level of supervision, and so on. If you consider the matter an emergency, legal, ethical or safety issue, use your best judgment to expedite the complaint process. MJBL may have a conference with you and your superior or with both of you individually. If the matter is not resolved after that conference, and you believe it still merits attention, it is requested that you immediately place your concerns in writing and bring the matter forward to upper level management.

It is the purpose of this grievance procedure to help maintain a positive work environment with respect and responsibility towards each other. The grievance procedure is also intended to avoid unnecessary employee claims and the bank legal exposure. MJBL cannot promise that your specific grievance or complaint will result in the action you request or that you will be satisfied with the outcome of the grievance procedure.

## Annex J Evaluation of Labor Management System and Practice of Maruhan Japan Bank Lao

This appendix aims to document the comparative analysis of the Human Resource Policies of Maruhan Japan Bank Lao (MJBL) against the requirements of ESS2, and to identify whether or not there are significant gaps exist.

### Summary

The MJBL has established a sound labor management system with clear written guidelines and procedures in the form of a comprehensive set of human resource policies that comply, and in some instances surpass, the requirements of the 2013 Labor Law of Lao PDR. Overall, MJBLs practices and performance in Human Resource management comply with the requirements of ESS2.

#### 1. HR Policies and Procedures

The MJBL is the first ever Japanese Bank to set up operations in Lao PDR. It has a workforce of 170, including 68 women. The MJBL HR Dept. 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 MJBL has a comprehensive set of human resource policies in place, and strictly comply with the labor code of Lao PDR, which are mainstreamed into the policies and procedures of MJBL. The relevant HR policies that have been assessed include:

- Policy on Grievances
- Policy on Non-discrimination
- Recruitment Policy
- General Safety Policy
- Occupational Health and Safety Policy
- Road Safety Policy
- Sexual Harassment Policy
- Travel Allowance
- General terms and conditions of employment

Evaluation and conclusion: Following the Lao PDR's labor law and regulations, the MJBL has defined its Human Resource Management system through a series of policies and procedures, that address the main requirements of ESS2.

#### 2. Terms and conditions

The MJBLs sample labor contract and recruitment policy was provided for review. 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 reimbursement 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 MJBL Branches and HQ are operating 5 days a week, from Monday to Friday. Employees are entitled to paid leave (exclusive of the 7 national holidays) 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, MJBL 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 MJBL relevant practices comply and surpass 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 MJBL practices and ESS2.

### **3. Non-discrimination and Equal Opportunity**

The MJBL has in place a policy on non-discrimination. Under this policy MJBL is committed to 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, color, sex, religion, age, marital status, disability, veteran status or national origin. A specific clause is included in the non-discrimination policy to specifying that disability will not be barrier to employment. 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. In addition, MJBL has in place a policy explicitly targeting incidents of sexual harassment.

Evaluation and conclusion: The policies and requirements on non-discrimination, equal opportunity, and anti-sexual harassment that MJBL has in place are aligned with the requirements of ESS2.

### **4. Workers Organizations**

While MJBL currently does not have a worker organization, 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 in an organization such as MJBL.

### **5. Age of employment**

The MJBL complies strictly with Lao PDR's policy and international commitments on the prohibition of child labor, 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 MJBL.

### **6. Forced Labor**

The MJBL 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 MJBL.

## **7. Employee Grievance Redress Mechanism**

The MJPL 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 MJBL 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.

## **8. Occupational Health and Safety**

Under its OHS and General Safety policies MJBL 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 MJBL 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, road safety and violence prevention policies of MJBL are aligned with the requirements of ESS2.

## Annex K List of Sub-loan for Refinancing under MJBL

No	Name of business	Type of business /Business Activities (describe)	Business Size	E&S Category [H, M, L] <sup>1</sup>	Sector [ Trading, Services and Manufacture]	Date of contract	Contract End Date	Loan purpose in detail and sector	Type of Loan Purposed [Working Capital vs. Investment Capital]	Location	Refinance - able (USD) (Ex. Rate 9500)
1	KEOMANY COMMERCE	Wholesale	M	L	Trading	26/01/2021	26/01/2024	Buying for inventory and equipment in stock	Working Capital	VIENTIANE CAPITAL	137,853.86
2	KEVIN COMPUTER	Sale Computer	M	L	Service	08/05/2020	08/05/2027	Buying for inventory and equipment in stock	Working Capital	VIENTIANE CAPITAL	93,612.62
3	KEOMANYVONG TRADING EXPORT-IMPORT SOLE CO.,LTD	Brewery Soft Drink	S	L	Trading	12/11/2020	12/11/2030	Buying for inventory and equipment in stock	Investment Capital	VIENTIANE CAPITAL	46,057.83
4	PHOUNGERN SILK SHOP	Silk	M	L	Service	17/07/2020	17/10/2030	Purchase of machinery and renovation shop	Investment Capital	VIENTIANE CAPITAL	80,923.59
5	K.S.T GROUP SOLE CO.,LTD	Car Repair	M	L	Service	14/08/2020	14/11/2030	Purchase of machinery and maintenance	Investment Capital	VIENTIANE CAPITAL	102,737.11
6	PERSONAL ENTERPRISE DONGDANG RESTAURANT	Restaurant	M	L	Service	19/08/2020	19/11/2030	Purchase of machinery, car, truck	Investment Capital	VIENTIANE CAPITAL	120,105.01
7	P P S CHALERNDEE TRADING IMPORT-EXPORT SOLE CO.,LTD	Import-Export	M	L	Trading	15/10/2020	15/10/2030	Buying for inventory and equipment in stock	Investment Capital	VIENTIANE CAPITAL	81,117.42
8	INDIVIDUAL MR. CHANTHY MAINTENANT AND SELLING SECOND HAND CAR	Maintenance	M	L	Service	29/10/2020	29/10/2030	Purchase of car, machinery and maintenance of shop	Investment Capital	VIENTIANE CAPITAL	151,730.02

9	VENA IMPORT-EXPORT SOLE CO., LTD	Collagen	M	L	Trading	12/11/2020	12/11/2023	Buying for inventory and equipment in stock	Working Capital	VIENTIANE CAPITAL	134,955.05
10	NAKHONE ELECTRICAL EQUIPMENT SHOP INDIVIDUAL	Electrical Equipment	M	L	Trading	27/11/2020	27/11/2025	Buying for inventory and equipment in stock	Working Capital	VIENTIANE CAPITAL	95,687.36
11	SAENGCHAN RESTAURANT INDIVIDUAL	Restaurant	M	L	Service	18/03/2021	18/03/2024	Buying for inventory and equipment in stock	Working Capital	VIENTIANE CAPITAL	68,463.24
12	SOULIYO TRADING SOLE INDIVIDUAL	Motor Service	M	L	Service	19/03/2021	19/03/2024	Buying for inventory and equipment in stock	Working Capital	VIENTIANE CAPITAL	97,882.35
13	MS. PHOUKHAM RETAIL AND AGRICULTURE SHOP SOLE ENTERPRISE	Agriculture Shop	M	L	Service	18/05/2021	18/05/2026	Buying for inventory and raw material in stock	Working Capital	VIENTIANE CAPITAL	129,964.92
14	MRS. TING SALE CONSTRUCTION MATERIAL INDIVIDUAL ENTERPRISE	Construction Material	M	L	Trading	19/05/2021	19/05/2031	Purchase of machinery and renovation office	Investment Capital	VIENTIANE CAPITAL	104,777.54
15	MRS. TING SALE CONSTRUCTION MATERIAL INDIVIDUAL ENTERPRISE	Construction Material	M	L	Trading	19/05/2021	19/05/2031	Purchase of machinery and refurbishment of office	Investment Capital	VIENTIANE CAPITAL	77,978.95
16	INDIVIDUAL ENTERPRISE SENGVILAY CLOTHING STORE	Clotting Store	M	L	Trading	08/06/2021	08/06/2024	Buying for inventory and equipment in stock	Working Capital	VIENTIANE CAPITAL	100,000.00
17	BALANCE LAO SOLE CO.,LTD	Collagen	M	L	Trading	05/02/2021	05/02/2024	Buying for inventory and equipment in stock	Working Capital	VIENTIANE CAPITAL	68,243.33
18	YAI CHALERNSUP INDIVIDUAL SHOP	Construction Material	M	L	Trading	15/02/2021	15/02/2029	Buying machinery and equipment in stock	Investment Capital	VIENTIANE CAPITAL	82,081.45

19	MRS.BOUNTHOM RETAIL STORE INDIVIDUAL	Retail Shore	S	L	Trading	15/02/2021	15/02/2027	Buying for inventory and equipment in stock	Investment Capital	VIENTIANE CAPITAL	40,368.15
20	LAXA SIGN AND DESIGN INDIVIDUAL	Sign and Design	M	L	Service	16/02/2021	16/02/2024	Buying for inventory and raw material in stock	Working Capital	VIENTIANE CAPITAL	43,987.49
21	CHINTANA HANDICRAFT INDIVIDUAL	Handicraft	S	L	Service	17/05/2021	17/05/2026	Buying for inventory and equipment in stock	Working Capital	VIENTIANE CAPITAL	41,575.33
22	INDIVIDUAL HOUNGSAVATH TRANSPORTATION	Export - Import	M	L	Trading	22/04/2021	22/04/2026	Buying for inventory and equipment in stock	Working Capital	VIENTIANE CAPITAL	144,900.66
23	PAKAYTHIP TRADING SOLE CO.,LTD	Export – Import	M	L	Trading	03/06/2020	03/06/2030	Cosmetics and supplementary food	Working Capital	VIENTIANE CAPITAL	200,000.00
24	PPS CONSTRUCTION AND ELECTRICAL INSTALLTION SOLE CO., LTD	Construction And Electrical	M	L	Trading	15/07/2020	15/07/2030	Buying machinery and equipment in stock	Investment Capital	VIENTIANE CAPITAL	199,125.31
25	SOUVANNY INTERTRADE SOLE CO.,LTD	Heavy Construction Equipment Spare Part	M	L	Trading	10/11/2020	10/11/2028	Buying for inventory and equipment in stock	Working Capital	VIENTIANE CAPITAL	196,876.91
26	THEUKCHAI RESTAURANT	Restaurant	M	L	Service	03/03/2021	03/03/2029	Buying machinery and equipment in stock	Investment Capital	VIENTIANE CAPITAL	123,033.53
27	NOU AUDIO	AUTO	M	L	Service	08/05/2020	08/05/2030	Buying machinery and car in stock	Investment Capital	VIENTIANE CAPITAL	78,773.63
28	VANXAY ELECTRICAL APPLIANCES INDIVIDUAL	Electrical	M	L	Trading	03/06/2020	03/06/2030	Buying machinery and equipment in stock	Investment Capital	VIENTIANE CAPITAL	198,005.36

29	SAYKHAM CONSTRUCTION MATERIAL INDIVIDUAL	Construction Material	M	L	Trading	18/01/2021	18/01/2026	Buying machinery and equipment in stock	Working Capital	VIENTIANE CAPITAL	78,777.11
30	U TO MAC	IT & Computer	M	L	Service	28/12/2020	28/12/2024	Buying machinery and equipment in stock	Working Capital	VIENTIANE CAPITAL	122,591.40
<b>TOTAL:</b>											<b>3,242,186.55</b>