

Lao People's Democratic Republic

Peace Independence Democracy Unity Prosperity

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Ministry of Natural Resources and Environment

and

Ministry of Public Works and Transport

Lao Pollution and Waste Management Project (P175996)

Stakeholder Engagement Plan (SEP)

(Revised Draft)

Prepared by:

Environment Protection Fund Office

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LIST OF ACRONYMS

ADWLE	Association Development Women Legal Education
CERC	Contingent Emergency Response
COC	Code of Conduct
COVID19	Coronavirus 2019
DCC	Department of Climate Change
DEPP	Department of Energy Policy and Planning
DHUP	Department of Housing and Urban Planning
DOH	Department of Health
DONRE	Department of Natural Resource and Environment
DNEI	Department of Natural Resources and Environmental Inspection
DPF	Department of Planning and Finance
DWR	Department of Water Resources
ECCDA	Environment Conservation and Community Development Association
EDPD	Environmental Research and Disaster Prevention Division
EGEF	Ethnic Group Engagement Framework
EPF	Environmental Protection Fund
EPFO	Environmental Protection Fund Office
ESCP	Environment and Social Commitment Plan
ESCOP	Environmental and Social Code of Practice
ESIA	Environment and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
FGD	Focused Group Discussion
FS	Feasibility Study
GAP	Gender Action Plan
GBV	Gender Based Violence
GCB	Green Clean and Beautiful
GDA	Gender and Development Association
GGGI	Global Green Growth Institute
GRM	Grievance Redress Mechanism
JICA	Japan International Cooperation Agency
KEXIM	Export-Import Bank of Korea
LFND	Lao Front for National Development
LWU	Lao Women's Union
MEM	Ministry of Energy and Mines
MLSW	Ministry of Labour and Social Welfare
MOES	Ministry of Education and Sports
MOH	Ministry of Health

MONRE	Ministry of Natural Resource and Environment
MPI	Ministry of Planning and Investment
MPWT	Ministry of Public Works and Transport
NCAW	National Commission for the Advancement of Women
NPAP	National Plastic Actions Plan
NRERI	Natural Resources and Research Institute
OHS	Occupational Health and Safety
PIU	Project Implementation Unit
PMU	Project Management Unit
PPE	Personal Protective Equipment
Pre-FS	Pre-Feasibility Study
Pre-ESIA	Preliminary Environmental and Social Impact Assessment
PTI	Public Works and Transport Institute
PWMP	Pollution and Waste Management Project
RAP	Resettlement Actin Plan
RPF	Resettlement Policy Framework
SEA/SH	Sexual Exploitation and Abuse and Sexual Harassment
SEP	Stakeholder Engagement Plan
SIA	Social Impact Assessment
SMP	Social Management Plan
TA	Technical Assistance
UDAA	Vientiane Urban Development Authority
UNEP	United National Environment Programme
UNDP	United Nations Development Programme
VAC	Violence Against Children
VCOMS	Vientiane City Office for Management and Service
VUDA	Vientiane Urban Development Authority
VTC	Vientiane Capital
VTP	Vientiane Province
VWMC	Vientiane Waste Management Company
WB	World Bank

EXECUTIVE SUMMARY

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

In Lao People's Democratic Republic (Lao PDR) rapid development during the past 10 years has resulted in degradation of natural resources and environmental quality and increased generation of solid wastes. To address these challenges, the Government of Lao PDR (GOL) through the Ministry of Natural Resources and Environment (MONRE), the Ministry of Public Works and Transport (MPWT), and the Environmental Protection Fund Office (EPFO) has been preparing a project, namely Pollution and Waste Management Project (PWMP), for possible financing by the World Bank (WB). The project will be implemented between 2024 and 2030 with a total budget cost of US $45.98 M, of which US $22.33 M is from the National IDA19 country allocation; US $20.3 M is from the Regional IDA Window for activities with regional benefits; and US$3.35 M from a PROBLUE grant for plastics management activities. Project objectives and activities are provided in Section 1.

The WB's Environmental and Social Framework (ESF) will be applied to the project. With support from the WB on-going project, a team of international and national consultants have been mobilized to prepare the necessary ESF documents for the project comprising an Environment and Social Commitment Plan (ESCP), a Stakeholders Engagement Plan (SEP), and Environment and Social Management Framework (ESMF), a Social Impact Assessment and Social Management Plan (SIA-SMP), and a Pre-ESIA (PESIA) for selected site. Scope of the ESCP, SEP, ESMF, and SIA-SMP will cover all components while Pre-ESIA will cover only Component 2. This document is the ESMF of the PWMP which covers all project components.

E1. Project Objectives and Activities

The Development Objectives (PDO) of PWMP is to strengthen capacity for waste and pollution management, improve municipal solid waste services in targeted areas in Lao PDR, and provide immediate and effective response in case of an Eligible Crisis or Emergency.

The PWMP will also contribute to the SEA-MaP program development objective (PDO), which is to reduce plastics consumption, increase recycling, and minimize leakages to prevent land- and sea-based marine plastic pollution in Southeast Asia .

Achievement of the PWMP PDO will be measured by the following indicators:

- Category 2 investment projects in full compliance with environmental risk management measures in their ECC (Number)
- Coverage of municipal solid waste collection contracts in Vientiane Capital (percentage)
- Area of landfill rehabilitated (metric tons/year)
- Net greenhouse gas emissions reduction (metric tons/year)
- Plastics policies, guidelines, or standards developed aligned with the ASEAN Regional Action Plan (number)

The Project activities will be implemented through the following 4 components while more details are provided in Section 1 of ESMF main text:

- ***Component 1 (C1): Supporting National Policy Implementation and Capacity Enhancement (US$11.69M of which US$7.61 M National IDA, US$0.73 M Regional IDA and US$3.35 M PROBLUE).*** The objective of this component is to strengthen the GoL's policies and capacities for pollution control and waste management. Activities under Component 1 are organized as two subcomponents: Subcomponent 1A is focused on capacity support to the GoL for implementing environmental risk management for air and water pollution control in selected sectors, and subcomponent 1B is focused on supporting the GoL with new policies and regulations and capacity support for waste and plastic management.
- ***Component 2 (C2): Waste and plastics management operations and investments (US$29.34 M of which US$9.78 M national IDA, and US$19.56 M regional IDA).*** This component aims to enhance the institutional, operational, financial, and technical capacity of MPWT and VCOMS for policy development and implementation of solid and plastic waste management. Activities under Component 2 are organized as two subcomponents.
- ***Component 3 (C3): Project coordination and reporting (US$4.41 M IDA).*** This component will support project management, monitoring, learning and coordination across the implementing agencies. Under Component 3, the project will provide project management and administration support to strengthen the capacity of the Environment Protection Fund (EPF) and the implementing agencies in project management, fiduciary management, results monitoring, impact assessments and reporting. ESF implementation support will also be supported under this component. This Component will also strengthen the capacity of the EPF for coordination, communication, and fund raising for waste and pollution management and environmental protection.

- ***Component 4 (C4). Contingency Emergency Response Component (CERC).*** This component will provide an immediate response to an Eligible Crisis or Emergency, as needed. In an Eligible Crisis or Emergency, the GoL can seek reallocation of project funds to support emergency response and recovery.

Project location. The project will invest in waste management facilities in Vientiane Capital. Landfill rehabilitation works will be undertaken at the KM32 landfill in Xaythany district, and waste transfer stations will be developed in Xaysettha and Naxaythong districts. Activities for implementing village-scale waste recycling, will be done in Vientiane Capital, Vientiane Province and Oudomxay province. Strengthening of policy, legislation and regulation will primarily involve central government agencies in Vientiane Capital.

The MONRE will be the lead agency for implementation of Components 1 while the MPWT will be the lead agency for implementation of Component 2 and the EPFO will be responsible for overall supervision, coordination, and reporting through the Component 3 activities. Project activities will be implemented by several agencies under the MONRE and MPWT while key sector agencies and selected target provinces considered priority will also be eligible for Project support. The ESMF implementation arrangements are broken down into EPFO PCU and MPWT PMU.

Furthermore, this SEP outlines the ways in which EPFO; MPWT, MONRE other project implementing agencies, consultants and contractors will communicate with stakeholders, mechanism by which people can raise their concerns, and how the raised concerns will be acted and responded upon. The stakeholders identified are those either affected by the project and/or other interested parties. The identification of stakeholders under the PWMP will be based on (i) their roles and responsibilities; and possible influence/interest on the program. Particular attention will be given to individuals at risk of being excluded from the subproject activities. Stakeholder groups include: (a) those directly affected: waste collectors and pickers and their families (b) central government agencies including EPFO, MONRE, MPWT, and Ministry of Health, (c) local government administrations at provincial, district and village level, (d) individuals and communities located nearby project investments, (e)mass organizations and civil society organizations working with women, youth, ethnic groups and other related sectors - (f) private sector actors including waste management companies, waste recycling companies, waste-pickers representatives, (g) academics, environmental organizations, international NGOs and other development partners working on waste management, environment and related issues. Vulnerable individuals or Disadvantaged groups identified include, children, women, ethnic groups, people with disabilities, the elderly and youth.

During preparation of the ESF instruments, Focus Group Discussions (FGD) were carried out on 11 August 2022 by the EPFO E&S consultants together with technical staffs from EPFO, NRERI and PTI in Ban Naphasouk village, the KM32 landfill and Nahai village (KM16 Transfer Station) with a total of 82 participants including 52 females. There were representatives

from village authorities, local residents, informal waste pickers[1], and registered waste pickers at the Km32. Key Informant Interviews were undertaken during 09 to 16 August 2022 with a total of 22 key representatives (9 women) from DOE, DNEI, NRERI, PTI, DHUP, VCOMS, Small B, and Xaythany district hospital. The summary results of KII and FGD are provided in Section 4.3.2 of this document and in the annexes including details on the survey and the questionnaires used. On 8 January 2024, the ESF consultants conducted additional consultation on the latest PWMP design with VCOMs, VWMC and waste pickers with a total of 46 participants of which 27 of them are female. The consultation results are summarized in Section 4.3.3.

The draft ESF documents (Environmental and Social Commitment Plan (ESCP), Stakeholder Engagement Plan (SEP), Environmental and Social Management Framework (ESMF), Social Impact Assessment and Social Management Plan (SIA-SMP), and preliminary Environmental and Social Impact Assessment (Pre-ESIA)) were locally disclosed on 29 November 2022 (https://laoepf.org.la/en/esf-documents-for-ewmp/) and revised draft of the ESMF on 23 December 2022 https://laoepf.org.la/en/esf-documents-for-ewmp-2/). A full-day public consultation at the national level was held on 20 December 2022). The details are provided in Section 5 of this document. **Error! Reference source not found.** E&S instruments were disclosed during the following dates:

Table 1 ESF Disclosure Timeline

Item	Actions	Timeline	Responsible
1.	Disclose the revised draft ESMF and Pre-ESIA on EPFO website	29 November 2022	EPFO and MPWT
2.	National Stakeholder Consultations: Morning Session: Conducted in Lao language for relevant government organizations from all levels (district and provincial offices, and ministries), community representatives, and village chefs in the project areas) and private sectors (waste management operator, waste collection companies, national university, and private schools) Afternoon Session: The afternoon session in English presentation for international organizations and social organizations (NGOs, CSOs, donors).	20 December 2022	EPFO and MPWT

[1] Villagers who are seasonal waste pickers

3.	Re-disclosure of the ES instruments at EPFO website after consultation feedbacks	23 December 2022	EPFO

Grievance Redress Mechanism (GRM) Committees will be established at Village, District and Central levels as well as at the Project Coordination Unit (PCU) of EPFO; Project Management Unit of MPWT and other concerned departments and ministries. For workers hired by contractors, the contractors will be required to produce their GRM procedure as a prerequisite for tender which at a minimum conform to these requirements.

This SEP document offers a strategy and implementation plan for engaging stakeholders from the beginning of the project up to completion. SEP is a live document that will be revisited and updated as required to reflect project developments and new stakeholders if any.

1 Introduction/Project Description

1.1 Project Background

1. In Lao People's Democratic Republic (Lao PDR,) rapid development during the past 10 years (pre-Covid-19) has resulted in degradation of natural resources and environmental quality and increase generation of solid wastes. In response, the Government of Lao PDR (GOL), through the Ministry of Natural Resources and Environment (MONRE) and Ministry of Public Works and Transport (MPWT), has prepared the Pollution and Waste Management Project (PWMP or the Project) for possible financing by the World Bank (WB) to be implemented from 2024 to 2030 with a budget of about US$ US $45.98 M million.

1.2 Project Objective and Indicator

2. The main development objective of PWMP is to strengthen capacity for waste and pollution management, improve municipal solid waste services in targeted areas, and provide immediate and effective response in case of an Eligible Crisis or Emergency.

3. The PWMP will also contribute to the SEA-MaP[2] program development objective (PDO), which is to reduce plastics consumption, increase recycling, and minimize leakages to prevent land- and sea-based marine plastic pollution in Southeast Asia.

4. The Project activities will support policy development and institutional strengthening at the national level to enhance regulatory oversight and planning of the solid waste sector, supporting environmental risk management and climate change actions, and enhance monitoring and regulation of key types of pollution in the country.

5. At the provincial and district levels, the Project will focus on supporting improved solid waste services and increasing the financial and environmental sustainability of solid waste management operations through technical assistance and investments in infrastructure and equipment focusing in priority areas in Vientiane capital. The Project will facilitate the creation of models for solid waste management in target areas that can demonstrate improved and cost-effective performance and serve as inspirations for other areas.

6. The Project will seek to comprehensively support stakeholder collaboration across all aspects of the sector, most notably MONRE, MPWT, key sector agencies, and local

[2] The PWMP will be one of the national-level projects contributing to the Southeast Asia Regional Program on Combating Marine Plastics (SEA-MaP) (P175659) which was approved in June 2022 and follows a Series of Projects (SOP) approach to support marine plastics solutions at the regional and national levels.

governments responsible for solid waste management.

7. The Project will measure its success by the following indicators:

- Category 2 investment projects in full compliance with environmental risk management measures in their ECC (Number)
- Coverage of municipal solid waste collection contracts in Vientiane Capital (percentage)
- Area of landfill rehabilitated (metric tons/year)
- Net greenhouse gas emissions reduction (metric tons/year)
- Plastics policies, guidelines, or standards developed aligned with the ASEAN Regional Action Plan (number)

1.3 Project Components

8. The project activities will be implemented through the following 4 components. The project activities in Component 1 will be implemented by: MONRE's Department of Environment (DOE), Department of Natural Resources and Inspection (DNEI), Natural Resources and Environment Research Institute (NRERI), Department of Climate Change (DCC), and Department of Water Resources (DWR); the Department of Planning (DOP) under the Ministry of Planning and Investment (MPI); the Faculty of Environmental Sciences of the National University of Laos (FES-NUOL); and provincial offices of Natural Resources and Environment (PONREs) of Vientiane Capital, Vientiane province, and Oudomxay province. The MPWT (DHUP and PTI) and the VCOMS will implement Component 2. The EPFO will implement Component 3.

- ***Component 1. Supporting National Policy Implementation and Capacity Enhancement).*** The objective of this component is to strengthen the GoL's policies and capacities for pollution control and waste management. Activities under Component 1 are organized as two subcomponents. (see Table 1-1).

Table 1-1 C1 Subcomponents (reference: revised PAD/Jan 2024)

Component	Lead Implementing Agency
Component 1: Supporting National Policy Implementation and Capacity Enhancement	**MONRE, MPI and FES-NUOL**
Subcomponent 1A: Capacity support for implementing environmental risk management (ERM) for pollution control, with following activities; a. Develop (i) standard procedures for monitoring and evaluation of	MONRE and DOP-MPI

investment projects' compliance with Laos' environmental regulations; (ii) a compliance monitoring system for tracking environmental performance of investment projects; (iii) regulations for penalties for non-compliance with environmental regulations. b. Undertake compliance monitoring with focus on air and water pollution in the hydropower, mining, agriculture and industry sectors, and providing technical assistance to investment projects for improving environmental compliance. c. Provide technical assistance for strengthening air and water quality monitoring systems and for integrating the air and water quality data and information with the GoL's environmental compliance monitoring system. d. Provide technical assistance for enhancing capacity in other priority areas of ERM including on (i) ESIAs for the agriculture, mining, hydropower and industry sectors; and (ii) integrating climate risk and mitigation management as part of ERM interventions in the four priority sectors for environmental regulation.	
Subcomponent 1B: Policy and capacity support for solid waste and plastic management, with the following activities: a. Develop a National Waste Management Decree on non-hazardous and hazardous waste and relevant sub-regulations on waste management measures such as waste minimization, separation at source, service delivery, waste tariff collection, and budgeting for waste management and establish a cross-ministerial National Solid Waste Management Coordination Committee to support implementation of the Decree and regulations. b. Develop a national waste and pollution data and information system, and SOPs for data collection, data sharing and usage methodology for use by both national and local government. Collected data in this information system would be used to measure the progress of this project. c. Provide technical assistance and finance for implementation, monitoring and enforcement of the National Plastics Action Plan (NPAP).[3] d. Strengthen the domestic plastic waste recycling sector through technical assistance for establishment of minimum standards, compliance system, sub-decree, and capacity building for authorities	MONRE, FES-NUOL and PONREs

[3] At this time, the NPAP is under development led by MONRE and supported by the World Bank and other development partners.

for monitoring and inspection. It will also establish a recycling market information system and explore the potential on refuse-derived fuel (RDF). e. Provide finance for scaling-up small-scale plastic waste reduction, collection and processing initiatives including waste banks for plastics collection at villages and schools, composting at schools, waste separation at the household level in target districts, training support for the informal sector with a focus on women and piloting refill and reuse stations with a focus on tourism hotspots.	

- ***Component 2: Waste and plastics management operations and investments.*** This component aims to enhance the capacity of MPWT and the Vientiane City Office for Management and Services (VCOMS) to improve their capacities in the policy development and implementation of solid and plastic waste management**.** Activities will be implemented through the following two subcomponents i.e. Subcomponent 2A focusing on capacity building for waste management planning, operation, monitoring, waste service delivery, and cost recovery at the local level and Subcomponent 2B focusing on waste and plastics management infrastructure investments (see Table 1-2).

Table 1-2: C2 Subcomponents (reference: revised PAD/Dec 2022)

Component	Lead Implementing Agency
Component 2: Waste and plastics management operations and investments	**MPWT**
Subcomponent 2A. Capacity building for waste management planning, operation, monitoring, waste service delivery, and cost recovery at the local level, with the following activities: a. Provide technical assistance to VCOMS for: i. Developing local regulations and strengthening capacity for waste management planning; financial and revenue management including tariff and tipping fee setting, contract management and supervision of private waste operators; and waste recycling at KM32 landfill, transfer stations and landfill operations and management. ii. Developing a waste management plan for Vientiane Capital that includes waste collection zones; waste collection schedules; resources management; fee structures (tariff, tipping fee); contract management; approaches for enhancing collection of	MPWT (DHUP, DPWT and PTI) and VCOMS

tariffs and tipping fees; awareness raising and engagement with waste service users; waste facilities management; and waste data collection and regular environmental monitoring. iii. Developing operational manuals for equipment maintenance, transfer stations, composting facilities, and landfill management including site selection, standard landfill design, standard operational procedures for construction, day-to-day operation, risk management, pollution monitoring, environmental and social safeguards, and landfill closure process. The operational manual for landfill will include the long-term plan for KM32 landfill upgrading and operation. iv. Establish a registration system of informal waste pickers at KM32 landfill and provide support for improving waste pickers working conditions through: a. Vocational skills building and training, provision of protective equipment and health and safety training. b. Interventions for improving female workers' access to jobs in the SWM sector described in the Gender assessment section (Section C) of PAD. c. Support measures for children engaged in waste picking described in Annex 2 of PAD. d. Allowing informal waste workers to safely access incoming waste at the KM32 landfill. v. Investment preparation for solid and plastic waste infrastructure and equipment. This will include preparation of a feasibility study and detailed design, site-specific Environmental and Social Framework (ESF) instruments, an action plan for environmental and social legacy issues, and bidding documents	
Component 2B: Waste and plastics management infrastructure investments. With following activities a. Rehabilitate the KM32 landfill to extend its lifetime by at least 10 years with financing for: i. Civil works – capping and closing waste cells, relocation (and compacting) of existing waste, construction of new sanitary landfill cells to accept incoming waste, rehabilitating the existing leachate pond, constructing an internal access road in the landfill and regulation pond and leachate treatment facility, installing methane gas capturing pipes and leachate collection piping system, developing a waste reception area[5], clean-up of	MPWT (DHUP, DPWT and PTI), and VCOMS

legacy waste in concession area[6], and building bathroom facilities for waste workers and upgrading of the administration office. ii. Equipment – a weighbridge and washing, crushing, and pelletizing equipment at the waste management community centre for informal waste workers, a solar plant for on-site electricity generation, trucks and other equipment for landfill operation. b. Establish the Naxaythong transfer station and composting facility (north-west of VC) with financing for: i. Civil works – build a waste transfer facility that will segregate organic waste, aggregate and compact regular waste for transfer to bigger waste transportation vehicles. The transfer station will also have a composting plant, administration office building, vehicle maintenance workshop and bathroom facilities for waste workers. ii. Equipment - weighbridge; transportation truck, wheel loader, forklift and other equipment for transfer station operation. c. Upgrade the KM16 transfer station in Xaysettha District[7] with financing for: i. Civil works - waste transfer facility for segregating organic fraction of waste, aggregate and compact regular waste for transfer to bigger waste transportation vehicles; upgrading the existing composting plant; and vehicle maintenance workshop, and bathroom facilities for waste workers. ii. Equipment - a weighbridge; transportation truck, wheel loader, forklift, and other equipment for transfer station operation. d. Increase the waste collection equipment in sub-urban districts with financing for: i. Equipment including various size of waste collection vehicles from tricycles, waste-carts, collection bins, community collection point set-up, and waste containers.	

- ***Component 3: Project coordination and reporting.*** This component will support project management, monitoring, learning and coordination across the implementing agencies. Under Component 3 the project will provide project management and administration support to strengthen the capacity of the EPF and the implementing agencies in project management, fiduciary management, results monitoring, impact assessments and reporting. ESF implementation support will also be supported under this component. This Component will also strengthen the

capacity of the EPF for coordination, communication, and fund raising for waste and pollution management and environmental protection.

- ***Component 4. Contingency Emergency Response Component (***CERC). This component will provide an immediate response to an Eligible Crisis or Emergency, as needed. In an Eligible Crisis or Emergency, the GoL can seek reallocation of project funds to support emergency response and recovery.

Project Financing. The total project financing will be US $45.98 M, of which US $22.33 M is from the National IDA19 country allocation; US $20.3 M is from the Regional IDA Window for activities with regional benefits; and US$3.35 M from a PROBLUE grant for plastics management activities. The project's costs breakdown and indicative financing by component and subcomponent are shown below:

Components	Nat. IDA (US$ M)	Reg. IDA (US$ M)	PROBLUE Grant (US$ M)	Gov't Counterpart (US$ M)	Total (US$M)
Component 1. Policy Implementation and Capacity Enhancement	**8.14**	**0.74**	**3.35**	**0**	**12.23**
Subcomponent 1A: Capacity support for implementing environmental risk management for pollution management	7.35	0.07	0.16	0	7.58
Subcomponent 1B: Policy and capacity support for solid waste and plastic management	0.79	0.67	3.19	0	4.65
Component 2: Waste and plastics management operations and Investments	**9.78**	**19.56**	**0**	**0**	**29.34**
Subcomponent 2A: Waste Management Planning and Operations	2.03	4.06	0	0	6.09
Subcomponent 2B: Waste and plastic Infrastructure	7.75	15.5	0	0	23.25
Component 3: Project Coordination and Reporting	**4.41**	**0**	**0**	**0**	**4.41**
Component 4: Contingency Emergency Response Component	**0**	**0**	**0**	**0**	**0**
Total[10]	**22.33**	**20.3**	**3.35**	**0**	**45.98**

1.4 Project Locations

9. Under Component 1, the Project activities will be implemented nationwide on the

part related to policy, regulations, and technical assistance (TA) related to Reduce, Reuse, and Recycle (3R), the National Plastic Actions Plan (NPAP), and pilot for improving environmental compliance of investment projects and activities will be conducted in Vientiane Capital and nearby provinces and the target areas to be identified during Project implementation according to the objective and scope of the proposed activities to be discussed and agreed with WB.

10. Component 2 will finance priority low-cost infrastructure to improve effectiveness and efficiency of waste and plastics management in Vientiane Capital in Xaythany District and Naxaythong district. In Xaythany district, there are two specific sites: one at the existing solid waste landfill at Km32 (the existing landfill) and another at the existing waste facilities at Km16. In Naxaythong, the specific site is being considered for the proposed Project activities to establish a transfer station and Integrated Waste Management Facilities (IWMF). Site selection criteria, including environmental and social criteria considered for Naxaythong site selection is presented in Annex 2 of ESMF (Vol II). The Project Areas of Influence for Component 2 will cover transportation routes between collection points to transfer stations, and transfer stations to KM32 landfill site, existing landfill at KM32 which the project will rehabilitate, existing transfer station at KM16, new transfer station in Naxaythong district, and auxiliary facilities including worker camps, and borrow pits. More details description on project locations for investments under Component 2 are provided in *Section 3.4* and details of project activities and sensitive environmental and social receptors at Km32 landfill are provided in a Preliminary Environmental and Social Impact Assessment (Pre-ESIA) prepared for KM32 landfill rehabilitation.

1.5 Brief Description of the KM32 Site

11. The Km 32 Landfill Project is proposed to be developed at Vientiane Capital's existing Km 32 landfill located in Ban Naphasouk, Xaythany District, and Vientiane Capital. The landfill is connected to Road No. 13 South by a 2.8 km two-lane unpaved access road.

12. The 70ha landfill managed by Vientiane City Office for Management and Service (VCOMS) includes an active landfill disposal area, waste sorting operations, previous landfill cells and a leachate pond. This site constitutes the Km 32 Landfill Project under PWMP.

1.6 Brief Description of the KM16 Site

13. The existing waste transfer station is one of the supporting waste management facilities under the Laos Pilot Program for Narrowing the Development Gap towards ASEAN Integration, Environmental Management Component (LPPE). This program was implemented by JICA and the ASEAN Secretariat in November 2014. The IEE was prepared by the VUDAA and the Lao Environmental Engineering Company in December 2013. The information provided in this section are from the IEE Report (2013).

14. The site is accessible from the 450-highway through the access road that is divided into two sections, a 1 km unpaved and 0.8 km concrete access road. There are some households and shops along the first section of the access road and a few households, plantations and agricultural land along both sides of the second section of the access road.

15. This transfer station was built in 2015 with technical and financial support from JICA, it was commissioned in January 2016. The 2ha waste transfer station is located in Ban Nahai, Xaythani district, Ventiance capital. According to GGI report on Solid Waste Management In Vientiane of Lao PDR, the transfer station only functions as an unloading and reloading point, and no compaction or additional sorting occurs at this stage. The transfer station project has enabled VCOMS to significantly improve its waste collection fleet.

1.7 Brief Description of the proposed Naxaythong Site

16. Naxaythong District is located in the middle of the north part of Vientiane Capital. It has a total area of 1,131 km2. To the north, there is Phonhong District in Vientiane Province. To the south, there are the adjacent Sikhodthabong and Chanthabouly Districts. To the east, there is the adjacent Xaythany District. To the west, there is the adjacent Sangthong District.

17. Naxaythong District has a total of 88,298 people, including 44,412 women, across 18,557 households in 54 villages (Vientiane capital Statistics Center; as of June 2021). The population density is 76 persons per km2. Currently, Naxaythong has no landfill, transfer station or Refuse Derived Fuel (RDF) plant. Naxaythong Town is located around 50 km from the landfill in Xaythani District, and around 32 KM from the transfer station. The introduction of a transfer station with an RDF plant will improve economic sustainability and the environmental transportation of solid waste in Naxaythong District because smaller volumes of waste will require transportation to landfill at Km32 Xaythani.

2 Purpose of the Stakeholder Engagement Plan (SEP)

18. The Stakeholder Engagement Plan (SEP) defines a program for stakeholder engagement, including public information disclosure and consultation, throughout the entire project cycle. The SEP outlines the ways in which PWMP will communicate with stakeholders and includes a mechanism by which stakeholders can contribute to project design, project acceptance, disclosure of E&S risks and impacts, raise concerns, provide feedback, or make complaints about PWMP and any activities related to the project.

19. The involvement of the local population is essential to the success of the project in order to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities.

20. The Key Objectives of the SEP can be summarized as follows:

- Provide guidance for stakeholder engagement based on the ESS10;
- Identify key stakeholders that are affected, and/or able to influence the Project and its activities;
- Identify the most effective methods, timing and structures through which to share project information, and to ensure regular, accessible, transparent and appropriate consultation;
- Develop a stakeholders engagement process that provides stakeholders with an opportunity to participate in project planning and design;
- Establish formal grievance redressal mechanisms;
- Define roles and responsibilities for the implementation of the SEP;
- Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews and reporting of the SEP based on findings.

3 Stakeholder Identification and Analysis

21. The PWMP project is expected to involve diverse groups of stakeholders from national to village levels, including local communities, government line agencies, mass organizations and the private sector. During project preparation, affected and interested parties were identified. The SEP is a living document and will be furtherrefined during project implementation, to ensure all stakeholders are identified and appropriately engaged.

22. At this stage of project preparation, three broad categories of stakeholders are identified:

- **Affected parties,** who are those impacted by the project positively or negatively.
- **Interested parties,** who are those not impacted by the project but may be interested in the Project outcomes and/or may have an influence on the project.

3.1 Affected Parties

23. Directly affected stakeholders include the following:

- Local communities and residential households along or within the existing landfill areas;
- Waste collectors and waste pickers
- Landowners of proposed landfill sites and associated facilities

- Informal and formal waste segregators and waste collectors at the landfill site;
- Small B: VCOMS has a contractual arrangement with Small B (a private company) under which the company implements waste management-related administrations, fee collection, data collection, waste collection, and landfill operation and management. This private company, as a VCOMS's contractor, will also have ES related responsibilities as a contractor of VCOMS under the project I.e., on labor procedures, OHS, grievance mechanism, and livelihood options offered to informal waste workers.
- Private investors (e.g.waste recycling or transportation companies, business,)
- Land users where the landfill sites located;
- Schools, health centers and cultural or religious centers that are located nearby the landfill sites or located nearby the 3R/GCB activities and may be impacted by construction disturbances or by land acquisition;
- Ethnic peoples who may have collective attachment to the project area;
- Disadvantaged/vulnerable individuals/groups (further defined in 4.2, paragraph 17);
- Local communities living in project areas;
- Sources of waste generation: communities, households, public buildings, markets, hotels, small businesses; and
- Government staff involved in project management and coordination, benefitting from the capacity building and working on solid waste management related activities.

3.2 Interested Parties

24. Relevant government departments, NGOs and CSOs, and service providers at the national, provincial and district levels, involved in issues of environment, investment, development, research, data generation and education, including:

3.2.1 Government Institutions

- Department of Planning and Investment (DPI)-Ministry of Planning and Investment (MPI)
- Department of Health (DOH)-Ministry of Health (MOH);
- Department of Climate Change (DCC)-Ministry of Natural Resource and Environment (MONRE)
- Department of Housing and Urban Planning (DHUP) – Ministry of Public Works and Transport (MPWT)

- Department of Natural Resources and Environmental Inspection (DNEI)-MONRE
- Department of Environment (DOE) - MONRE
- Department of Planning and Finance (DPF)-MONRE
- Department of Water Resources (DWR)-MONRE
- Natural Resources and Environmental Research Institute (NREI)-MONRE
- Environmental Research and Disaster Prevention Division (EDPD)/Public Works and Transport Institute (PTI)
- Department of Energy Policy and Planning (DEPP)- Ministry of Energy and Mines (MEM)
- Ministry of Labour and Social Welfare (MLSW)
- Ministry of Education and Sports (MOES)
- Lao Front for National Development (LFND): Ethnicity issues.
- Lao Women's Union (LWU): Women issues.
- The National Commission for the Advancement of Women (NCAW) (GBV focus)
- National University of Laos (NUOL).

3.2.2 *NGOs/CSOs working on ethnic groups, children and human trafficking*

- Gender and Development Association (GDA) (Local NGO)
- Save the Children International (International NGO)
- CARE International (International NGO)
- Association Development Women Legal Education (ADWLE)
- CSOs on waste management

3.2.3 Organizations working on SEA/SH

Governmental:

- The National Commission for the Advancement of Women (NCAW)
- The Ministry of Health
- The Supreme Public Prosecutor and the Supreme People's Court
- The National Steering Committee on Anti Human Trafficking
- Lao Women Union (LWU)

NGOs:

- GRET International
- CARE International
- Save the Children International
- Gender and Development Association (GDA) (Local NGO)
- Environment Conservation and Community Development Association" (ECCDA)

3.2.4 International Organizations and Development Partners

- World Bank (WB);
- Export-Import Bank of Korea (KEXIM)
- Japan International Cooperation Agency (JICA)
- Global Green Growth Institute (GGGI)
- United National Environment Programme (UNEP)
- United Nations Development Programme (UNDP)

3.2.5 Waste Collection Operators

In Vientiane Capital:

Public waste collecting units:

- Waste Collecting Service Unit of VCOMS.

Private waste collecting companies:

- Chanthabuly Cleaning Company.
- Hadxayfong SKD Cleaning Company.
- Xaysettha Service Centre Company.

Intermediate Treatment (Recovery) Facility/Equipment:

- Vientiane Waste Management Company (VWMC) is a waste management facility locating adjacent to the KM32 landfill site. VWMC signed a concession agreement with GoL in 2011. The concession agreement was amended in 2019 and further amendments negotiated in 2023 are expected to be signed in early 2024. With these amendments, 20ha managed by VWMC will be relinquished and incorporated into the Km32 land fill site, with VWMC continuing to operate on a 30 ha site. VWMC plans to establish waste management facilities including plastic recycling, composting for production of fertilizer, and production of Refuse Derived Fuel for generation of electric power in a waste-to-energy Plant. The VWMC facilities do not fall into the definition of Associated Facilities defined in the ESF which requires that

Associated Facilities is necessary for the project to be viable and would not have been constructed, expanded or conducted if the project did not exist.

3.2.6 Vulnerable Groups

25. Disadvantaged/vulnerable individuals or groups includes 1) households below the Lao poverty line of $3.20 per day[4], 2) households headed by elderly with no means of support; (3) female headed households, especially those below the poverty level; (4) households with a disabled member; and (5) Ethnic minority groups facing language, cultural or other barriers to participation in the project.

26. These people/groups are disadvantaged/vulnerable due to their potentially significantly lower ability to access and/or understand information about the project and its impacts compared to other groups due to physical, social or cultural constraints.

27. These categories of people will be given particular attention through targeted methods that will enable information sharing and understanding of the nature of project activities and the anticipated positive and potential negative impacts of the project as well as their expectations. Specific meetings and focus groups as well as individual household visits with these groups of people with tailored messages will be used in consideration of their existing challenges. This will include both the sharing of information as well as the gathering of information. So, for instance, impact assessments will target these groups to understand their specific needs and that risk assessment and mitigation take these into account. Information sharing activities will also ensure these groups receive information in an appropriate manner and are able to provide feedback.

28. The population in the Xaythany District is composed of ethnic groups from four main ethno-linguistic families: LaoTai, Mon-Khmer, Sino-Tibetan, and Hmong-Iumien. In Xaythany District, there are 132 temples, 12 churches, 539 monks, 698 novices, and 38 nuns. Of the population in the district, 90.6%, 7.2%, and 2.2% are Buddhist, animist, or Christian, respectively.

29. Other considerations also need to be taken into account, such as choosing accessible venues for consultations; having small, focused meetings where vulnerable stakeholders are more comfortable asking questions or raising concerns, etc. Interested stakeholders, especially organizations active in the project area which work with vulnerable people/groups (who may be more aware the best ways to engage various vulnerable groups), should be consulted and may be contacted for assistance in engaging with vulnerable groups.

[4] *data.worldbank.org*. World Bank. Retrieved 14 September 2019

3.3 Stakeholder Analysis; Needs and Methods of Stakeholder Engagement

30. A summary of the specific needs and methods for stakeholder engagement is provided in Table 3-1.

Table 3-1: Summary of needs and methods for stakeholder engagement

Stakeholder	Characteristics	Interest or Concern	Proposed Strategies
Affected Stakeholders			
Local residents and land users in the vicinity of upgraded/new waste facilities (Km32, Km16 and Naxaythong)	Residents, farmers, schools and small businesses where waste transport vehicles pass by and communities surrounding the waste collection, transfer and disposal facilities.	Construction-related concerns such as dust, noise and traffic, communicable disease transmission, worker's camp and/or labour influx, etc. Concerns about waste transport including speeding, dust, noise and spillage of waste during trucks passing-by the roads. Concerns about environment, health, safety relating to VWMC operations (which may be mistakenly attributed to the VCOM project site).	• Conduct consultation and FGDs at the design stage to understand their views, expectations and concerns, as well as potential project risks/impacts as well as mitigation measures as part of the ESIA. • Will be consulted in village-level consultations to introduce the project as well as to discuss and disclose the draft Environment and Social Management Plan (ESMP) and any other relevant plans including a special focus on gender issues, job creation and the Grievance Redress Mechanism (GRM). • Will be closely informed before and during civil works so they know the timeline. May also included in trainings, such as gender and road safety. • Women to be consulted regarding

Stakeholder	Characteristics	Interest or Concern	Proposed Strategies
			Gender Based Violence (GBV) risks. Printed IEC materials, to make sure can reach women in the best way possible, particularly if they are directly impacted by the project (such as land acquisition or other direct impacts). • Awareness-raising in local communities and through social media to help differentiate the activities of VCOMs and VWMC.
Waste pickers and collectors	Waste pickers and collectors currently working at KM32	• Concerns of decrease in access to recyclables for waste picking during PWMP construction phase (when the existing waste sorting area is being rebuilt) and due to expansion of VWMC activities which propose to utilize 150-400 Tonnes of waste per day. • Concerns related to possible risks of: (i) employment discrimination, (ii) labour related disputes, (iv) Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH), (v) child labour (waste pickers); (vi) accidents and injuries, exposure to toxic waste component/ air pollution (dust and bio-aerosols, odour	• Encourage contractors to recruit waste pickers as laborers during construction phase. • Training and hiring waste pickers to work at the new waste management facilities at Km 16 and Naxaythong • Training on literacy, numeracy, entrepreneurship . • Provision of personal protective equipment (PPE) and training on health and safety to improve including;

Stakeholder	Characteristics	Interest or Concern	Proposed Strategies
		nuisances, and vehicle emissions/noise and vibration/ pathogens and vectors in waste collection, transport and management processes	• Inform about the GRM • Anticipated changes in waste flow will be disseminated to waste pickers at KM32 landfill
Local residents near the proposed Installation of pollution monitoring stations (C1)	Affected Households (AHs) of the location of the stations	• Concerns about possible land acquisition, OHS measures, Covid transmission • Concerns about construction-related concerns such as dust and noise	Will be consulted in village-level consultations to introduce the project as well as to discuss and disclose the Engineering Code of Practice (ECOP) and Resettlement Actin Plan (RAP)
Local residents near the proposed site for 3R/GCB activities	Individuals and Affected Households (AHs) for the proposed subprojects	• To be further defined during the identification of subprojects	Conduct consultation and FGDs at the concept stage to understand their views, expectations and concerns. Stakeholders will be engaged to identify potential project risks/impacts as well as mitigation measures and negative list or non-eligible subprojects. Disclosure of project information. Further consultations during project implementation.

Stakeholder	Characteristics	Interest or Concern	Proposed Strategies
Disadvantaged/ vulnerable individuals/ groups	Vulnerable households or individuals depending on the waste for their livelihood. Vulnerable groups living in makeshift housing within and along the sanitary landfill in KM32 and KM16.	• Avoid impacts on existing livelihoods • Open information, policy informing, timely obtained full compensation, and proper placement; Additional support under special conditions, such as vocational training, employment opportunities and convenience policy in the process of relocation.	Conduct consultation and FGDs at the concept stage to understand their views, expectations and concerns. Stakeholders will be engaged to identify potential project risks/impacts as well as mitigation measures as part of the ESIA and any other Social Assessment. Disclosure of project information. Further consultations during project implementation.
People or businesses impacted by involuntary land acquisition, whether temporary or permanent, (special provisions made as per RAPs if vulnerable person)	Affected Households (AHs) of the location of the subprojects (to be confirmed during Detailed Design) who will have assets impacted by land acquisition.	As above plus information about the extent of land acquisition, compensation rates, alternative options, livelihood restoration, etc. To be further defined during the ESIA stage when the extent of impacts is known.	As above. Would also be closely consulted before the socioeconomic baseline and Census as part of the Resettlement Action Plan (RAP), during the preparation of the RAPs, including defining entitlements and compensation rates. Project Information Booklets to be developed with specific information regarding land acquisition at different stages (detailed measurement, calculation of entitlements, etc.)

Stakeholder	Characteristics	Interest or Concern	Proposed Strategies
Ethnic Groups consistent with ESS7 (see guidance in the ESMF and EGEF)	LaoTai, Mon-Khmer, Sino-Tibetan, and Hmong-Iumien ethnic groups currently woking in the existing landfill in Km32. Ethnic groups living within the proposed location of the pollution monitoring stations and locations of subproject activities of 3R/GCB activities	To be further defined during the full ESIA stage when the extent of impacts is known and screening of ethnic groups take place.	To be determined during the full ESIA stage and detailed design, guided by this SEP and the EGEF, and further refined based on the Social Assessment part of the Ethnic Group's Engagement Plan (EGEP). Based on the guidance in the EGEF it will also need to be assessed whether Free Prior and Informed Consent (FPIC), based on WB ESS7, is required and/or desirable in any of the subprojects.
Contractors in charge of civil works, and their staff	Contractors will be encouraged to hire local people for unskilled labor, in particular interested women (likely 15% target)	• Concerns about OHS measures, Covid transmission, job opportunities, discrimination, pay, SEA/SH, etc. • To be further defined during the ESIA stage	Introductory training on staff related to Code of Conduct (gender, violence, children), training on gender, OHS measures. Labor contracts. Posters on aspects Code of Conduct. Information on the COVID19 health and safety protocols
Government authorities responsible for project activities (Special attention to	Specific government ministries and departments at the national, provincial, district and village level Government staff benefitting	• Project outcome • Responsibility for the project, in particular ensuring that the appropriate GOL staffs are assigned to the right Project component for their specific role. e.g. Environmental Staff to	Consultations/meetings before project implementation to inform them of the project. Ongoing communication, meetings, phone calls, emails and field work between project authorities to

Stakeholder	Characteristics	Interest or Concern	Proposed Strategies
include Village Women's Group	from the capacity building and government staff working for the PWMP.	supervise environmental component of Project • Ensuring understand the project and E&S commitments and responsibilities, as well as the WB's ESF • Capacity building opportunities for implementing agencies including EPFO, MONRE, MPWT, DHUP-DPWT, PONRE and DONRE, local Women's group.	ensure everyone is updated on timelines, objectives, mitigation measures, responsibilities etc. Project billboards; Website; Whatsapp and emails
Small B	VCOMS has a contractual arrangement with Small B (a private company) under which the company implements waste management-related services at the Km32 site. administrations, This private company, as a VCOMS's contractor, will also have ES related responsibilities .	• Knowledge and awareness of ESF Instruments (ESMF, ESCP, SEP, SIA-SMP), ESIA, ESMMP including specific obligations regarding OHS measures, providing job opportunities to waste pickers, non-discrimination, equal pay, SEA/SH, etc.	Training and capacity building on ESF instruments and implementation of ESMP
Interested Stakeholders			

Stakeholder	Characteristics	Interest or Concern	Proposed Strategies
Nearby communities special provisions as necessary for women and children.	People living along the sanitary landfill of KM32 and material recovery facility and RDF production facility in KM16. Special attention to women and children.	• Concerns about construction-related concerns such as dust, noise and traffic, including speeding (post-construction)	Provision of updates to keep updated on project timelines and potential impacts and mitigation measures including GRM. Disclosure of the ESMP in accessible locations, such as village offices and the MONRE and MPWT website.
Government authorities needing to be consulted, or those that may be interested	Specific government ministries and departments at the national, provincial, district and village level that may need to be consulted due to their area of responsibility (for instance health centers or schools).	• Project outcomes, responsibility, training opportunities, project timeline To be further defined during the ESIA stage	Continuous communication and consultation meetings to ensure relevant government groups are updated on timelines, objectives, mitigation measures, responsibilities etc. Disclosure of ESMP and other project documents. Local consultations disclosing RAP and ESMP. Project billboards; Website; Whatsapp and emails
VWMC	A private waste management facility operating on a 30ha adjacent site. .	Coordination with VCOMs on management of cumulative impacts such as wastewater, odor, air pollution, dust, noise and traffic,etc. To be further defined during the ESIA stage	Continuous communication and consultation meetings

Stakeholder	Characteristics	Interest or Concern	Proposed Strategies
NGOs interested in environment	NGOs with Waste Management and Environmental protection projects or activities in the subproject sites or areas	To be further defined during the ESIA stage	Meetings and continuous communications and meetings, including during ESIA, Disclosure of project information. Local consultations. Project billboards.
NGOs interested in gender	NGOs interested in ensuring benefits to women as well as dealing with issues relating to Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH)	To be further defined during the ESIA stage	Meetings and continuous communications and meetings, including during ESIA, on Gender Action Plan (GAP) and relevant parts of the ESMP or other documents. Disclosure of project information. Local consultations. Posters on gender issues.
NGOs working on ethnic group issues	If ethnic groups are identified, NGOs interested in ensuring benefits to ethnic groups as well as protection of these groups, in particular issues relating to land and culture of ethnic groups (see Section 3.3)	To be further defined during the ESIA stage	Consult as part of ESIA and any other Social Assessment. Disclosure of project information. Further consultations if ethnic groups are identified during project implementation.
Supply Chain	Suppliers of materials for civil	Materials needed, requirements for underage	Suppliers to be informed via phone calls,

Stakeholder	Characteristics	Interest or Concern	Proposed Strategies
	works such as cement, food, safety gear, etc. Contractors in charge of civil works, and their staff	labour/forced labour checks (i.e. compliance with LMP/project measures) To be further defined during the Pre-ESIA stage	meetings, emails that goods acquired for construction will need to come from sources with good labor standards and no child or indentured labor.

4 Stakeholder Engagement Plan (SEP)

4.1 Purpose and Timing of SEP

31. The objectives of the Stakeholder Engagement Plan are to:

- Offer opportunities for stakeholders to raise their concerns and submit their opinions, to incorporate this into the project when possible, and to provide this feedback to stakeholders.
- Create avenues for complaints handling and grievance management.
- Create opportunities for information sharing and disclosure.
- Foster strong project community relationships.
- Ensure meaningful consultation and the consideration of stakeholder's expectations and concerns into the implementation arrangements for the programme, including feedback on environmental and social mitigation measures and their implementation.

32. In order to achieve this, the Project shall:

- Provide meaningful information in a format and language that is readily understandable.
- Provide information in advance of consultation activities when possible.
- Disseminate information in a manner and location easy for stakeholders to access it.
- Establish a two-way dialogue that gives the Project and stakeholders the opportunity to exchange views and information, and have issues heard and addressed.
- Ensure inclusiveness in representation of views, including those of women, the elderly, people living with a disability, ethnic peoples, and other vulnerable people, as necessary.
- Ensure any obstacles to participation that are identified are removed so that views of different stakeholders can be obtained.
- Ensure there are clear mechanisms for responding to people's concerns, suggestions, and/or grievances.
- Incorporate feedback of stakeholders into project design, and report back to stakeholders.
- Monitor stakeholder engagement activities and include project stakeholders in monitoring to the extent possible.

- Incorporate stakeholder engagement as part of the Project management responsibilities of the MPWT, and ensure staff, especially the Environment and Social Officers (ESOs) are equipped with specific responsibilities and budget.

33. The Project will engage stakeholders at various stages: during technical assistance work, during the preliminary impact assessment stage, full ESIA stage, initial design of road improvement, detailed design, prior to civil works commencing and during, and post-civil works. Engagement will vary in each stage of the project life and this SEP will be dynamic and flexible to these changes. This SEP should be read together with other project documents (i.e., ESMF, RPF, EGEF and ESCP).

34. There will be several ways to engage with stakeholders and the Project shall choose the most appropriate method depending on the type of stakeholder and the goal of engagement.

35. This SEP is a living document and shall be updated as needed.

4.2 Disclosure of Information

36. Disclosure of information refers to making information accessible and in a manner that is appropriate and understandable to interested and affected stakeholders.

37. Project information will be disclosed in both English and Lao language or even local dialects of ethnic groups which can be easily understandable format either photo or drawing /print (e.g. booklet or flyers) formats.

38. The guiding principles when disclosing information are for it to be:

- Transparent
- Accessible
- Presented in a straightforward manner
- Disclosed as early as feasible
- Used to support consultation activities,
- Provided with meaningful and useful information.

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

4.2.1 Before World Bank Project Appraisal

40. Purpose, nature and scale of the Project and its components, including potential environmental and social risks and impacts as ways to enhance project benefits. Project documents to be disclosed will include:

- Environment and Social Management Framework (ESMF)
- Social Impact Assessment and Social Management Plan (SIA-SMP) - including the annexes such as the Labour Management Procedures (LMP); Resettlement Planning Framework (RPF); Ethnic Groups Engagement Framework (EGEF)
- Environment and Social Commitment Plan (ESCP)
- Stakeholder Engagement Plan (SEP)

4.2.2 During Project Implementation.

a. Detailed impacts, mitigation measures and project schedule. Project documents will likely include:
    i. Environment and Social Impact Assessment (ESIA)
    ii. Environment and Social Management Plans (ESMPs)
    iii. Resettlement Action Plans (RAPs)
    iv. Ethnic Groups Engagement Plan (EGEP)
    v. Updates to the Stakeholder Engagement Plan (SEP)
    vi. Implementation Status Reports
b. Job opportunities created by the project
c. Training on gender, labour rights and health, as appropriate; and
d. Monitoring reports.

41. Methods used may vary between stakeholders. Main methods of disclosure are presented in Table 4-1.

Table 4-4 Disclosure of Documents

Project Stage	List of Documents	Method of Disclosure	Timetable/ Location	Target Stakeholders	Responsibilities
Prior to World Bank Appraisal	Draft SEP, ESMF, SIA-SMP with annexes EGEF, RPF and the ESC including executive summary of each document in Lao language	Disclosed at EPFO Website. Hard copy and electronic of the draft documents distributed to target stakeholders.	29 November 2022	Government Staff responsible and interested stakeholders	EPFO PCU
	Draft SEP, ESMF, SIA-SMP with annexes EGEF, ESCP, RPF, including executive summary of each document in Lao language	National Consultation	20 December 2022	All interested stakeholders	EPFO PCU; PMU MPWT and MONRE
	Draft SEP, ESMF, SIA-SMP with annexes EGEF, ESCP, RPF, including executive summary of each document in Lao language	Local consultations for stakeholders at district, and village levels.	23 December 2022	Affected stakeholders	EPFO PCU; PMU MPWT and MONRE

Project Stage	List of Documents	Method of Disclosure	Timetable/ Location	Target Stakeholders	Responsibilities
Project Implementation	Full Feasibility Study/ ESIA including Results of the changes in waste flow to be disseminated to wastepickers at KM32 landfill	Local consultations. Consultations with Affected People (APs) – those affected by the project and those affected by land acquisition One-on-one meetings with APs	Estimated to commence on 4th quarter of 2023	People impacted by the Project.	EPFO PCU; PMU-MPWT; MONRE; and FS/ ESIA Consultant
	Information about the project and E&S risks and mitigation measures. Detailed RAPs, including information on eligibility, entitlement matrix, timelines, GRM.	Local consultations. Consultations with Project Affected People (PAPs) – those affected by the project and those affected by land acquisition One-on-one meetings with PAPs Project website (include also Final Version of SEP, ESMF, ESCP anSIA-SMP with RPF and EGEF, including feedback from consultations) and site-specific plans.	Post World Bank appraisal	People impacted by the Project.	EPFO PCU; PMU-MPWT; MONRE; and Consulting Firm

Project Stage	List of Documents	Method of Disclosure	Timetable/ Location	Target Stakeholders	Responsibilities
	ES screening forms, results of the changes in waste flow to be disseminated to wastepickers at KM32 landfill expected impacts, and mitigation measures those impacting people's health and safety, jobs, civil works (office renovation), staff code of conduct.	Local consultations Trainings to Contractors Training to workers Public Boards Radio Newspaper Posters Project website	During full ESIA study	Affected and interested stakeholders	EPFO PCU; PMU-MPWT; MONRE and Consulting Firm
	Key elements in Ethnic Group (e.g., Social Assessment, procedures for FPIC if applicable, EGEP, GRM, etc.) if applicable.	Local consultations, including consultations separated by gender and/or age group. Pictorial posters and/or in local language Village announcement Trainings (on project process, GRM, gender and/or other issues as relevant) Others as may be desirable by ethnic groups	After preparation of the full ESIA	Ethnic Peoples impacted by the project, with special consideration for women and/or the vulnerable. Also include NGOs working on ethnic people and vulnerable groups active in the area.	EPFO PCU, PMU MPWT and MONRE and Consulting Firm

Project Stage	List of Documents	Method of Disclosure	Timetable/ Location	Target Stakeholders	Responsibilities
	PPT, Brochure, poster or leaflet	Awareness-raising in local communities and through social media to help differentiate the activities of VCOMs and VWMC.	During implementation	local communities and waste pickers	PMU MPWT, consulting firm and contractor, VCOMs
	Monitoring reports	Local consultations and project website	Every 6 months and 1 year of project implementation	Affected and interested stakeholders and World Bank	EPFO PCU, PMU MPWT and MONRE and Consulting Firm

4.3 Strategy used for Consultation and Disclosure

42. The project will ensure a participatory and consultative approach involving meaningful engagement with different populations (ethnic peoples and vulnerable groups – women and female/male youth and children, men, the elderly and disabled, landless, and poor, etc.), CSOs (NPAs, CBOs) and other relevant stakeholders.

43. During preparation of the Pre-ESIA, Key Informant Interviews (KII) were undertaken during 09 to 16 August 2022 with a total of 22 key representatives (9 women) from DOE, DNEI, NRERI, PTI, DHUP, VCOMS, Small B, and Xaythany district hospital. A Focus Group Discussion (FGD) was also carried out on 11 August 2022 by the EPFO E&S consultants together with technical staffs from EPFO, NRERI and PTI in Naphasouk village, the Km32 landfill and Nahai village (Km16 Transfer Station) with a total of 82 participants including 52 females.

44. The Pre-ESIA and ESMF were disclosed on 29 November 2022 (including Lao translations of the Executive Summaries) and stakeholder consultations at national and capital levels were conducted on 20 December 2022 to ensure effective communication and coordination with all stakeholders and different populations at national and local levels.

45. Consultations were conducted on a two-way process of dialogue between the project and its stakeholders. The project consultations provided opportunities to share information about the project and get feedback from various stakeholders, including on issues such as working conditions for contractors, engagement of vulnerable groups, ethnic groups, women, and ways to mitigate potential project risks and impacts.

46. Some methods used in conducting those consultations with local-level stakeholders, particularly affected people, include:

- Face-to-face consultation meetings of various stakeholder groups for different subproject activities, such as women, elderly, people living with a disability and other vulnerable persons, including breaking it down by gender and age when appropriate.
- One-on-one household interviews and focus group discussions were conducted in a locally/culturally sensitive manner and without external interference or pressure so that interviewees can speak freely.
- Issued advance notices; letters; phone calls and emails of the meetings and consultation meetings.

47. During each consultation, notes with attendance lists shall be taken ensuring that age, gender, ethnicity and social position and their feedback and concerns are recorded.

48. Comments and suggestions received from stakeholders meetings and consultation were collected and incorporated into this SEP, and other project documents, especially ESMF.

4.3.1 At Central/National Level

49. Key Informant Interviews and were undertaken during 09 to 16 August 2022 and with a total of 22 key representatives (9 women) from DOE, DNEI, NRERI, PTI, DHUP, VCOMS, Small B, and Xaythani district hospital. The PONRE of VTE capital postponed its interview but provided written responses to the consultant team. A consultation and disclosure at national level was organized with a total of 103 participants (39 females) of different interests and concerns in the PWMP project. The consultation introduced the project and all its components, and informed stakeholders of the preparation of ESF documents, namely the ESMF, ESCP, SIA-SMP with RPF and EGEF and this SEP. These documents were reviewed and discussed, in particular potential social and environmental risks and impacts from the project, potential mitigation measures, and the procedures for preparing specific plans (ESMPs, RAPs and EGEPs, if any), including the carrying out of the full ESIA when the project commences. Stakeholders were also informed of the proposed project Grievance Redress Mechanism outlined in this SEP. The results of KII are summarized in Annex 2B while the summary of the Results of the National Stakeholder Workshop on 20 December 2022 are included in Annex 3.

4.3.2 At the district and village level

50. During preparation of the ESF instruments, Key Informant Interview was undertaken during 09 to 16 August 2022 with a total of 22 key representatives (9 women) from DOE, DNEI, NRERI, PTI, DHUP, VCOMS, Small B, and Xaythany district hospital. The PONRE of VTE capital postponed its interview but provided written responses to the consultant team. The results of KII are summarized in Annex 2B.

51. The Focused Group Discussion (FGD) and interviews was carried out on 11 August 2022 by the EPFO E&S consultants together with technical staffs from EPFO, NRERI and PTI in Ban Naphasouk village, the KM32 landfill and Nahai village (KM16 Transfer Station) with a total of 82 participants including 52 females. There were representatives from village authorities, local residents, informal waste pickers[5], and registered waste pickers at the Km32. The team were divided into two teams and carried out the FGD and interviews at the three locations and during FGD the participants were divided into small group of 8-10 participants. Most of them are Lao Tai with only 3 participants (waste pickers) are Khmu. The team was divided

[5] General villagers who are seasonal waste pickers

into two groups such as Group 1 was for Naphasouk Village and Waste Picker at KM32 Landfill; and Group 2 was for Nahai Village. The results are summarized in Annex 2C.

52. The summary of information from the interviews and FGDs are summarized as follows:

- As per information provided by village authority in Naphasouk, about 195 HHs with 1,800 people including 482 females (all are Lao Tai) and 90% of 195 households have at least 1-2 members work as seasonal waste pickers to collect and sell waste for their livelihoods;
- There are 264 registered waste pickers at KM32 (124 females and 140 males) with ages ranging from 14 to 63 years old. Most of them are Lao Tai with only 3 are Khmu.
- They showed awareness of OHS Risks and told of past accidents and injuries. Of particular concern was excavator maneuvering without signaling or warning. They said they did not have work-related health issues (only normal seasonal cold and fever) and were not affected by the odor of from the landfill.;
- Village authorities of Naphasouk village expressed support for the project as a way to improve waste management in the Vientiane capital. They request the project to help villagers who work as waste pickers to sustain and improve their livelihood.
- Villagers from Naphasouk village who work as waste pickers (some permanently, some seasonally) expressed concern about their livelihoods in case the volume of waste and recyclables was reduced or access restricted. If no waste to pick some of them said they will find work at available factories but it will be hard because only husband can go to work at factory and wife has to care kids and family. Salary at factory is low about LAK1.5m which is not enough to send their kids to schools.
- Registered waste pickers have requested toilets and shelter at the landfill. However, some villagers from Naphasouk village commented that building a new toilet and shelter at the landfill could create safety and social issues including becoming a place for drug and alcohol consumption, and with risks of violence, sexual harassment and abuse. These comments were based on past experience after a toilet was built by an NGO, and was subsequently not well maintained or supervised.
- Both Villagers from Naphasouk village and registered waste pickers have requested the followings (i) an increase in unit rate paid for their collected recycle wastes as now it is low (LAK300/Kg); (ii) more excavators to move/push the waste so they can easily short the waste, big space for sorting the waste; (iii) request the excavator driver to provide signal or warning (horn); (iv) a safe space to park motorbike and motorbike with extended trailer and happy to pay fees (2000-5000LAK for security man to

watch/protect their motorbike; (v) request for PPE; (vi) rehabilitation of access road: pave the road (or at least gravel) for both access road to KM32 and to KM16.

53. These consultations will continue during the preparation of future studies (ESIA, full feasibility, detailed design) Moreover, as the project progresses consultations may be done with identified affected households directly on specific topics such as land acquisition impacts, restoration of livelihood, construction timelines, trainings on health and safety and Gender Based Violence, job opportunities, etc.

4.3.3 Additional consultation in January 2024

54. On 8 January 2024, the ESF consultants conducted additional consultation on the latest PWMP design with VCOMs, VWMC and waste pickers with a total of 46 participants of which 27 of them are female. The consultation results are summarized as follows and details are provided in Annex 2A:

- VCOMs and VWMC reported on the status of the updated VWMC concession agreement.VCOMs and VWMC confirmed that the updated CA excludes the right to use the existing waste and VWMC agreed to return 20ha back to VCOMs and location of 20ha identified and agreed with VWMC. After CA signed, land title of VWMC will be modified.
- VCOMs proposed to the Project: (i) to move the planned leachate treatment facility and leachate regulating pond to the 20ha area to provide more space to develop new waste cells in the future; (ii) life of new cells at least 10 years; (iii) new cell for healthcare waste autoclaved by the hospitals (at the 20ha area). These proposals will need further discussion and investigation during the detailed design and full FS and ESIA study.
- Waste pickers voiced strong support for the Project, noting it will provide safe working conditions, improved sanitation facilities, vocational skills and training opportunities, protective equipment and health and safety training., and provision of protective equipment and health and safety training.
- The volume of recyclable waste delivered to Km32 has recently reduced because all VCOMS/Small B trucks are delivering waste to the new VWMC RDF plant. Only private trucks are continuing to dump at the KM32 landfill. The private trucks have less recyclable waste as their workers sort and extract the recyclables before reaching the landfill. Waste pickers requested to allocate the VCOMS/Small B trucks to be dumped at the VCOMS area at least 50:50. VCOMs responded to the waste picker that this issue will be addressed as per request by VCOMs.

- Waste pickers requested at least two buyers to buy used glass bottles as now only one buyer is allowed. They requested to allow the old buyer to buy from waste picker as the new buyer gives lower price than the old buyer and she did not buy all. VCOMs responded that they will consider and get back to the waste pickers later.
- Apart from what were presented or planned activities, they requested the project improve community waste sorting facility and provide equipment such as compactor washing machine and a building with roof, fence and gate with a security guard for their motorbike. They are happy to pay for the fee to a security guard. This will be addressed under Component 2B.

4.4 Proposed Strategy to incorporate the View of Vulnerable Groups

55. The views of vulnerable/disadvantaged groups (Please see Section 3.2.6 for disadvantaged/vulnerable individuals/groups) will be sought during the consultation process through the following measures to remove obstacles to participation:

- Large print.
- Choosing accessible venues that are well ventilated area (open space)
- Having small, focused meetings where vulnerable stakeholders are more comfortable asking questions or raising concerns.
- Good facilitation to ensure meaningful participation in the consultation
- Providing special assistance in grievances of the vulnerable groups.

56. Using appropriate translators or ethnic language speakers, with village groups split by gender, to discuss the potential impacts of project activities, both positive and negative. During consultation involving communities' representatives, village level representative of the LWU will be invited from each village and gender disaggregated FGD to ensure women voices are heard and recorded.

57. The SEP should be coordinated with the EGEF requiring Free, Prior and Informed Consent (FPIC) where applicable (see criteria below). Determination on whether FPIC applies should be agreed with the World Bank when project sites are confirmed, considering the requirements of the Environmental and Social Framework (ESF), and as provided for in the EGEF for the project.

58. Regardless of whether FPIC is required, special attention should be given to the need for consultation with ethnic peoples with EGEF. The government mass organizations including LFND and LWU with local presence nationwide have mandate to represent and

protect the ethnic groups and ethnic women's rights and interest. In ethnic villages, tribal leaders are usually elected as the head of village, with LFND representing them and chairing the village mediation unit. In multi-ethnic villages, leaders or representatives of each ethnic group are usually included in the community organization. Both LFND and LWU will be part of past and further consultations. Ethnic groups in Laos observe one of two systems, or structures, of power: one is clan-based and, the other, on a council of elders. They need to be consulted throughout the project life cycle. Power or authority at the community level is shared both by the customary holder of a position of power and, also, by the mass organizations presided over by the village chief. These ethnic group leaders will be consulted during the project cycle.

59. The project will ensure that women will be involved and actively participate from the planning and implementation stages of the project. For example, there may be specific women-only FGDs led by women moderators.

60. **As per the ESS7, FPIC is required in circumstances in which the project will:**

- have adverse impacts on land and natural resources subject to traditional ownership or under customary use or occupation .
- cause relocation of Ethnic Peoples from land and natural resources subject to traditional ownership, or under customary use or occupation; or
- have significant impacts on Ethnic Peoples' cultural heritage that is material to the identity and/or cultural, ceremonial, or spiritual aspects of the affected Ethnic Peoples (Para 24-26, ESS7).

4.5 Timelines

61. A summary of timelines for key activities is provided in Table 4-2.

Table 4-2: Indicative Timeline

Activity	Project Phase	Timeline	Responsibility	Location
Disclosure of the ESF Documents, including translated Lao version of the Executive Summary of ESMF; RPF; EGEF, and this SEP and full translated	Prior to World Bank Appraisal	29 November 2022	EPFO-MONRE and MPWT For All Components	Website of the EPFO; MPWT and MONRE

Activity	Project Phase	Timeline	Responsibility	Location
version of the ESCP.				
Field visits, initial consultations, local-level meetings to introduce project	During Implementation	TBD	EPFO, MONRE and Consultants for Components 1, 3 DHUP-MPWT and Consultants for Component 2	At the Provincial and District level
Specific extent of E&S impacts, based on location	During Implementation	TBD	EPFO, MONRE and Consultants for Components 1, 3 DHUP-MPWT and Consultants for Component 2	Subproject locations
Preparation of detailed design and bid documents	Implementation Detailed Design	TBD	DHUP-MPWT, Consultant, Contractor (for design) for Component 2	Subproject locations
Detailed measurement of land acquisition impacts. Preparation of Resettlement Plans and consultations with affected people, etc.	Implementation: Detailed Design	TBD	ESIA Consultant, Contractor (for design), DHUP-MPWT, District and Village Resettlement Committee (RCs),	Subproject locations
If applicable, preparation of Ethnic Group Engagement Plan(s)	If EGs are found, in line with WB ESS7.	TBD	ESIA Consultant for Component 2 Ethnic Group consultant may	Subproject locations

Activity	Project Phase	Timeline	Responsibility	Location
			also be needed) EPFO, MONRE and Consultants for Components 1, 3	
Implementation of Detailed RAP ahead of civil works (i.e., delivery of entitlements), hiring of local workers, trainings on gender, trainings for contractors and staff, road safety, etc.	Implementation: Civil Works	TBD	RCs (for land acquisition), PIU-DPWT, Contractor, MPWT for C2. EPFO, MONRE and Consultants for Components 1, 3	Subproject locations
Disclosure of ESMPs, RAPs and any other relevant plans	Implementation: Detailed Design	TBD	EPFO, MONRE and Consultants for Components 1, 3 DHUP-MPWT and Consultants for Component 2	MPWT Websites, WB Websites
Works commence, implementation of Detailed RAP ahead of civil works (i.e., delivery of entitlements),	Ahead of Civil Works	TBD	Contractor, EPFO PCU for C1 and 3 Contractor, PIU-DPWT, Design and Supervision Consultants, RCs (if land acquisition) for Component 2	Subproject locations

Activity	Project Phase	Timeline	Responsibility	Location
Training on GRM	During Implementation	Start six (6) months after project effectiveness	EPFO, MONRE and Consultants for Components 1, 3 DHUP-DPWT and Consultants for Component 2	Subproject locations
Hiring of local workers, trainings on gender, GRM, trainings for contractors and staff, etc.	Ahead of Civil Works	TBD	Contractor, EPFO PCU, MPWT PMU, DHUP-DWPT, Design and Supervision Consultants, RCs (if land acquisition)	Subproject locations
Implementation of this SEP (see. Table 3-1; Table 4-1; and GRM provided herein)	During project implementation	TBD	Contractor, EPFO PCU, MPWT PMU, DHUP-DWPT, Design and Supervision Consultants, RCs (if land acquisition)	Subproject locations

4.6 Review of Comments

62. The draft ESF documents (ESCP, SEP, ESMF, SIA-SMP, and Pre-ESIA) were disclosed at the EPFO website on 29 November 2022 (https://laoepf.org.la/en/esf-documents-for-ewmp/) and revised draft on 23 December 2022 https://laoepf.org.la/en/esf-documents-for-ewmp-2/). Contact details at EDPD/PTI to receive feedback and suggestions were provided. An Executive Summary of all the ESF documents in Lao language has been prepared and distributed to the provincial and district offices. Similar approaches will be in place during project implementation. As needed, in the future additional measures will be taken to ensure relevant documents are available in a format accessible to ethnic minorities as well as illiterate persons.

63. During each consultation, notes with attendance lists shall be taken ensuring that age, gender, ethnicity and social position and their feedback and concerns are recorded.

64. During consultations for project preparation, feedback and questions received from the stakeholders during consultations as well as via e-mail and WhatsApp was recorded by the EPFO-MONRE and MPWT and incorporated into the content of the ESF Documents. A similar approach shall be taken during future consultations as the project moves from preparation to implementation phase.

65. The ESF Documents are living documents subject to further improvement and re-disclosure to reflect outcomes from continued consultations, feedback and lessons learned from the implementation of these ESF instruments during the project lifetime.

4.7 Reporting back to Stakeholder Groups

66. The SEP will be periodically revised and updated following future consultations or as necessary during project implementation to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP. The EPFO PCU and MPWT PMU shall notify the WB on the updated SEP (if changes made in the plan are minor) and will send it to the WB for prior review and clearance (if changes are significant) before re-disclosure.

67. Monthly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior management of the project. The annual summaries which are public documents will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Stakeholders shall be reminded periodically of the availability of the grievance mechanism.

68. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in two ways:

a. Publication of a standalone annual report on project's interaction with the stakeholders.

b. Several Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters:

i. number of public hearings, consultation meetings and other public discussions/forums conducted annually.

ii. Number of men and women participating in public engagement meetings, activities, etc. annually.

iii. number of public grievances received monthly and number of those resolved within the prescribed timeline; and

iv. number of project documents published/broadcasted in the local, regional, and national media.

5 Resources and Responsibilities

5.1 Resources

69. Both EPFO PCU for Component 1 and 3 and MPWT PMU for Component 2 with technical support from EDPD/PTI will be in charge of organizing stakeholder engagement activities and provide the required technical support and assistance to undertake stakeholder engagement. A total provisional budget of US$60,000 is estimated for implementation of SEP and stakeholders' engagement activities excluding the cost of consultations which are embedded in various project activities (see Annex 4).

5.2 Management Functions and Responsibilities

70. The implementation arrangements for the project will follow the existing government structures. The Ministry of Finance (MOF) is the borrower and the formal point of contact between the Government of Lao PDR and the World Bank on all financial and legal matters for the credit and represents the Government of Lao PDR in discussions on these matters. MOF is expected to have reasonable capacity to deliver effectively, as it has implemented World Bank financed projects previously.

71. The MONRE will be the lead agency for Components 1, the MPWT will be the lead agency for Component 2, and the EPFO will be the lead agency for Component 3. A summary of agencies involved in the PWMP is presented in Table 5-1 and Figure 5-1 and Figure 5-2.

Table 5-1 Lead Agencies for the different Components and Subcomponents

Institution	Project-related Mandate
EPFO	The EPFO will coordinate the implementation of the PWMP and will work closely with the MONRE and the MPWT in this regard. The EPFO will

Institution	Project-related Mandate
	oversee fiduciary management for components 1 and 3 for the project, and will be responsible for collating overall project progress reports. The MONRE Minister chairs the EPF Board of Director which acts as a multi-sectoral National Project Steering Committee.
DOE-MONRE	Implements subcomponent 1A on environmental protection policies and instruments (EIA, SEA, Cumulative Impact Assessment (CIA), and SOER), subcomponent 1B on policy and capacity support on plastics policies and legislation, and support and Capacity Building for Local Gov't on waste and pollution data and information systems and waste service, and subcomponent 1B on GCB and 3R activities + capacity building for plastic policies implementation in target districts.
DNEI-MONRE	Implements subcomponent 1A on ECC compliance and pollution monitoring framework. It leads the development of EIA compliance monitoring SOPs and ensures that Category 2 projects are in compliance with ESMPs.
DCC-MONRE	Implements subcomponent 1A on climate change low carbon resilient development. It leads the development of the LT-LEDS and implementation of its roadmap.
NRERI-MONRE	Implements subcomponent 1A on ECC compliance and pollution monitoring framework. It leads the enhancement of air and water quality monitoring system.
DHUP-MPWT	Leads the implementation and houses the PIU of component 2. DHUP will construct waste related facilities and provide support to local government to build cost recovery capacities.
PTI-MPWT	Supports the PIU to perform environmental and social safeguard requirements for component 3.
DPF-MPWT	Supports the PIU to perform fiduciary requirements, financial management, and procurement for component 2.
DOP-MPI	Implements subcomponent 1A on Climate change: low carbon resilient development. It leads the integration of climate change into national investment guidelines and development plan.
PONREs	Implement subcomponent 1B on Support and Capacity Building for Local Gov't on waste and pollution data and information systems and waste service, GCB and 3R activities + capacity building for NPAP/plastic policies implementation in target districts. PONRES will establish waste banks in schools and markets.
Vientiane Capital DPWT	Supports the supervision and construction of waste related facilities under subcomponent 2B.
VCOMS	Implements activities under subcomponent 2A. Waste management

Institution	Project-related Mandate
	infrastructure (2B) will be handed over from DHUP after construction to be managed by VCOMS.
FES-NOUL	Implements subcomponent 1B on policy and capacity support on plastics policies and legislation and jointly with DOE, and support on GCB and 3R activities + capacity building for plastic policies implementation in target district jointly with DOE.

72. ***EPFO Project Coordinating Unit (PCU).*** A PCU will be established at the EPFO to support project management and oversee the implementation of Components 1 and 3 as well as the overall coordination of Project activities including submission of a progress report to WB every 6 months.. The PCU is proposed to include: a chief technical advisor (CTA), FM team, M&E team, E&S Consultant team (with qualification and experience in stakeholder Engagement, environment management, labour management, solid waste management and OHS), a project coordinator and subproject coordinators.

73. ***National Project Steering Committee (NPSC).*** The national-level project steering committee would provide high-level strategic guidance and enable cross-ministerial collaboration to support implementation of the PWMP. The EPF Board of Directors would serve as the NPSC. Ministries comprising the EPF Board include: the MONRE Minister; the MONRE vice minister; the MPWT vice minister; the Ministry of Finance (MOF) vice minister; the Ministry of Energy and Mines (MEM) vice minister; the Ministry of Planning and Investment (MPI) vice minister; the Ministry of Agriculture and Forestry (MAF) vice minister; the Ministry of Industry and Commerce (MOIC) vice minister; the Ministry of Education and Sport (MoES) vice minister; the Lao Front vice president; the Lao Women Union vice president; and the Lao National Chamber of Commerce and Industry (LNCCI) vice president. The Minister of the MONRE is the chair of the EPF Board and would serve as the chair of the NPSC. The EPF Board of Directors served as the NPSC for LENS2 and so there is precedence for the proposed arrangement. The EPF will serve as the secretariat for the NPSC.

74. ***Technical Committee.*** This committee will oversee the technical direction of the project. It will be chaired by the Director General of the Department of Planning and Finance of MONRE and attended by representatives of the ministries that comprise the EPF board. The committee will meet bi-annually and report to the NPSC.

75. ***EPF Project Coordinating Unit (PCU).*** A PCU will be established at the EPF to support project management and oversee the implementation of Components 1 and 3. The PCU is proposed to include: a chief technical advisor (CTA); FM team; M&E team; E&S safeguard team; a gender focal point to oversee the gender activities and support reporting on gender-relevant indicators; a project coordinator; and subproject coordinators.

76. ***MPWT Project Steering Committee (PSC), Project Coordinating Committee (PCC), and Project Implementation Unit (PIU) for Component 2.*** The MPWT will establish a steering committee to oversee the implementation of activities under Component 2 which will comprise the Vice Minister of MPWT, the Vice Governor of Vientiane Capital, and the Director General (DG) of DHUP. A project coordination committee will be convened and chaired by the Vice Minister of MPWT and include Director Generals (DGs) of MPWT's Department of Planning and Finance (DPF), Department of Housing and Urban Planning (DHUP), Public Works and Transport Research Institute (PTRI), the DG of VCOMS, and the DG of the Vientiane Capital Department of Public Works and Transport. The MPWT PIU will serve as the secretariat of the PCC and will include technical staff of the DHUP, the DPF and the PTRI. A gender focal point will be assigned to oversee the gender activities and support reporting on gender-relevant indicators.

77. ***Subproject Delivery Agencies (SDAs).*** The PWMP will be implemented as sub-projects following the LENS2 project implementing arrangements. However, key differences from the LENS2 project are that the number of subprojects is 80 percent less which reduces the overall administrative management effort, and the subprojects are larger in value. One of the main lessons learnt from the LENS2 is that the procedures of the subproject arrangement fostered a drive for results and strengthened capacity for planning, fiduciary management, monitoring and reporting results among GoL department and agencies. Each of the departments listed in Table 5-1 will manage a subproject, with the exception of the DHUP, DPF, PTRI and VCOMS whose activities will be consolidated under Component 2.

78. ***Environmental and Social Monitoring Coordination Committee (ESMCC)*** will be established and chaired by DNEI to coordinate the environmental and social risk monitoring of waste facilities located at KM32 (including the private concession). ESMCC will have responsibilities for the provision of advice, information, and data to NPSC, PCU, PSC, PCC and PMU of the PWMP. Members of the ESMCC include: NRERI, DWR, PTRI, VCOMS, DPWT, and the Vientiane Waste Management Company.

5.2.1 Subproject Cycle and Administration

79. **All PWMP sub-projects will meet the following criteria:** (a) support a GoL policy and an officially approved plan, and (b) contribute to at least one outcome indicator and at least one intermediary outcome indicator. They would exclude any activities or expenditures in the negative list contained in the Project Operational Manual (POM) and the safeguard documents.

80. **Under PWMP, the sub-project cycle will be as follows:** (a) SDA will submit a short concept to be reviewed by the EPF for eligibility, (b) if the concept is deemed eligible, the

SDA will be invited to prepare a full proposal using the POM sub-project application template (the EPF Office will provide assistance to the SDAs to ensure quality of the proposal and build SDA's capacity), (c) when the SDA submits its proposal, the EPF will appraise it using a check list from the POM and, if necessary help the SDA improve its proposal, (d) when EPF and the project Technical Committee are satisfied that the sub-project meets all relevant criteria, it will be submitted to the World Bank for review, comments and no objection, (e) sub-projects above US$50,000 to US$100,000 are submitted to the Vice-Chair of the EPF Board for approval, and sub-projects above US$100,000 are approved by the EPF Board Chairperson before a sub-grant agreement can be signed with the EPF Executive Director and begin implementation.

81. **The Project initial portfolio of sub-projects has already completed steps (a) and (b).** It is expected that they will progress through the steps from (c) to (e) during the first year of the Project implementation with some sub-projects starting early after Project effectiveness. Sub-project performance will be measured along the continuum input, output, intermediary outcome and outcome. However, the trigger for approving the AWPB will be based on performance related to (a) input (use of fund and governance), (b) and output. Each proposal will suggest these triggers.

82. **Each of the SDAs has demonstrated capacity to implement their sub-project.** Transactions above US$10,000 will be carried out through direct payment by EPF Office. Procurement above $10,000 will be carried out by EPF Office. Each SDA will have the option of using a percentage of the sub-project to recruit implementation support TA.

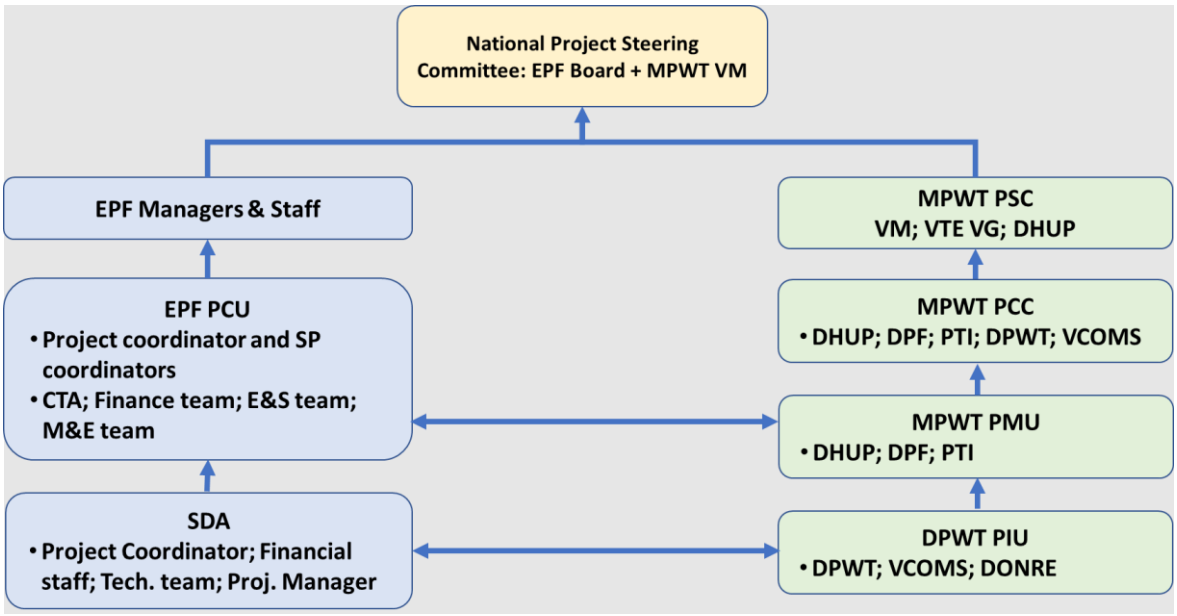


Figure 5-1 Proposed Institutional Arrangements

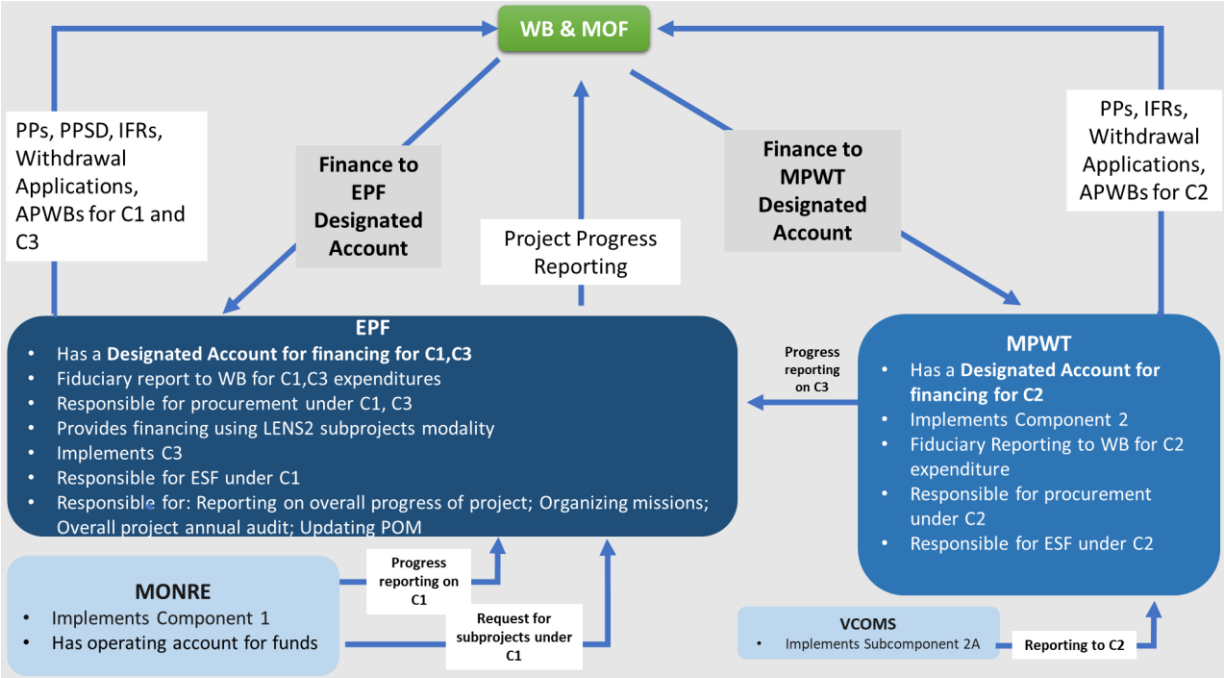


Figure 5-2 Financial Reporting and Coordination arrangements for the EWMP Project

83. **Civil works for landfill rehabilitation at the KM32 landfill and development of waste management facilities at the Naxaythong and KM16 sites will be done under Component 2B and will be overseen by the MPWT.** The MPWT will hire a construction firm to undertake the civil works, a supervision firm to oversee construction works, and the Vientiane Capital Department of Public Works and Transport (DPWT) will support the supervision firm in supervising the construction firm. Manuals for operation and maintenance of the landfill and waste management facilities will be developed. After the civil works have been completed, equipment for the waste management facilities procured, and training of VCOMS staff on operation and maintenance of the landfill and waste facilities undertaken, the facilities will be handed over to the Vientiane Mayor's Office[6], with a legal document confirming transfer of the assets. Even after the facilities are handed over Mayor's Office, the MPWT and DPWT will continue to provide capacity support and training for operation and maintenance of the facilities.

84. The ESMF institutional arrangements are broken down into MPWT PMU and EPFO PCU. The MPWT PMU will be responsible for planning, supervision, monitoring and reporting of the C2 implementation while EPFO PCU will be responsible the C1 and 3 implementation (See Figure 5-3).

[6] VCOMS is a department under the Vientiane Mayor's Office.

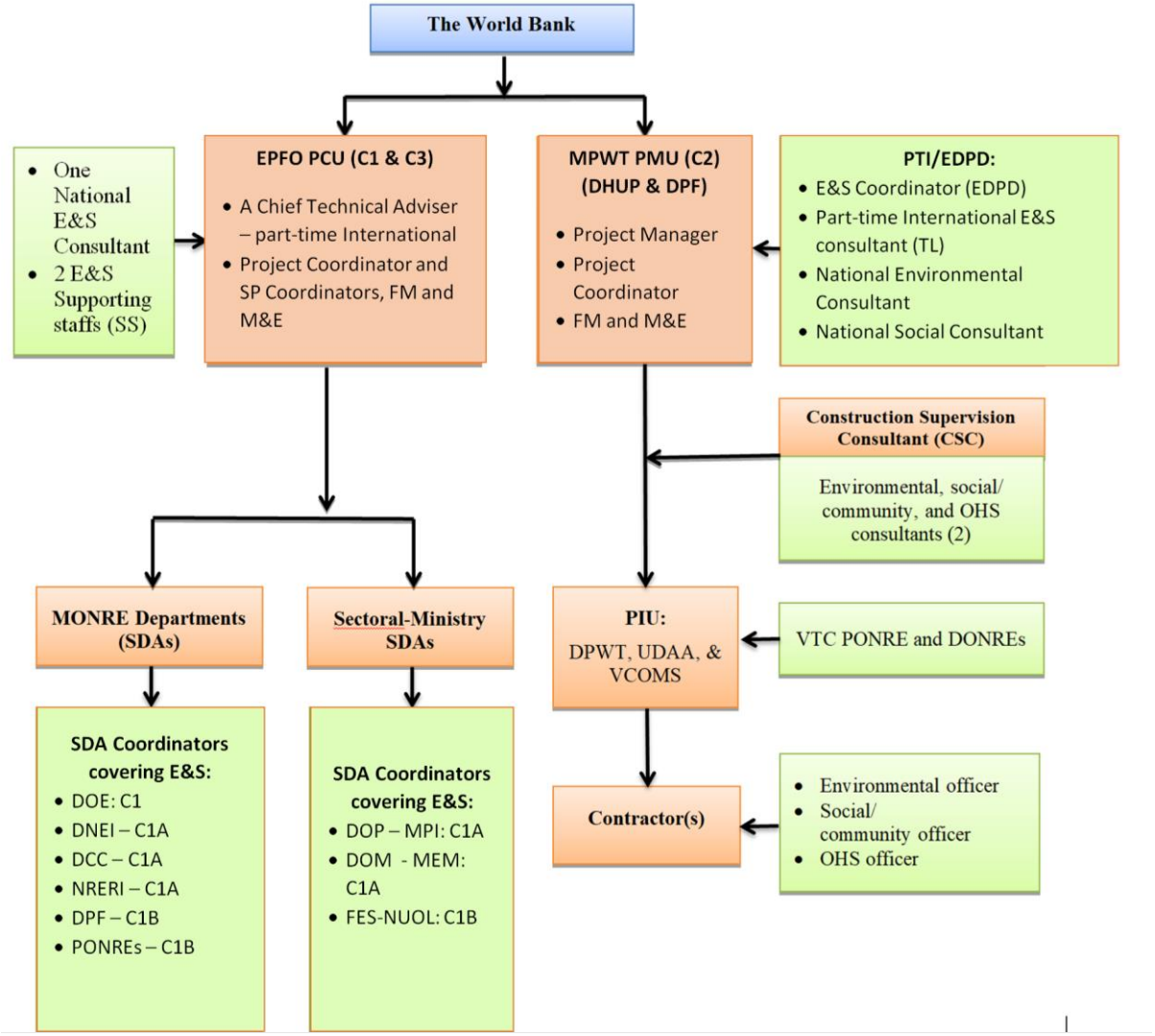


Figure 5-3 ESMF Institutional Arrangements

5.3 SEP Implementation Arrangement

85. The EPFO PCU will work in close coordination with SDAs of MONRE who will be actually implementing and monitor the SEP under Component 1 and 3. The MPWT PMU with technical support from EDPD/PTI will guide the process of stakeholder engagement throughout the preparation and implementation of Component 2. The EPFO PCU and MPWT PMU shall have office with staff and budget, and it will be the responsibility of this office to oversee the delivery of this SEP. Certain parts of the SEP, as detailed above, will also be the responsibility of contractors or consultants, as necessary.

86. Stakeholder engagement should be periodically evaluated by the Project in line with overall monitoring and other relevant project documents. The Project will strive to include

project stakeholders in monitoring activities.

87. The EPFO PCU and MPWT PMU will be responsible for:

- Leading, or supervising, consultations, as per the SEP.
- Leading, or supervising, the disclosure of information, as per the SEP.
- Reporting on grievance resolution, as per the SEP.
- Review monthly monitoring reports provided by contractors and/or consultants; and

Contact details of Implementing Agency:

Project Coordination Unit of the PWMP Project: EPFO

Ministry of Natural Resource and Environment (MONRE)

Mobile Phone: ____

Address:

Telephone numbers:

Email:

And

Project Management Unit of the PWMP Project: Department of Urban Housing and Planning (DHUP)- MPWT

Ministry of Public Works and Transport (MPWT)

Name:

Cell Phone:

Address: LanXang Avenue, Phonxay Village, Saysettha District, Vientiane Capital, Lao PDR.

Tel:.

E-mail:

6 Grievance Redress Mechanism

6.1 Grievance Procedures

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

- The basic rights and interests of affected people, including ethnic groups, are protected.
- The concerns of affected people, including ethnic groups, arising from the project implementation process are adequately addressed.
- Entitlements or livelihood support for affected people, including ethnic groups, if required, are provided on time and accordance with the government decree[7] requirements and World Bank's ESF, and
- Affected people, including ethnic groups, are aware of their rights to access grievance procedures free of charge for the above purposes.

89. Both EPFO PCU for Components 1 and 3 and MPWT PMU for Component 2 will be responsible for receiving and resolving in a fair, objective, and constructive manner, all concerns or complaints raised by project affected persons (PAPs). Their broad responsibilities of the grievance management include:

- Developing and publicizing the grievance management procedures.
- Receiving, reviewing, investigating, and keeping track of grievances.
- Adjudicating grievances.
- Monitoring and evaluating fulfillment of agreements achieved through the grievance mechanism.

90. It is envisaged there could grievances of different types:

- Grievances relating to land acquisition, that follow the Resettlement Action Plan's GRM (detailed in the project's RPF/Draft RAPs). (Component 2)
- Grievances related to Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH); and Violence Against Children (VAC) (Components 1, 2 and 3)
- Grievances related to project implementation (including relating to environmental and social impacts). Some of these may be specific to ethnic groups. (Components 1 and 2)
- Grievance related to livelihood or access restrictions of waste pickers (Component 2)
- Job-related disputes (Please see LMP Annex 1A and 1B of the SIA-SMP).
- Grievances could potentially be received in relation to activities of third parties, including for example the adjacent VWMC waste facility. These will be referred to the

[7] Decree No. 84/PM on Compensation and Resettlement of People Affected by Development Project (2016)

party concerned, and if related to VWMC will be addressed through the coordination mechanism established between VCOMS and VWMC.

91. The project team shall seek to resolve complaints as soon as possible, and thus avoid escalation of issues. A recommended timeframe for the resolution of a complaint is two weeks. There are no fees or charges levied for the lodgment and processing of grievances at all level. However, where a complaint cannot be readily resolved, then it must be escalated. In order to effectively and quickly resolve grievances of affected people, according to the Law on Grievance Redress or the revised Law on Handling Petitions 012/NA approved by the National Assembly on December 5, 2014 and the President in 2015 and also the guideline on consultation with ethnic groups was launched by the Lao Front for National Development (LFND formerly known as LFNC), in 2013, in line with the National Guideline on Public Involvement, 2012, to ensure an effective and efficient grievance, a mechanism for the project is proposed as follows:

- **Stage 1:** The first level of complaint resolution, following traditional methods in Laos, should be the Village through its Village Mediation Unit (VMU) and/or Sub-district (kum) level who may be able to resolve issues on the spot. The VMU at the village level would comprise of representatives of ethnic group community leaders, and head of mediation unit or village elder persons.

  Complaints can be submitted in verbal or written forms. It is expected that some complainants such as ethnic minority or vulnerable individuals/households might not be able to write any complaints. Members of the VMU should support them in writing down their grievances. Complainants may also retain the right to bypass the VMU procedure and as such can direct their grievance directly to DHUP/DPWT, as provided by law in Lao PDR. This can be through a website, email, Facebook, and WhatsApp, for example.

  The VMU shall make the arbitrated decision within 10 days. The Village/Sub-district level, specifically the Chief of Mediation Unit, Village Chief and/or Kum Chief, should record the grievance and how it was resolved and communicate it to the DHUP-MWPT. There are no fees or charges levied for the lodgment and processing of grievances at this level.

  In cases where grievance is related to a labour dispute, the grievance may be first submitted to the contractor and/or human resource staff of the contractor directly as detailed in the project's Labour Management Procedures (LMP).

- **Stage 2:** In cases where grievances cannot be resolved on the spot, in the second stage, people will be able to file grievances directly with DHUP-DWPT. People will

have been informed of the MPWT PMU and EDPD/PTI contact information during consultations. The E&S focal person of DHUP-DPWT and UDAA will be able to record the grievance and offer a solution within 15 days, consulting with the EDPD/PTI, as needed. This may include a visit to the project site by the MPWT PMU, if necessary. There are no fees or charges levied for the lodgments and processing of grievances at this level.

- **Stage 3:** in cases where grievance still cannot be resolved, or not resolved to the satisfaction of the any complainant, he/she shall have the right to submit a complaint to the Project Manager and Director of the MPWT PMU as desired by the complainant. The administrative arbitration organization shall make the arbitrated decision within 20 days. Like the two previous stages, there are no fees or charges levied for the lodgment and processing of grievances at this level.
- **Stage 4:** if the complainants are still unsatisfied with the arbitrated decision made by the administrative arbitration organization at the Provincial level, after receiving the arbitrated decision, they can file a lawsuit in a civil court according to relevant laws and regulations of the Lao PDR. The complainant will bear the cost at this stage but will be reimbursed for their expenses by the MPWT PMU if their complaint is successful.

  It is important to note that the WB ESF and GRM do not apply to person-to-person disputes, but only state-to-person disputes.

92. Complainants may opt to raise their grievances directly to EPFO PCU or MPWT PMU via a WhatsApp hotline (widely used even in most rural areas) or via the EPFO and MPWT website. Contact detail of focal staff from EPFO PCU; MPWWT PMU; SDAs of MONRE and PIU of MPWT and other concerned agencies are responsible for GRM should be provided in project information leaflet/booklet to be prepared and distributed to all project villages well in advance of consulting and GRM training for village mediation committees. GRM booklets should also include contact information for the relevant Village Mediation Units (first step of grievance redress).

93. The project will provide GRM committee in all target villages and districts/landscapes with a logbook where grievances are registered in writing and maintained as a database for monitoring and reporting. Sample templates for GRM logbooks (Table 6-1 and grievance forms are included in the SEP (Annex 1: Form to Submit Grievances).

94. Handling SEA/SH and VAC issues. The project will be particularly sensitive to SEA/SH and VAC issues given that its stakeholders under Component 2 includes marginalized communities, whose women and children are particularly vulnerable to abuse. Grievances

related to SEA/SH and VAC will be handled as a separate, category within the GRM system. The EPFO PCU; MPWT PMU staff responsible for receiving complaints, the SDAs E$S Coordinators for Component 1 and 2 and E&S Coordinators of EDPD/PTI under Component 2 will receive training on receiving complaints regarding SEA/SH and VAC from a certified and reputable organization/NGO based in Lao PDR focusing on issues of SEA/SH and VAC. Below are some of the contact numbers of established organization who can provide support to SEA/SH and VAC survivors and all relevant cases:

- Lao Women's Union (LWU): +856 21312 253 – 211; 030 51185532; Saolao_1@yahoo.com.
- United Nations Population Fund (UNFPA); Ms. Sisouvan Vorabouth, Gender Program Analyst: vorabouth@unfpa.org.
- Reachoutlaos: Mental and emotional hotline service available over Facebook 24/7 or telephone Sundays & Wednesdays 6–9 p.m. (English/Lao). Contact point: https://www.facebook.com/reachout.laos.9.

95. Budget for this is included in the implementation of ESMF instruments, including SEP. Confidentiality shall be preserved for all grievances and anonymity if requested. The full ESIA should further look to examine the appropriateness and accessibility of the GRM, especially for ethnic groups.

96. For grievances involving non-Lao speaking ethnic groups, the village chief or representative from the Lao Front National Development will be invited to provide support to the GRM Committee and ensure that a local translator is available during consultations. Since ethnic languages may not be written, communication materials will need to take this into account and adapt so that messages can still reach ethnic groups.

97. In order to facilitate women and vulnerable people's access to the mechanism, they will be specifically consulted with the support from the Lao Women's Union (LWU) who will be a member of the GRM Committee (at every stage/level) to ensure they are able to access the grievance mechanism.

6.2 Recording Grievances

98. The EPFO PCU will consolidate and register as part of the project to record any concerns raised by any stakeholder during the implementation of the PWMP Project. Any serious complaint (such as life-threatening, relating to SEA/SH or criminal) will be advised to the World Bank within 24 hours of receiving the complaint. This register is multi-tier (village, district, PMU), with the EPFO PCU and MPWT PMU having overall responsibility for the database.

99. A summary list of complaints received, and their disposition, along with key statistics on the number of complaints and duration taken to close out, must be reported in each regular progress report. Each record is allocated a unique number reflecting year and sequence of received complaint (for example 2021-01, 2021-02 etc.). Complaint records (letter, email, record of conversation) should be stored together, electronically or in hard copy under the responsibility of the EPFO PCU and MPWT PMU and PIU-DWPT. The EPFO and MPWT will hire a Consultant to develop an effective and practical paper-based and electronic system to be used by the EPFO PCU and MPWT PMU and PIU-DPWT prior to the implementation of the project.

Table 6-1: Sample Grievance Log for the at the Village Level

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

7 Monitoring and Reporting

100. The reporting on Environmental and Social activities conducted by the PMU during the implementation phase will be undertaken in accordance with the requirements of the ESMP and will include indicators in the Table 7-1 below.

101. The Stakeholder Engagement Plan will be periodically revised and updated as necessary in the course of the PWMP project implementations in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context

and specific phases of the development. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP.

102. Semi-annually summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by EPFP PCU and MPWT PMU for submission to the World Bank. The monthly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner.

Table 7-1 SEP Indicators to be documented in Progress Reports

ENGAGEMENT WITH PROJECT AFFECTED PARTIES (PAPs)
Number and location of formal meetings with PAPs
Number and location of informal meetings with PAPs
Number and location of community awareness raising or training meetings
Number of men and women that attended each of the meetings above
Number, location, attendance and documentation of the meetings held with the governorates and communities or other stakeholders
For each meeting, number and nature of comments received, actions agreed during these meetings, status of those actions, and how the comments were included in the Project ESMP.
Minutes of meetings of formal meetings and summary note of informal meetings will be annexed to the report. They will summarize the view of attendees and distinguish between comments raised by men and women.
ENGAGEMENT WITH OTHER INTERESTED PARTIES
Number and nature of engagement activities with other stakeholders, disaggregated by category of stakeholder (national and local authorities, NGOs, civil society, economic actors, technical and financial development partners, media)
Issues raised by NGOs and other stakeholders, actions agreed with them and status of those actions
Minutes of meetings will be annexed to the six-monthly report
Number and nature of Project documents publicly disclosed
Number and nature of updates of the Project website
Number and categories of comments received on the website
GRIEVANCE RESOLUTION MECHANISM
Number of grievances received, in total and at the local level, at the PMU, on the website, disaggregated by complainant's gender and means of receipt (telephone, email, discussion)
Number of grievances received from affected people, external stakeholders
Number of grievances which have been (i) opened, (ii) opened for more than 30 days, (iii) those which have been resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age and location of complainant.
Average time of complaint's resolution process, disaggregated by gender of complainants and

categories of complaints
Number of local GRC meetings, and outputs of these meetings (minutes of meetings signed by the attendees, including the complainants to be annexed to the report)
CITIZEN PARTICIPATION
Number of perception surveys conducted (mid-implementation phase, end of the project's implementation)
Satisfaction rate of surveyed respondents
System in place for dynamic and continuous citizen participation in the project
Number of initiatives launched to collect citizen's feedback

8 Annexes

Annex 1: Form to Submit Grievances

Grievance Form ID Number: _____ Date Received: _____

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

□ EPFO □ MPWT □ MONRE □ DPWT □ District □ Village

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

□ In person □ Phone □ E-mail □ SMS □ Website

□ Complaint Box / Other advice □ Community/Village Meeting

□ Others_____

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

_____

GENDER: □ Male □ Female

AGE: _____

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

_____

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

_____

_____

_____

_____

REMEDY REQUESTED BY COMPLAINT:

_____

_____

_____

_____

_____

SIGNATURE: _____ DATE: _____

FOR ADMIN USE ONLY:

Grievance Received by: _____

Action taken or required: _____

Annex 2A: Records and List of Additional Consultation on 8 January 2024

Stakeholders	Consultation Results
VCOMS	• Roles: landfill including waste management, urban management, park management, drainage management • Waste collection services: 10 services (9 private services) covering to 353/481 villages in 9 districts with about 80,000 HHs (or 50%). VCOMS service covers 190 villages • Recycle factory/companies are currently not managed by VCOMS • Waste management strategy 2021-2030 approved by the Major of VTE and draft Agreement on Waste Management (supported by KOICA) and expects to be approved within this 2024. • Update on the CA of VWMC: all government agencies signed and awaiting company to sign. Key updates are no right to use the existing waste and return 20ha back to the government • Location of 20ha identified and agreed with VWMC. After CA signed, land title of VWMC will be modified – working with PONRE • Proposed to the Project: (i) to move the planned leachate treatment facility and leachate regulating pond to the 20ha area (see next slide) so they can more space to develop cells in the future; (ii) life of new cells at least 10 years; (iii) new cell for healthcare waste autoclaved by the hospitals (at the 20ha area); (iv) there was a Korea company approached VCOMS to invest to extract gas/methane from the closed cell to produce gas and use the existing waste to produce fuel. Is it possible? If possible they will invest capping system instead of the PWMP.
VWMC	• EMMP renewal: under MONRE review. • Confirmed on the 20ha return and no right to use existing waste. • Updated CA: not yet signed as waiting CA with EDL signed for power plant, however everything will be handled within April 2024 including PPA as now they already had MOU with EDL price tariff; • Considering two options: (i) current plan (RDF, Recycle, Fertilizers and Power Plants) or (ii) only Power Plant. They will discuss and consult the pro and cons

Stakeholders	Consultation Results
	of these two options with the government to help decide. But they are likely interested to go with only Power Plant as they can produce more energy as EDL now requires more energy during dry season. • If the decided to go with only Power Plant option, they need about 700t of waste per day to produce 13MW of electricity. • Currently they use 200t/day to produce 60t RDF for Cement factory in KM province and next month need 300t/day to produce 100-120t RDF to supply to cement factories in KM and ODX province. • No ES reporting to MONRE yet and no ES issues or GRM so far. • Ready to purchase 100 waste collection trucks.
Waste Pickers	• Strongly support the Projec asthey believe the Project will provide them with safe working conditions through the improved sanitation facilities, vocational skills building and training, and provision of protective equipment and health and safety training. • Recycle waste is now reduced due to all VCOMS/Small B trucks are direct to the VWMC RDF plant. Only private trucks are dumped at the landfill. The private trucks have less recycle wastes as they (waste collection workers) sorted the waste before reaching landfill. • Requests: • Allocate the VCOMS/Small B trucks to be dumped at the VCOMS area at least 50:50 • Need at least two buyers to buy used glass bottles as now only one buyer is allowed. They requested to allow the old buyer to buy from waste picker as the new buyer gives lower price than the old buyer and she did not buy all. • Apart from what were presented or planned activities, they requested the project improve community waste facility/center and provide equipment such as compactor washing machine.

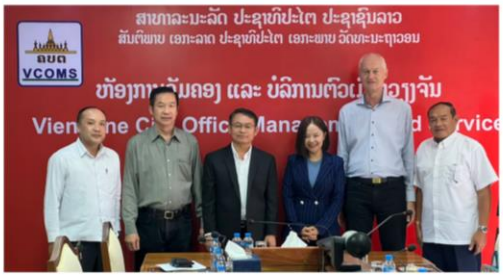
Consulted Stakeholders

Stakeholder	# of Participants	Female
1. VCOMS	3	0
2. VWMC	4	0
3. Waste pickers	39	27
Total	**46**	**27**

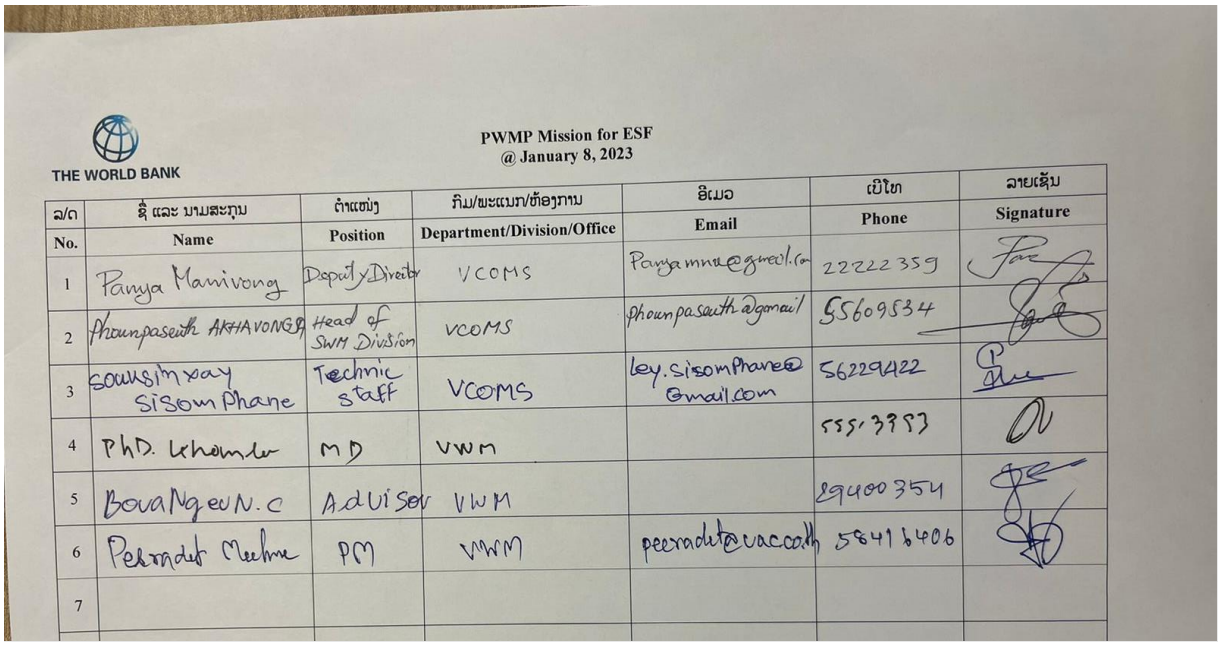








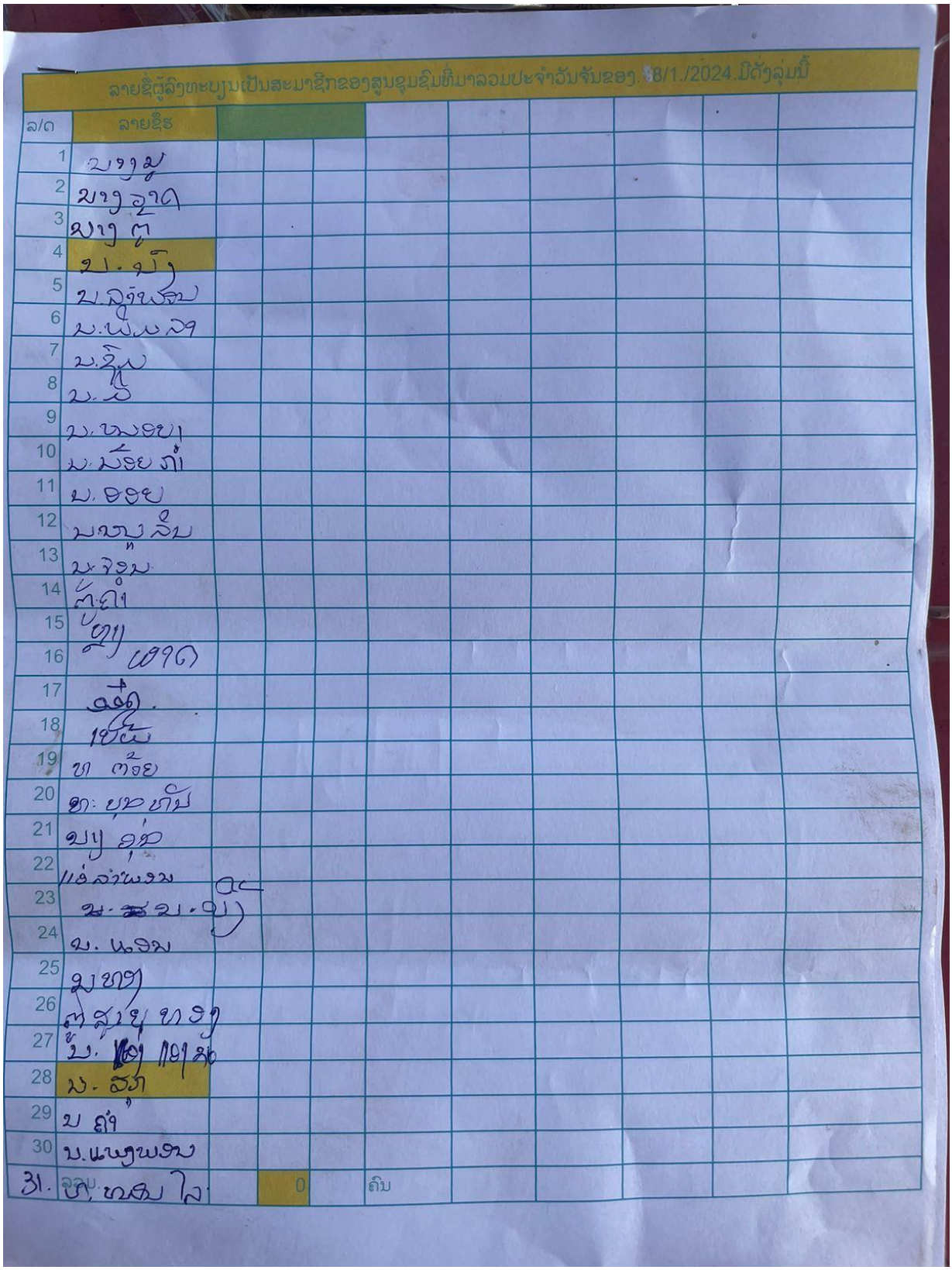
List of Participant from Additional Consultation on 8 January 2024

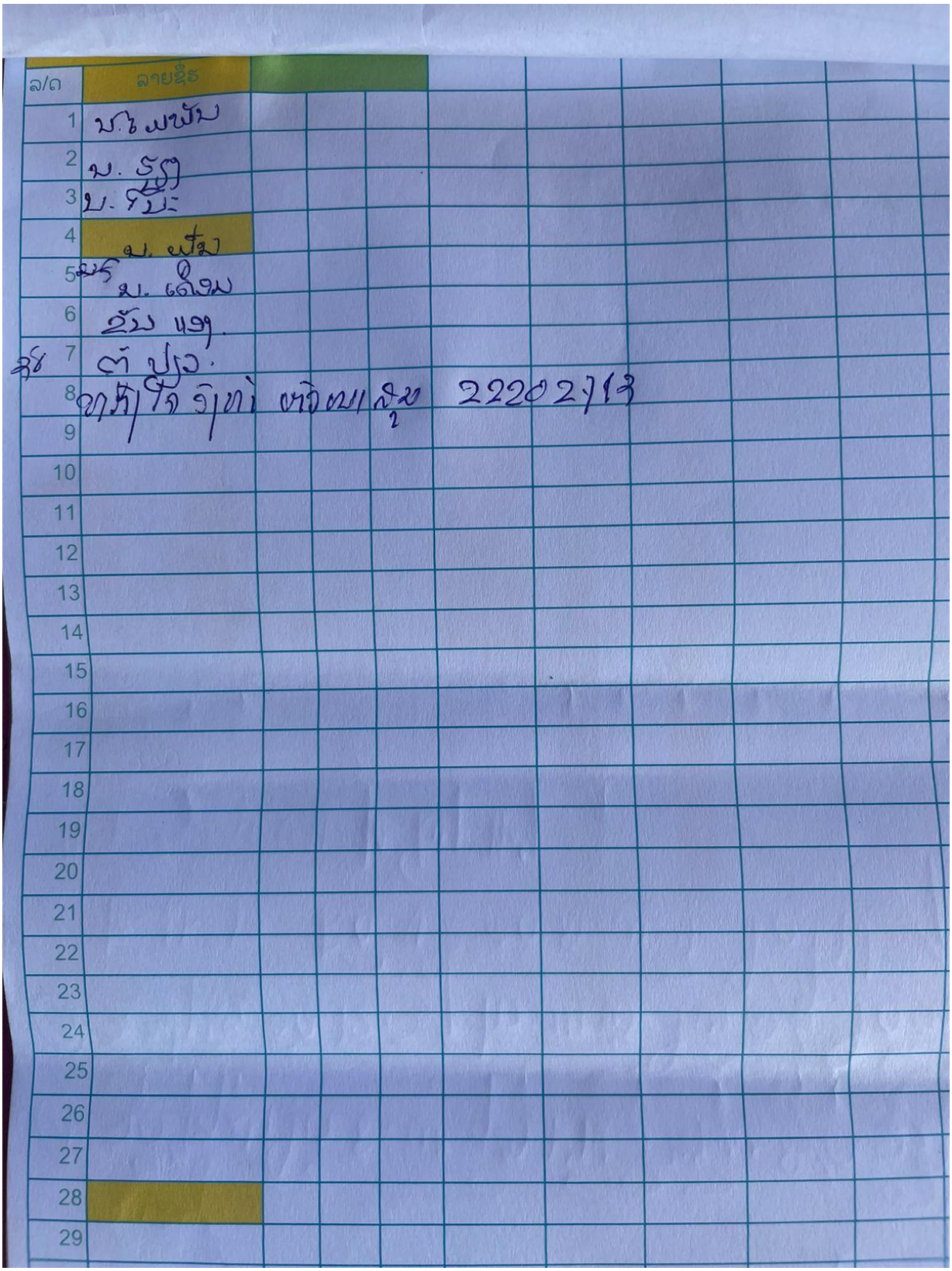


THE WORLD BANK

PWMP Mission for ESF
@ January 8, 2023

ລ/ດ No.	ຊື່ ແລະ ນາມສະກຸນ Name	ຕຳແໜ່ງ Position	ກົມ/ພະແນກ/ຫ້ອງການ Department/Division/Office	ອີເມວ Email	ເບີໂທ Phone	ລາຍເຊັນ Signature
1	Panya Manivong	Deputy Direct	VCOMS	Panyamnv@gmail.co	22222359	
2	Phoumpasouth AKHAVONGS	Head of SWM Division	VCOMS	phoumpasouth.a@gmail	55609534	
3	Soumsimxay Sisom Phane	Technic staff	VCOMS	ley.SisomPhane@Gmail.com	56229422	
4	PhD. Khamla	MD	VWM		555.3953	
5	Bouangeun N.C	Adviser	VWM		29400354	
6	Peeradet Meeha	PM	VWM	peeradet@vacoath	58416406	
7						


ລາຍຊື່ຜູ້ລົງທະບຽນເປັນສະມາຊິກຂອງສູນຊຸມຊົນທີ່ມາລວມປະຈຳວັນຈັນຂອງ 8/1./2024.ມີດັ່ງລຸ່ມນີ້
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Annex 2B: List and Results of Key Informant Interviews during Project Preparation

Date	Organization	# of Interviewee			Results of the Interview Concerning Views on Impacts of the Project and Proposed Mitigating Measures	Remarks
		Total	Female	Ethnic		
03 August 2022	Public Works and Transport Institute (PTI)	4	2	1	**Positive Impacts:** • Improve environmental and waste management, more employment opportunities and income, promote involvement of private sector in the waste management **Negative Impacts:** • Concerns sustainability of the project, labour influx leading to social/community conflicts with communities, unfair employment rate, labour discrimination, odour, fly, increased transportation to new landfill facilities, and road safety, resettlement, social conflicts, child, OHS of waste pickers and collectors **Recommendations and suggestions:** • Conduct detailed ESIA study with inclusive and meaningful consultations to identify potential risks/impacts and propose	

Date	Organization	# of Interviewee			Results of the Interview Concerning Views on Impacts of the Project and Proposed Mitigating Measures	Remarks
		Total	Female	Ethnic		
					comprehensive mitigation measures; • ESIA firm shall conduct training and capacity building for component 3 (DHUP, PTI and VCOME) The operation of landfill shall be responsible of MPWT or VCOME	
09 August 2022	Department of Environment (DOE)	2	1		**Positive Impacts:** • Proper implementation of the PWMPPWMP will bring significant benefits on environmental improvement, public health, and a good model for the next projects; **Negative Impacts: Concerns are:** • Increasing landfill fire/explosion (Methane gas from the landfill operations might not be adequately captured); • Community health impact (inadequate handling of waste collection from the community causing longer waste storage at the sources of generation, then people tend to throw the waste in the public).	

Date	Organization	# of Interviewee			Results of the Interview Concerning Views on Impacts of the Project and Proposed Mitigating Measures	Remarks
		Total	Female	Ethnic		
					• OHS impacts to the waste collection workers (improper handling of infectious and hazardous wastes). **Recommendations and suggestions:** • It needs a very careful thought or determination of the sensitive E&S impacts through proper assessment, transparent disclosure of project information to the public, and proper design of management measures; Resolve the implementation performance of relevant agencies that needs improvement to ensure the effectiveness of the project management: (to improve coordination and information exchange and increase corporation among responsible agencies; set clear organizational roles and resolve delayed responses to the identified problem.	
09 August 2022	Department of Inspection on Natural Resources	2	0		**Positive Impacts:** • The project seems to bring the most and significant positive impacts including public cleanliness, public health improvement.	

Date	Organization	# of Interviewee			Results of the Interview Concerning Views on Impacts of the Project and Proposed Mitigating Measures	Remarks
		Total	Female	Ethnic		
	(DNEI)				However, we need to pay attention on the project's sustainability. Negative Impacts: if poor O&M practices of the waste and landfill: • Environmental quality (air, water, land) problem at surrounding the Km32 landfill. This might cause livelihood impacts (loss of agricultural production, fishing, harvesting, unsafe water resources for livestock etc…) • Concerns on hygienic and injury of waste collectors/pickers and community health problem and may increase complaints from them. **Recommendations and suggestions:** • Waste management policy and management and monitoring manuals are available, but actual implementation needs to be in place. The role and responsibility of the key agencies should be clearly redefined and all the management measures need to be actively	

Date	Organization	# of Interviewee			Results of the Interview Concerning Views on Impacts of the Project and Proposed Mitigating Measures	Remarks
		Total	Female	Ethnic		
					implemented, monitored and followed-up	
09 August 2022	Department of Natural Resources and Environmental Research Institute (DNRERI)	3	0		**Positive Impacts:** • Successful PWMPPWMP will reduce illegal waste dumping to the public areas such as roadsides, forest, water courses which are key waste management problems. Improve overall waste collection in the communities **Negative Impacts:** If inadequate waste management, these impacts maybe persist: • Poor public hygiene, odour, vectors attraction and spreading of transmitted diseases (waste scavenging by pets, waste drop off and etc) • Increased surface, ground, land contamination. **Recommendations and suggestions:** • Ensure proper monitoring and evaluation of the project, engage proper key agencies with budget allocation, and reduce red tape system where feasible through procurement to ensure proper	

Date	Organization	# of Interviewee			Results of the Interview Concerning Views on Impacts of the Project and Proposed Mitigating Measures	Remarks
		Total	Female	Ethnic		
					project management timing. Educate the young, awareness raising to society, and improve public access to research information and data.	
10 August 2022	Vientiane City Office for Management and Service (VCOMS)	1	0		**Positive Impacts:** • The PWMPPWMP will significantly improve solid waste management from sources of generation through disposal and also landfill operation practices. Improve occupation health and safety of staff responsible for waste handling and etc. **Negative Impacts:** if inadequate management of the waste collection company: • Illegal waste dumping along the waste transportation routes; • Increasing odour, flies and poor amenity at the temporary waste storage areas in the community; • Injury, fatality if a lack of HS training and supervision; • Health problem of waste collection workers and waste pickers	Five (05) focal points (1 female) from DNEI, PTI, DHUP, NRERI joined the meeting

Date	Organization	# of Interviewee			Results of the Interview Concerning Views on Impacts of the Project and Proposed Mitigating Measures	Remarks
		Total	Female	Ethnic		
					Recommendations and suggestions: Provision of capacity building on the E&S management relevant to the solid waste management and landfill operation is needed to ensure successful achievement of its goal for sustainable public services.	
10 August 2022	Small B	5	5		**Positive Impacts:** • Improve overall waste management practices in the existing waste collection coverage areas including the operation of waste transfer station and KM32 landfill. **Negative Impacts:** • Based on hear-say that the project may post some impacts to the waste pickers who are working at the KM32. This needs proper resolution to ensure successful project implementation. **Recommendations and suggestions:** Small B is willing to cooperation and support the PWMPPWMP.	Two (02) focal points (1 female) from DNERI and PTI joined the meeting

Date	Organization	# of Interviewee			Results of the Interview Concerning Views on Impacts of the Project and Proposed Mitigating Measures	Remarks
		Total	Female	Ethnic		
11 August 2022	Xaythani district hospital	2	1		**Positive Impacts:** • Improve public health and environmental quality **Negative Impacts:** • Influx of labour, camp operation and waste disposal have potential health problems including as HIV and other sexual transmission diseases, infections and respiratory infection. • Infections and respiratory problem. OHS policy and procedures need to be strictly followed, for instance, wearing proper PPEs during handling waste. **Recommendations and suggestions:** • Provide proper information, awareness and training on healthcare and (SEA)/Sexual Harassment for staff and workers. • Ensure proper pollution control by proper operation of the waste disposal to prevent smoke, emission and wastewater release.	One focal point from PIT joined the meeting

Date	Organization	# of Interviewee			Results of the Interview Concerning Views on Impacts of the Project and Proposed Mitigating Measures	Remarks
		Total	Female	Ethnic		
					Female should be promoted to be part of the project management which has full authority to access information, decision-making and influence the implementation of action.	
16 August 2022	Provincial Office of Natural Resource and Environment of Vientiane capital (PONRE-VTE)	1	0		**Positive Impacts:** • The projects will create benefits for the society (improve the standard of living, create jobs and incomes). **Negative Impacts:** • Uncreated waste wastewater discharging from the landfill that might impact on soil and kill aquatic lives; • Strong smell and poor environmental amenity. • Road accident-related waste transportation, workplace accident related to the operation of machinery and equipment. **Recommendations and suggestions:** Build environmental awareness and enforce Laws to the project developers to implement proper the social environmental	PONRE was busy, therefore, postponed an interview, but the written responses were provided

Date	Organization	# of Interviewee			Results of the Interview Concerning Views on Impacts of the Project and Proposed Mitigating Measures	Remarks
		Total	Female	Ethnic		
					management.	
16 August 2022	Department of Housing and Urban Planning (DHUP)	2	0		• Positive Impacts: • Improve environmental quality, promote public health and safety. • Negative Impacts: if inadequate preparation and monitoring: • Road safety, OHS of the construction workers during the construction period (mobilizing, operation and demobilizing the equipment/machinery) • Dust and noise impacts, wastewater discharge and sediment transport (during the improvement of Km32 landfill). • Recommendations and suggestions: • Set clear roles and responsibility among the relevant agencies (for example: design, construction, operation and monitoring and reporting etc). • The operation agency needs to pay attention on O&M practices	

Date	Organization	# of Interviewee			Results of the Interview Concerning Views on Impacts of the Project and Proposed Mitigating Measures	Remarks
		Total	Female	Ethnic		
					to ensure sustainable management of the waste management facilities. Capacity building to designate staff, assign clear roles and KPI and reduce staff rotation. Carried out regular monitoring and evaluation and ensure that the E&S management plan and the O&M are strictly followed.	
Total		22	9			

Annex 2C: Results of Focused Group Discussions during Project Preparation

Date	Organization	# of Interviewee			Results of the Focused Group Discussion
		Total	Female	Ethnic	
11 August 2022	Naphasouk Village: Village	20	17	**All are Lao-Thai**	**The results of the FGD in B. Naphasouk are summarized as below:**

Date	Organization	# of Interviewee			Results of the Focused Group Discussion
		Total	Female	Ethnic	
	authorities and villagers (seasonal waste pickers)				• About 195HHs with 1800 people including 482 females (all are Lao Tai) and 90% of 195 households have at least 1-2 members work as seasonal waste pickers to collect and sell waste for their livelihoods; • They Income from selling waste: 500,000-1,500,000 per HH per week (300kip/kg); some of them work in day and night times. Everyday people have found valuable materials (gold, jewelry, clothes) and money from waste picking with value ranging LAK100,000 to LAK10m; • At least 2 persons in a family (household) go and pick the waste since 2009. Before 2009, mainly on agriculture (paddy field) and one lady said that her paddy was acquired by the landfill but they had received compensation for their land. If they don't have waste to pick and sell it will significantly affect their income and livelihood. • They used PPE but those who came to the consultation said that they did not receive the training; • OHS Risks: Accidents and injuries from excavator excavated the waste without signalling or warning. Surprisingly, they said they did not have health issues (only normal cold and fever) and they did not smell any things from the landfill which was different from information given by

Date	Organization	# of Interviewee			Results of the Focused Group Discussion
		Total	Female	Ethnic	
					the village authorities; • Do not support to move the waste to other place. If no waste to pick some of them said they will find work at available factories but it will be hard because only husband can go to work at factory and wife has to care kids and family. Salary at factory is low about LAK1.5m which is not enough to send their kids to schools, or they may not be able to send their kids to school; • Village authorities: support the project development as there is a need to improve the waste management in the VTE capital but request the project to help on the villagers (waste pickers) on their livelihood. If possible, provide free transportation for villagers if moving the waste to other place; • Not recommend to build toilet and shelter at the landfill because no one taking care and the shelter can create social issues such as: a place drug and alcohol consumption can lead to violence and sexual harassment and abused; They never use the toilet built by (Pheun Mit Charity); **Requests:** increased waste price as now it is low (LAK300/Kg), more

Date	Organization	# of Interviewee			Results of the Focused Group Discussion
		Total	Female	Ethnic	
					excavators to move/push the waste so they can easily short the waste, big space for sorting the waste and a safe space to park motorbike and motorbike with extended trailer and happy to pay fees (2000-5000LAK for security man to watch/protect their motorbike; request the excavator driver to provide signal or warning (horn), request for PPE. Request to pave the road. One lady requested for increased salary for her husband working as driver for VCOME.
11 August 2022	KM32 Landfill: Waste pickers and community waste center	60	33	**3 Khmu**	• Gender: there is no gender issues raised during the FGD as man and woman share opinions respect each other and make decision together for the important topic. Money or income is kept and managed by women or wives as they are more manageable and use money wisely than men. • Human trafficking: no this issue during the FGD. • SEA/SH and VAC: Two SH cases were reported to VCOME in the past 4 years ago. Both cases occurred at the resettlement center and related to drug and alcohol consumption but were solved. The first case was a man aged about 14 years old was going to rape his aunty aged about 40 years old but it was not successful as she called for help. Both were

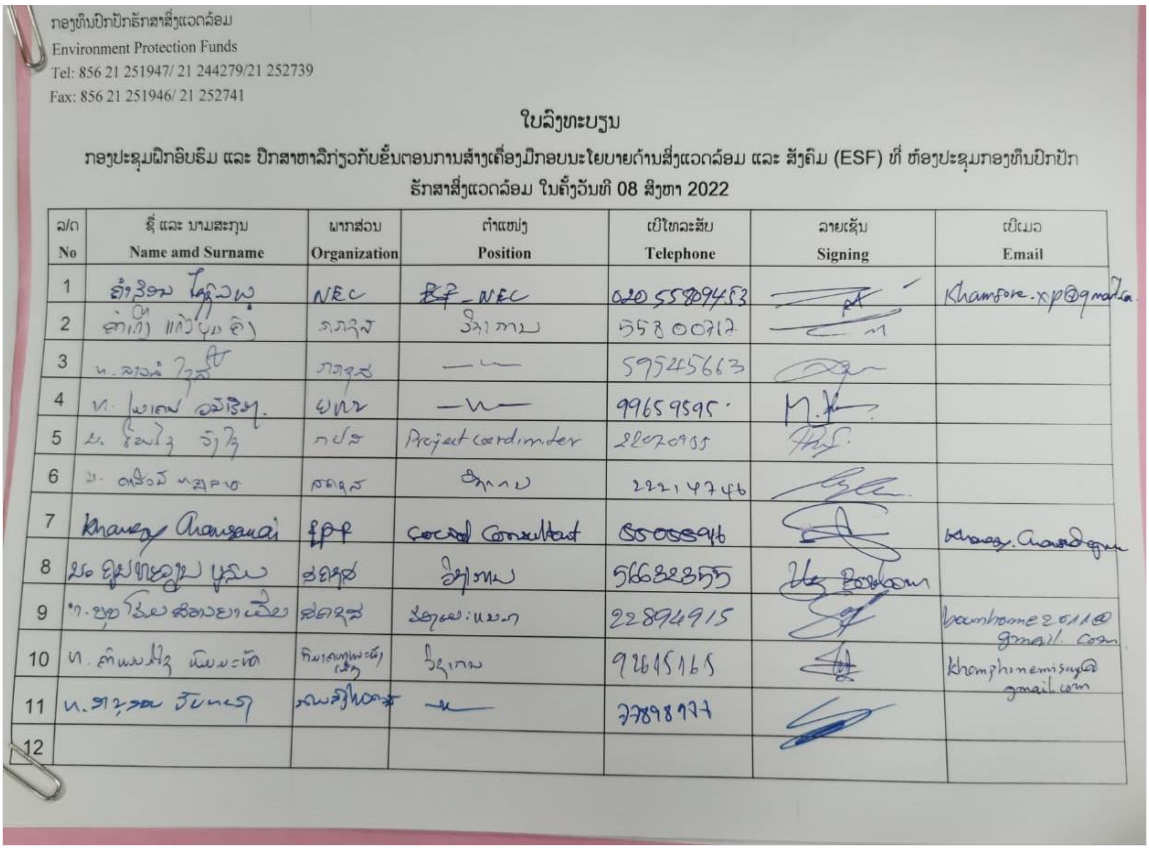
Date	Organization	# of Interviewee			Results of the Focused Group Discussion
		Total	Female	Ethnic	
					from same village (B. Nakhao) and stayed in the same house at the resettlement center. VCOME sent this case to be solved at the village level based on the village system. The second case was a man about 22 years asked to buy medicine at one house and found that only a woman about 22 years stayed at the house and was going to rape her but was not successful as she called for help. VCOME investigated and gave a warning to the man that if he do again he will no longer stay and work at the landfill. There are no cases on VAC recorded. Recently, there are no SEA/SH cases reported to VCOME but they are issues related to alcohol consumption among men and VCOME separated those who created issues. • Potential for Increased Accidents: During the FGD conducted on 11 August 2022, waste picker said that there are minor accidents and injuries from excavator excavated the waste without signalling or warning. • Vulnerable and Poor Groups: There Once poor household: female leaded household (56 years old) with one daughter and two nephews ages about 4 and 5 years old playing in the landfill without wearing shoes. Mother and daughter are both working at the landfill and live in

Date	Organization	# of Interviewee			Results of the Focused Group Discussion
		Total	Female	Ethnic	
					a house built in land owned by relative nearby the landfill. During the FGD, the participants requested the PWMPPWMP to provide assistance for this poor and vulnerable household – if possible, request land and house with basis facilities. • Concerns and Opinions of the Local Communities: During the FGD, all participants supported the project development but they do not support to move the waste to other places. However, some of them said if the waste is moved new place they will move to the new place accordingly. All agreed that the PWMPPWMP will create positive impacts to their OHS and livelihood improvement if they still can access to the waste picking and selling and if they project can provide the following requests: - Construct more toilets and shelter at the landfill with clean water and basis facilities and happy to pay the fee for taking care toilet; - Health check at least one per year and first aid kits at the landfill; - More excavators to move/push the waste so they can easily short the waste and fire trucks for emergency cases; - Big space for sorting the waste and a safe space to park motorbike

Date	Organization	# of Interviewee			Results of the Focused Group Discussion
		Total	Female	Ethnic	
					and motorbike with extended trailer and happy to pay fees (2000-5000LAK for security man to watch/protect their motorbike; - The excavator drivers to provide signal or warning (horn) and request for PPE; - Pave the access road to the landfill; - Request VCOME to increase the price buying the waste; Request for assistance for one poor and vulnerable household – if possible, request land and house with basis facilities.
11 August 2022	Nahai Village (where the KM16 Transfer Station Located): only two women who are the shop owners as Village authorities was not available due	2	2	**All are Lao-Thai**	**The results of the FGD in B. Nahai are summarized as below:** • Results: (i) Waste drop off from the waste trucks without collection (the access road has two sections, a 1km unpaved road and a 0.8 concrete road); (ii) Leachate spills along the road; and (ii) Before setting up of the existing waste transfer station, there was a promise of dust suppression (road watering). However, there was no such action for a long period of time; and (iv) There was a concern that increasing transportation will exacerbate these impacts. **Recommendations:** Water the road to control dust suppression during the

Date	Organization	# of Interviewee			Results of the Focused Group Discussion
		Total	Female	Ethnic	
	to village works				dry conditions; improve the road conditions to prevent waste drop off; and at the moment there is no road accident caused by waste trucks but in the future the project should proper plan to deal with road accident because the project shares access road with villagers.

Annex 2D: List of Participants During the KIIs and FGDs



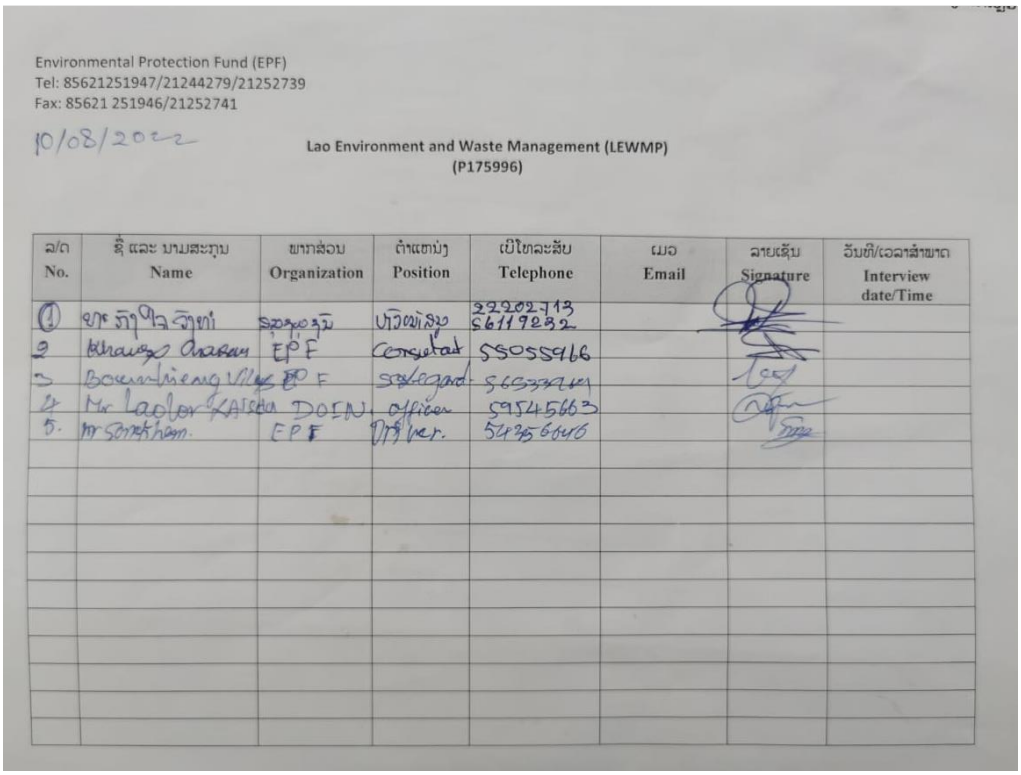
ກອງທຶນປົກປັກຮັກສາສິ່ງແວດລ້ອມ
Environment Protection Funds
Tel: 856 21 251947/ 21 244279/21 252739
Fax: 856 21 251946/ 21 252741

ໃບລົງທະບຽນ

ກອງປະຊຸມຝຶກອົບຮົມ ແລະ ປຶກສາຫາລືກ່ຽວກັບຂັ້ນຕອນການສ້າງເຄື່ອງມືກວດນະໂຍບາຍດ້ານສິ່ງແວດລ້ອມ ແລະ ສັງຄົມ (ESF) ທີ່ ຫ້ອງປະຊຸມກອງທຶນປົກປັກ
ຮັກສາສິ່ງແວດລ້ອມ ໃນຄັ້ງວັນທີ 08 ສິງຫາ 2022

ລ/ດ No	ຊື່ ແລະ ນາມສະກຸນ Name amd Surname	ພາກສ່ວນ Organization	ຕຳແໜ່ງ Position	ເບີໂທລະສັບ Telephone	ລາຍເຊັນ Signing	ເມວ Email
1		NEC				
2						
3						
4						
5			Project coordinator			
6						
7	Khamsone Xaysavanh	EPF	Social Consultant			
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A list of focal points joined the consultation meeting with waste pickers and villagers of Phasouk village



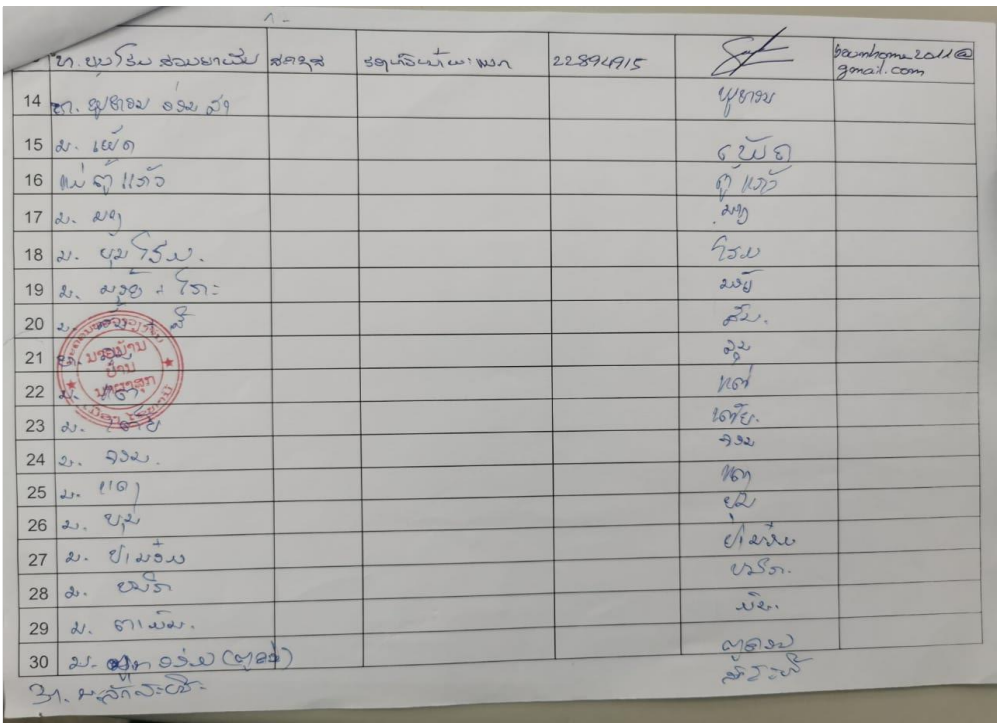
Environmental Protection Fund (EPF)
Tel: 85621251947/21244279/21252739
Fax: 85621 251946/21252741

10/08/2022

Lao Environment and Waste Management (LEWMP)
(P175996)

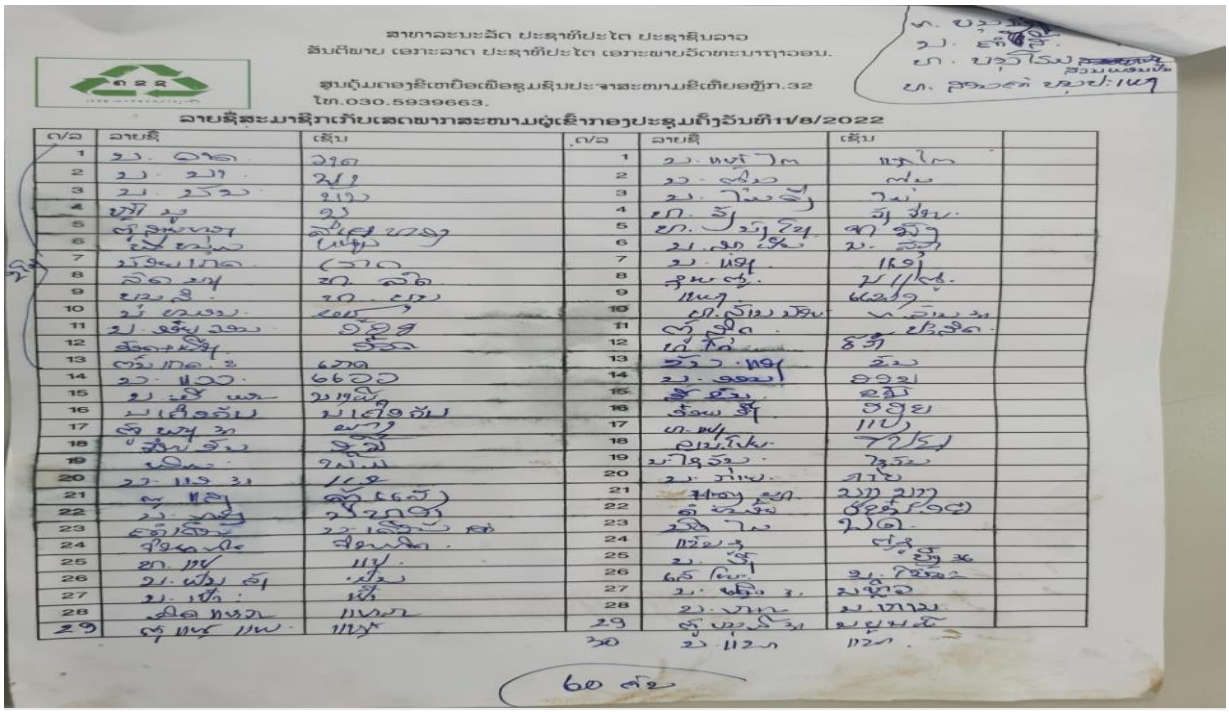
ລ/ດ No.	ຊື່ ແລະ ນາມສະກຸນ Name	ພາກສ່ວນ Organization	ຕຳແໜ່ງ Position	ເບີໂທລະສັບ Telephone	ເມວ Email	ລາຍເຊັນ Signature	ວັນທີ/ເວລາສຳພາດ Interview date/Time
1	ທ. ວັຖຸໄຊ ວົງທໍ	ຮ.ອ.ນ	ນ.ວິ.ພ.ສ	22202713 56119232			
2	Khamsay Chanthavong	EPF	Consultat	55055466			
3	Bounthieng Vilay	EPF	Safeguard	56533744			
4	Mr Laolor KAISEA	DOIN	officer	59545663			
5	Mr Somkham	EPF	Driver	54356646			

A list of participants from Naphasouk village

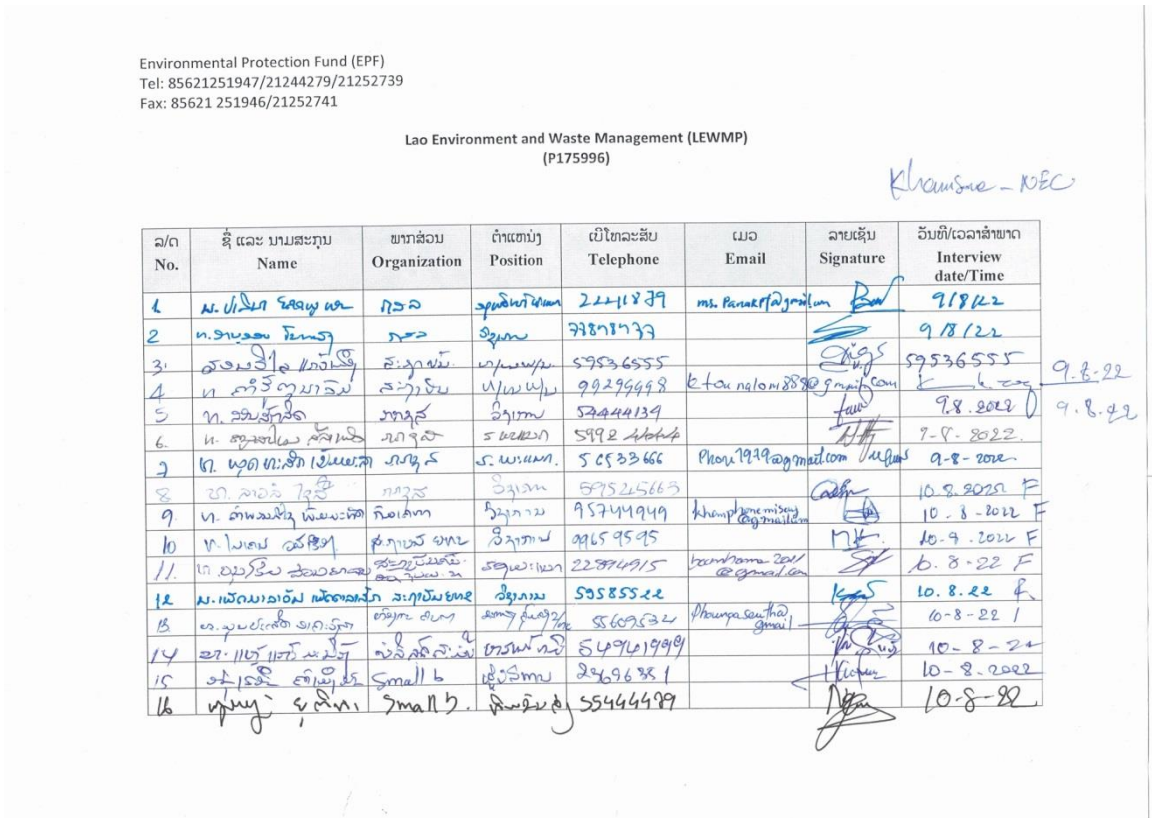


14	ທ. ພູທອນ ວອນ ລ້ຳ					
15	ນ. ແພ້ດ					
16	ແມ່ ຄຳ ແກ້ວ					
17	ນ. ນອ					
18	ນ. ບຸນ ຈັນ.					
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27	ນ. ...					
28	ນ. ...					
29	ນ. ...					
30	ນ. ...					

A list of participants from waste pickers at Km32 landfill



A list of participants of focal points and informants from relevant organizations who joined the consultation meetings *(see above table)*



Environmental Protection Fund (EPF)
Tel: 85621251947/21244279/21252739
Fax: 85621 251946/21252741

Lao Environment and Waste Management (LEWMP)
(P175996)

ລ/ດ No.	ຊື່ ແລະ ນາມສະກຸນ Name	ພາກສ່ວນ Organization	ຕຳແໜ່ງ Position	ເບີໂທລະສັບ Telephone	ເມວ Email	ລາຍເຊັນ Signature	ວັນທີ/ເວລາສຳພາດ Interview date/Time
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17.							
18.	[illegible]	SMALL-b	[illegible]	[illegible]			
19.	ก. [illegible]	SMALL-b	[illegible]	99999125			
20	ดร [illegible]		[illegible]	554 13861			
21	[illegible]	[illegible]	[illegible]	55797000			

ລ/ດ No.	ຊື່ ແລະ ນາມສະກຸນ Name	ພາກສ່ວນ Organization	ຕຳແໜ່ງ Position	ເບີໂທລະສັບ Telephone	ເມວ Email	ລາຍເຊັນ Signature	ວັນທີ/ເວລາ ສຳພາດ Interview date/Time
1	[illegible]	[illegible]	[illegible]	55526421	[illegible]		14:10 16/8/2022
2.	[illegible]	[illegible]	[illegible]	92615165	khampheme[illegible]		16/8/2022

Annex 3: Summary of the Results of the National Stakeholder Workshop

Summary of the Results of the

National Stakeholder Workshop on the Dissemination of Environmental and Social Framework (ESF) Instruments of the Laos Pollution and Waste Management Project (PWMPPWMP)

The national stakeholder consultation workshop on ESF dissemination was held on December 20, 2022, in line with the World Bank's ESF and Environmental and Social Standards (ESS9: Stakeholder engagement). The Environmental Protection Fund Office (EPFO) has prepared detailed meeting minutes and this document only summarized comments, suggestions, concerns, and recommendations from the participants provided during the consultation workshop.

Meeting preparation

- The EPFO and its ESF consultants have prepared a draft Environmental and Social Framework of the PWMPPWMP Project with technical support from the World Bank's Project Task Team.
- The public disclosure of a draft ESF via the EPFO's website was on 29 November 2022 as the below link: (https://laoepf.org.la/en/esf-documents-for-PWMPp/)

Workshop implementation

A full-day stakeholder consultation was held on 20 December 2022, in Vientiane capital. The consultation was chaired by Mrs. Phakkhavang Phissamay, Director of the Department of Planning and Finance (DPF) with a total of 103 participants (39 females) of different interests and concerns in the PWMPPWMP project. The consultation was organized in two modes (face-to-face and remote formats). The morning session is in Lao language for relevant government organizations from all levels (district and provincial offices, and ministries), community representatives, and village chefs in the project areas) and private sectors (waste management operator, waste collection companies, national university, and private schools). The afternoon session in English presentation for international organizations and social organizations (NGOs, CSOs, donors). A list of participants is attached.

The workshop aims to (i) disseminate the ESF instruments of the PWMPPWMP relevant to project design, and its potential E&S risks and impacts as well as the recommended

mitigation measures, and (ii) receive comments and recommendations from participants that are to be considered in the final design of the project.

Discussion

All presentation materials were accessible to the participants in both Lao and English versions and the following key questions were discussed.

- What do you think about this project?
- What do you think are the positive/negative impacts on Environment and Socials
- What do you think about the ESMF tools? Are they sufficient and suitable for the mitigation and management of potential enviro/social risks and impacts?
- Any suggestions on ESMF tools?

All comments were related to component 2 on the investment of the waste management facility and Km32 landfill project, some are discussions on the current solid waste management operation practices including waste collection and transfer, infectious waste disposal and maintenance work by CVOMS, contracted operator, and waste collection companies. Wastewater discharge, emission, odor, and vectors were also raised by Napahasouk village chef.

Following the consultation, the participants were provided with a communication channel (phone call/WhatsApp/Email) to send their additional comments and recommendations directly to the ESF consultants by 23 December 2022.

Detailed comments and recommendations are shown in the below table:

No	Department/ Organization	Concerns and Recommendations
1.	Mr Siesamouth Sayalath – Nahai village chef (Km16)	**Discussed key concerns and recommendations on the operation of the Km16 waste transfer station:** - Waste drop off and leachate leaking from the waste transferring truck along the road (a road 100m road connecting between the 450 highway and the access road to a waste transfer station); - Irregular waste collection from Nahai village resulted in waste being scavenged by domestic animals; - The waste collection fee is not performed regularly (the fee is collected about every three or four

No	Department/ Organization	Concerns and Recommendations
		months). Villagers could not afford the accumulated waste collection fee; - Improve waste transportation to avoid waste and leachate spillage. If possible, paving the access road should be considered in this project. - Follow the weekly waste collection; - Collect the waste collection free every month to avoid any conflict relating to payment by the villagers.
2.	Mr Phimpha Khamphengsay – PONRE of Vientiane capital	**Supported this project intervention with the hope that the landfill fire and wastewater discharging problem will be resolved and raised outstanding landfill operation issues including landfill fire, bad smell, and wastewater from waste dumps that the PWMPPWMP needs to take into account:** - Full ESIA needs to be carried out for the upgrading of the existing Km16 transfer station to any potential environmental and social impacts; - Improving associated landfill facilities should include the access road pavement work. The PONRE of Vientiane capital continues its environmental campaign and awareness program to support the SW management implementation.
3.	Mr Chanthanakhone Sayavong – National Committee for Mothers and Children	**Supported the EMWP objectives and aims and shared relevant committee's duty relevant to environmental management:** - The committee has been raising funds from international organizations in Laos for its Environmental management awareness program which is seen as the upstream solutions to the problem. - In general, the implementation of awareness program is discontinuous due to limited funds.

No	Department/ Organization	Concerns and Recommendations
4.	Mr Bouaphan Sievongsay – Deputy head of PONRE of Vientiane province	**Discussed the legacy waste management issues of Vientiane province and provided recommendations for the PWMP:** - Vang Vieng is one of the waste generation hotspots and, in general, waste collection service by the contracted companies is inadequate that leads to consequent problem such as waste scavenging and win blowing garbage; This project intervention should take into account the following issues: - The environmental assessment needs to incorporate the assessment of the qualification of the waste collection contractors; basic investment of waste management facilities should come from the contractors (i.e; standard and sufficient waste bins) for public areas ; - Define clear roles between the PONRE staff and VOCOMS staff in resolving the public littering (who should take a lead) - Investigation of landfill fire clear conclusion of the root cause, then justify responsibility (if it is because of operation failure, then compensation process needs to be applied).
5.	Mr Koulaiphone Phonsavath – Naphasouk village chef	**Generally, agreed with the PWMPPWMP objectives and aims and requested the project to resolve current problems:** - The leachate ponds in the landfill created bad smell especially during the dry season from night time until about 11 am of the next day; - Wastewater discharge from the landfill has affected the rice production (no yield); - It is noticeably a lot of flies in the village comparing to the time of no landfill. This resulted in difficulty for setting up the village ceremony

No	Department/ Organization	Concerns and Recommendations
		and wedding party; - Concerns on skin diseases and reparatory problem because the villagers who expose to the waste do not know adequate health care practices during and after handling of waste; - The assess road to Km 32 landfill is very poor and needs improvement; - Used oil refinement factory created bad smell and the village authority already sent complaining letter to MONRE to check and resolve the problem (so far, a waiting for MONRE for field inspection).
6.	Mr Ounhieun Khammiuengmon– waste management operator (Small B)	**Discussed issues relevant to waste collection and transfer by the contracted waste collection companies:** - Clarified that scavenged waste in the community waste drop-off, in many cases, is caused by the mobile waste pickers. They open the waste bags for recyclables and left the bags opened. This attack fries and domestic animals; - The company is in progress to enhance the waste management services including (i) development of application for online register and (ii) payment of waste collection fee through the bank transection system (iii) corporate with VCOMS in developing the waste collection calendar covering 190 villages; - Annual improvement of the access road to Km32 landfill will be carried this week.
7.	Mr Siengdala Douangmyxay– MPWT– DHUP	**Clarified the participants' concerns and discussed the next steps:** Comments for improvement of SW management operation: - The DHUP will carry out community consultation

No	Department/ Organization	Concerns and Recommendations
		to further discuss issues and recommendations; - The improvement of access road for Km 16 and Km32 is included in the annual maintenance plan of DHUP. Comments for the PWMP: - The ESF instruments determine E&S impacts, risks and mitigation measures, we will work together to resolve the problems; - Proposed for the relevant environmental staff to take care of the issue relating community complain about back oil (used oil refinement factory).
8.	Ms Saysamone Phompakdy – Save the children	**Raised question on social impact assessment and feedback on current landfill operation:** - Is there a system to assess the risk related to sexual harassment in the villages surrounding the project areas? (see response in item 11 and 12); - Having followed the presentation and noted that wastewater and landfill operation practices are the challenging issue for the management. However, with hope that investment of proper technology under this project will help solve the problems.
9.	Mr Kingsada Siephanthong – JICA office	**Expressed concerns on the Km32 landfill operation and infectious waste disposal:** - It is very important that waste management practices at Km32 landfill are improved, it is suggested that the project focus on the capacity enhancement for VCOMS and cover other contracted operators (i.e.; setting up adequate policy and strategy); - It is good that establishing of the new waste transferring station in Naxaythong district which

No	Department/ Organization	Concerns and Recommendations
		will reduce the transportation cost and improve the waste sorting process in general; - JICA supported the incinerator for infectious waste management, but photos in the presentation showed inadequate disposal of the infectious waste. It is unclear if this occurred before or after the provision of incinerator.
10.	Ms Thidalath Vongsayalath – GGGI Lao PDR	- The related work that GGGI is carrying out is the waste to energy project. Our organization has engaged with the waste operator (Small B) and Khounmoung group to use the waste at the Km32 landfill for the waste to energy project. So far, we did not receive any response yet. *(See suggestion in item 13).*
11.	Diane Kim – KOICA	- Supported the project and express thanks for the invitation.
12.	Mr Siengdala Douangmyxay– MPWT– DHUP	**Responded to the question by Save the Children regarding social monitoring and feedback by JICA office on the infectious waste disposal:** - Social problem relating sexual harassment should not be a serious issue for the project because we also have the related rules in place with close supervision; - We need to evaluate again the capacity of responsible staff on the issue of the operation of the infectious waste incarnation.
13.	Ms Khamsy Chansamay- ESF consultant	- The SIA-SMP identifies social risks and determine the measure related to sexual harassment and other potential social risks.
14.	Mr Peter Jensen -ESF consultant	- Recommended GGGI to further engage with the World Bank for support in coordinating with relevant agencies regarding the GGGI program on

No	Department/ Organization	Concerns and Recommendations
		waste to energy.

Annex 4: Estimated Total Provisional budget for the SEP

No.	Description	Notes	Total (USD)	Remarks
I	**SEP Implementation for C1 and 3**			**-**
1	Implementation of SEP	Consultation, development and translation of communication materials in the ESMF	55,000	Lump sum
II	**SEP Implementation for C2**			
2	Implementation of SEP	Consultation, development and translation of communication materials on the ESMF	10,000	lump sum
Estimated Budget			**65,000**	