

ECCIL NEWSLETTER

Quarterly 4 . December 2021

the European Union

ພິທີເປີດຕົວ

ແຜນພັດທະນາການສົ່ງອອກຂອງຂະແໜງອຸດສາຫະກຳປຸງແຕ່ງໄມ້
ຂອງ ສປປ ລາວ ປີ 2021 – 2025

ໃນວັນທີ 29 ພະຈິກ 2021 ທີ່ ໂຮງແຮມຄຣາວພາຊາ, ນະຄອນຫຼວງວຽງຈັນ

ຮ່ວມຈັດໂດຍ: ກົມອຸດສາຫະກຳ ແລະ ຫັດຖະກຳ, ກະຊວງອຸດສາຫະກຳ ແລະ ການຄ້າ ແລະ ອົງການການຄ້າສາກົນ (ITC)

**Launch of the Lao PDR Wood Processing Sector Export Roadmap
2021 - 2025**

29 November 2021, Crowne Plaza Hotel, Vientiane Capital

Organized by: Ministry of Industry and Handicraft (MOI) and International Trade Centre (ITC)



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LARGER BUSINESS CATEGORY



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MAISON
SOUVANNAPHOUM



LOUIS PERRELL



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Message From President of ECCIL

Peter Fogde
President of ECCIL

WELCOMING MRS. THIANE!

Dear Members,

The 4th Quarter 2021, a turning point? This last Quarter has probably been one of the more evolving quarters in the history of the Chamber!

First, we have had the pleasure to welcome Ms. Thiane Khamvongsa as Executive Director of our Chamber. Ms. Thiane was carefully selected from over 30 applicants and comes with over 10 years of senior management experience in the private sector, and with two Master degrees, the first in Business Administration and the second

in International Relations and Cultural Strategies. Mrs. Thiane has also held a position of International Cooperation Advisor in the Ministry of Natural Resources and Environment, giving her valuable well needed experience in advocacy. A warm welcome, Thiane!

Secondly, we have initiated several actions that we strongly believe will improve the service to you, our members. This includes revamping of the website and the membership catalogue, member software for improved communication and information, revised membership packages and benefits, inter-chamber business sentiment survey and a CSR award.

Thirdly, we have relocated the office to a building opposite the Tennis Club and Sport Stadium in central Vientiane. A move that has given the Chamber a modern office space at a business location, with possibilities to rent out office space and meeting facilities, and to arrange training and hold events inhouse. And this at a running cost per month that is half of that at the previous location! And, last but not least, we now have something that is extremely rare downtown, ample parking space!

Fourthly, we have introduced a new accounting system based on accrual rather than cash accounting. Combine that with a new cloud-based professional accounting package, and we, from the first day of this year, have an accounting system that further improves security and transparency, and most of all, allows for providing business information needed for management of the Chamber.

Fifthly, we have continued to allocate considerable resources on our activity and financial reports to EU and are also preparing a possible 18-month extension of the EU support to the Chamber.

All of this would have been extremely difficult if it wasn't for a very active engagement of all board members and, of course, the dedicated and around-the-clock work of our new Executive Director.

ECCIL is now ready to meet 2022, a year that we hope will see, if not the end, at least the beginning of the end, of the pandemic with following improved business and increased investments in Lao PDR.

Wishing you all the best for 2022!

Peter FOGDE
President



Message From Executive Director of ECCIL

Thiane KHAMVONGSA

Executive Director of ECCIL



Dear valued Members and Sponsors,

For the first Quaterly letter of my term, I want to seize this opportunity to wish you a very happy, healthy, and prosperous New Year. In this edition, you will find the President's message toward our members and sponsors for the New Year, information about past and upcoming workshops, trainings, and webinars. In our member's corner, you will read an interview with our Silver Sponsor Uniqtek, several success stories of our members, as well as information about the Quality Champions Program from ARISE Plus. Enjoy reading!

Without stating the obvious, 2021 has been a challenging year for all of us, hopefully, it is now time for a more optimistic look at what should be a busy and exciting year ahead. The year 2022 will mark

some changes at ECCIL EuroCham Laos. In the course of our transition to a financially self sustainable and a "member centric" organisation, we are relocating our offices with possibilities to offer extended services such as renting out office space and meeting facilities and arranging training and hold events inhouse. While preparing a possible 18-month extension of the EU support to the Chamber, we are developing our services offer, finding new ways to support businesses and SMEs in Laos, introducing a new accounting system, and working on a program of events and advocacy initiatives that will showcase the valuable contribution that European businesses make to the continued sustainable development of Lao PDR.

One of EuroCham's key mission statement is to represent and further expand European core values, responsible trade, investment and sustainability goals. Consequently, the outset of 2022 will have an increased focus on promoting companies that operate in an economically, socially responsible and environmentally sustainable manner. The sanitary crisis has left people vulnerable and isolated. The role of the private sector is crucial in this context. On January 19th, along with our Platinum Sponsor Prudential, the Chamber will co-host the Best Employee and Best Customer Experience awards. Last year, despite the financial stress and the uncertainty, many of our members still thrived for excellence and went out of their way to innovate, create, and support their employees and their clients in a very difficult context. The awards aim to showcase the outstanding and innovative initiatives they have pioneered and to recognize them as role model in the business community. On February 17th, EuroCham will co-host with LNCCI, Austcham, EU, BBG and the Office of the Embassy of Canada, the 3rd Responsible Business Conduct Forum, an all-day event featuring 4 panels of discussions and inaugurating the 1st Corporate Social Responsibility Awards in Lao PDR. The CSR awards are open to all companies in Lao PDR, and will focus this year on the environmental theme.

To conclude, I encourage you to reach out and keep us abreast of concerns, questions, and plans, and to brief us on your issues and initiatives so that we can best support your endeavors. I have just started this month to visit members, and I hope to be able to meet with all of you in person very soon. On behalf of the executive team, I would like to thank you for being part of our family. We really appreciate you continuing to choose us and we look forward to supporting your business goals in 2022.

With kind regards and best wishes for the year ahead,

Thiane Khamvongsa
Executive Director

ECCIL News

10 12 Handed over last amount of donation to Vientiane Rescue 1623



ECCIL EuroCham handed over the last amount of donation in form of petrol cards from Petrotrade to Vientiane Rescue 1623 founder, Mr Sébastien Perret. In total ECCIL EuroCham has raised 65 millions LAK to support Vientiane Rescue's hard work during the pandemic. On behalf of Vientiane Rescue 1623 and ECCIL EuroCham Laos, we would like to sincerely thanks again to the generous donors for their contribution.

15 12 Training on Advance Finance & Accounting



Both trainers and participants were very active for this first time on-site training after a long lockdown period. ECCIL EuroCham Laos has been delighted to restart in-person training, organized in compliance with all COVID-19 safety protocols at the Crowne Plaza

16 12 Employee & Customer Experience Award



The application of Employee & Customer Experience Awards has been closed. The winner of each category will be announced at an award ceremony on January 19th, and will walk away with a trophy, a 1000 USD prize in cash and a communication package (video shooting and interview) to showcase their excellent initiatives and practices to the business community.

29 12 Lao CSR AWARD shortlisted candidates announcement



Business Category are: Maison Souvannaphoum Hotel by Angsana, Burapha Agroforestry Co.,LTD, Pullman Luang Prabang, and Love Life Co., LTD. The winners will be announced at the RBCF on February 17th.



LAO
NATIONAL
SINGLE
WINDOW

LNSW at Boten International Border Checkpoint

Lao National Single Window surveyed
Boten International Border Checkpoint
to prepare the deployment of their
web platform

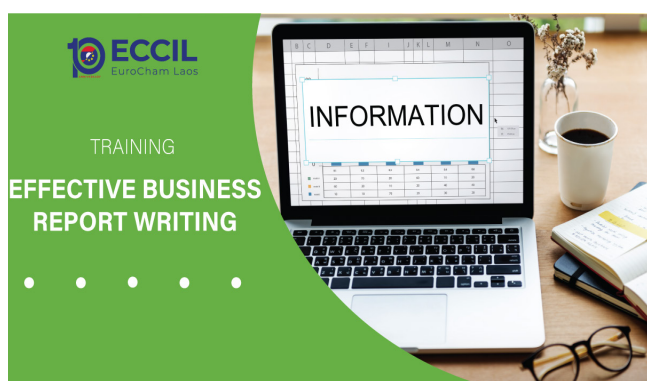
Learn more at www.laonsw.net

Upcoming Events

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01

Training on “Effective Business Report Writing”



How do you turn lots of information into a good business report? In this interactive course you will learn how to write a well-constructed business report and apply report writing principles. This course covers practical skills needed to produce readable and actionable business reports. It is ideal for anyone who has to write or contribute to business reports. You'll learn to craft each report around a concise high-level message, supported by logically ordered support points.

28

01

Training on “Advance Excel for Business”



During the training, you will learn theory, techniques and how to use the Excel software in intermediate reach to advanced level. This course will help you create the most adequate table according to the use you need, as well as to use Logical function, Statistic function, Date & Time function, Lookup & References function also Searching function and Database Management function.

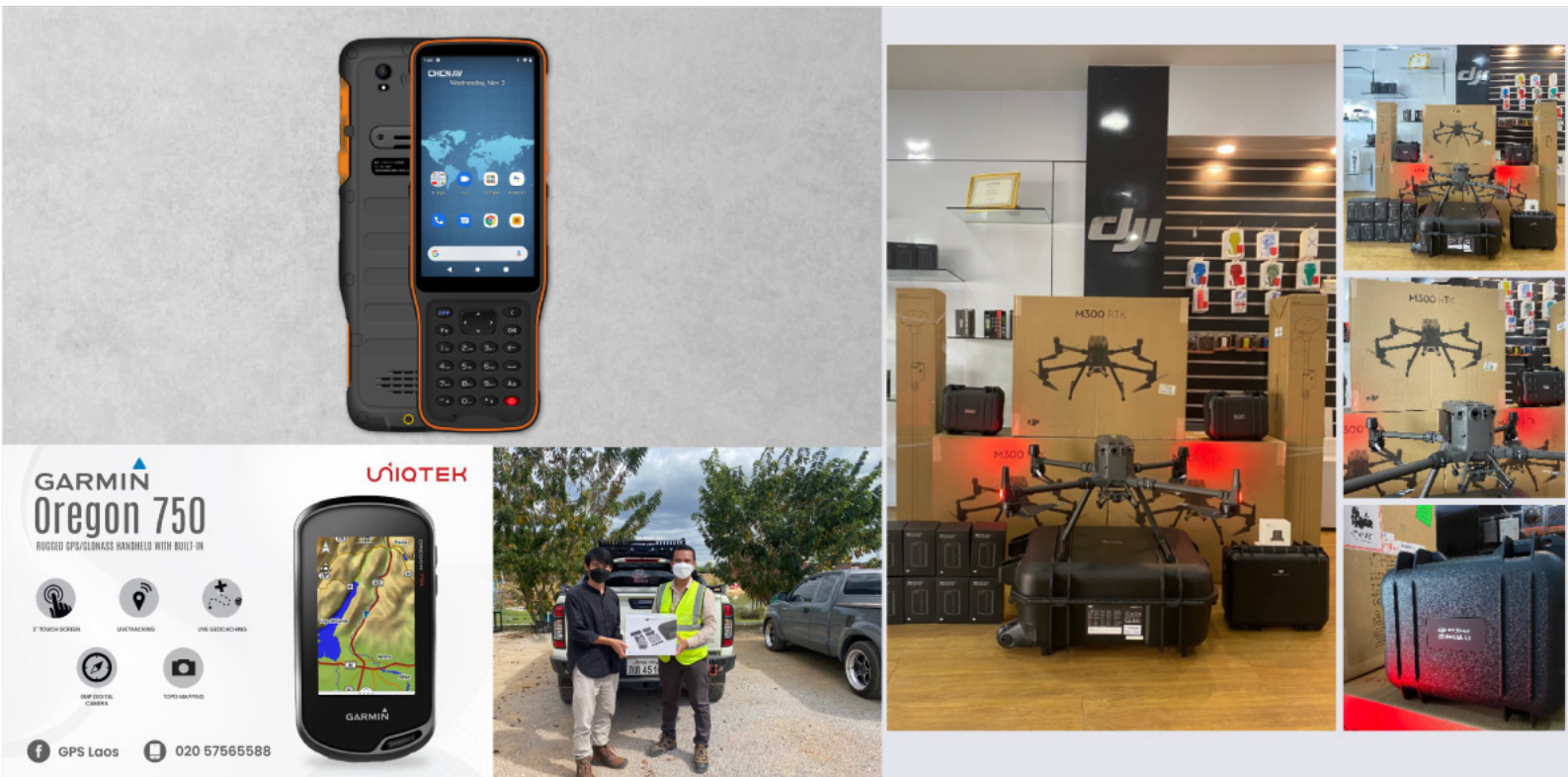
A large advertisement for Crowne Plaza Vientiane. The background is a photograph of a man in a light blue shirt and dark trousers sitting on a modern brown sofa in a hotel lounge. He is holding a small object in his hands and looking towards the camera. In the background, there is a bed with white linens and a decorative wall with a wavy pattern. To the right, a white curved banner contains the Crowne Plaza logo (an IHG hotel), the text 'DEFINING EXCELLENCE IN VIENTIANE', and a decorative wavy line at the bottom.

It's not how far you travel,
it's how well.

Experience a new world of seamless travel where everything works and at your own pace. Crowne Plaza Vientiane, we make business travel work.

For more information
Visit CrownePlaza.com/Vientiane - Vientiane.CrownePlaza.com
or call +856 21 908 888.

Member story - Interview of Uniqtek



Could you please introduce Uniqtek to the readers?

UniqTek is a leading company specializing in Geographical information System, Environmental Equipment and Engineering. We were built on the foundation of providing excellence to its market and customers. The company is driven by “Strives to be the Most Reliable business partner on Global Navigation Satellite System (GNSS) Solution, Construction and Electrical Engineering Partner in Laos. “We treat our clients as our business partners and help our partners success in their business and goals”. We provide equipments and spare parts for factories, power stations, hydropower’s plants, government projects, etc. Maintenance services for generator, turbine, transformer of dams. Installation and provide training of all equipment related to all type of power station and dams. As well as Surveying and Mapping service

What are the biggest strengths of your company and what makes Uniqtek differ from other competitors?

- Leading company specializing in Geographical information System
- One of the top Engineering companies in Laos
- Strong financial support
- Highly trained, qualified and multi-national engineering team
- Understand the local Market
- Support local firm – 100% owned firm.

What have been the biggest challenges to operate your business during the COVID-19 outbreak?

- Site visit is very limited. Some sitework such as survey work of projects have to be postponed
- New normal working environment

Member story - Interview of Uniqtek



What is your business growing strategy for the next (5) year(s)? Will there be any benefit to Uniqtek after Laos re-open the country?

- Always flexible and adapt to the new environment
- Expand our services and develop our employees
- Focus on building a strong sale volume and engineering team to be able to provide the service to the local community.
- Update and introduce new products and solutions according to the market needs.

Will there be any benefit to Uniqtek after Laos re-open the country?

Our company are ready to open and to welcome more new clients from local and international markets.

What are the reasons behind your decision of joining ECCIL EuroCham Laos?

- We would like to promote our company to international partners and in the EU region.
- Cooperate, exchange with the business partners in Laos.
- Improve our staffs' skills and qualifications by attending the training offered by ECCIL
- Hoping to get consultation form ECCIL

Is there anything you would like to share to other business operators during this hard time from the COVID-19 outbreak?

During this time, it might be very difficult for almost the whole business world, but we believe that by focusing on the positive part, we can always learn from the problems and mistake.

Covid pandemic is a very good time to restart, to rethink a strategy, to breathe. It is also an opportunity for the local companies to prove themselves to new local customers, foreign customers and the government.

DISCOVER BFL **NEW PACKAGES**



Designed to meet your needs!

We are pleased to announce the launch of our new packages, aimed to fitting your banking needs the best, with affordable and simple pricing, with no hidden costs.

Besides all the benefits that come along, take full advantage of guidance and advice your dedicated Relationship Manager and our Customer Support team can provide.

Contact us now for more information about our new packages by phone at 021 285 444 or by email at contact@bfl.la

BFL is part of:



Learn more at www.bfl-bred.com

Members News & Success stories

Phongsavanh Insurance provided free insurance coverage on ambulance vehicles and Personal Accident Insurance volunteers of Vientiane Rescue (1623).



On December 15, in an effort to support the people in the midst of a pandemic, our Silver Sponsor, **Phong-savanh Insurance**, handed over to Vientiane Rescue (1623) a motor insurance with a coverage of over LAK 100,000,000 for 11 ambulance vehicles and a Personal Accident Insurance for over 300 volunteers with a maximum coverage of LAK 12,000,000 per person for one year period. This is the maximum coverage for a total of more than LAK 4,900,000,000 for both ambulance vehicles and volunteers

Uniqtek provided sponsorship to Second Party Congress of the Ministry of Natural Resources and Environment



Our Silver Sponsor Uniqtek has contributed in arranging the Second Party Congress of the Ministry of Natural Resources and Environment in a form of sponsorship approximately 50.000.000 kip, before the end of the year.

Lao National Single Window received authorization from Lao Customs Department to go survey at BOTEN international border checkpoint.



Based on the agreement reference #07219, date 15/12/2021 from Customs, our member, **BIVAC LAO** (Lao National Single Window) have received the authorization from the Lao Customs Department, Ministry of Finance, to realize a survey at BOTEN international border checkpoint.

Crowne Plaza Vientiane distributed lunch boxes to the Women and Child hospital



Our Gold Sponsor, **Crowne Plaza Vientiane** is very pleased to have the opportunity to distribute lunch boxes to the Women and Child hospital for doctors, nurses and mothers. In the previous months, the hotel raised awareness for Breast Cancer Awareness through Rhubarb Macaron's sales which 10% of the proceeds will go into the food production and donated to the doctors, nurses and mothers at the Women and Child hospital.

Job Board

Our sponsors and members are looking for successful candidates for the following positions:



Manager, Sourcing and Employer Branding

Prudential Lao

Contact: careers@prudential.la

021 211 141



Admin Supervisor

RMA Lao

Contact: hrlao@rmagroup.net

+856 (0)21 315 376



RTM & CSS Analyst

Lao Coca-cola Bottling Company Limited

Contact: service.hr@laoscoke.com

+856 21 781 000



Senior Legal Officer

Allianz Insurance Laos

Contact: recruitment@agl-allianz.com

+856 (0)21 215 903



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Lao Tobacco Limited

Channel Analyst

Lao Tobacco Limited

Contact: recruitment@la.imptob.com

+856 21 813 040



Customer Service Advisor

DHL Express Laos Sole Company Limited

Contact: vtehr@dhl.com

+856 21 418 100



Social Research Manager

Indochina Research Laos

Contact: hrlaos@indochinaresearch.com

Press Corner

USAID and LNCCI launch App to update SMEs on business reform



The SME community in Laos will now have access to updates on business environment reform through the use of an application, Policy Watch. The application will provide SMEs with easy access to policy-related information and promote LNCCI's advocacy and policy reform efforts. A key medium- to long-term goal is to make Policy Watch the preferred platform in the local business community for accessing policy-related information, news and events. Illustrative features and functions of the Policy Watch application include policy update, policy talk, news update, local public-private dialogue, link, and

about the App. The application is available in both Lao and English.

Public, private sectors gear up for return of tourists



The ministry is preparing to reopen the country to vaccinated tourists under the "Lao Travel Green Zone" programme. The programme will see Vientiane, Vangvieng and Luang Prabang designated as "green zones" to ensure the safety of travellers and service providers. Areas described as green zones must have a population that is 70-80 percent vaccinated, while 90-95 percent of service providers must also be vaccinated. Deputy Prime Minister Sonexay Siphandone said last month that the government will invite Lao and foreign tourists who have been fully vaccinated against Covid to come to Laos with a

particular focus on visitors from China and the Republic of Korea.

The United Nations General Assembly has adopted a resolution that will see the graduation of Laos from the least developed country category.



According to a statement by the UN, "Laos, along with Bangladesh and Nepal will graduate from the LDC category after an exceptionally extended preparatory period of five years with the standard period being three years which will enable them to prepare for graduation while planning for a post-Covid-19 recovery and implementing policies and strategies to reverse the economic and social damage incurred by the Covid-19 shock." The resolution notes that graduating from the category of least developed countries should not result in a disruption or

reversal of development plans, programs, and projects for the three countries. The identification and graduation of LDCs by the UN Committee for Development Policy is currently based on three criteria: per capita gross national income (GNI), human assets and economic vulnerability to external shocks.

“PRUCOVID-19 Carefree Plus”

Protection you need by Prudential Laos

PRUCOVID-19 Carefree Plus

Keep your family protected with
a new normal insurance solution



more than

31,000

Lives Assured

more than

162

claims

total payment amount of

800,000,000

LAK

*PRUCOVID-19 Carefree Plus application is officially closed since November 30, 2021.

About Prudential Laos

Prudential Laos is a wholly owned subsidiary of Prudential plc. Prudential Laos opened its representative office in Vientiane in March 2015 and received its operating license from The Ministry of Finance in April 2016. Prudential Laos began business in May 2016 and offers life and health insurance products that meet the protection and savings needs of the Lao people. Currently Prudential Laos distributes products and services through the network of reputable bank partners, direct sales force as well as its mobile application – Pulse by Prudential.

Please visit www.prudential.la for more details on Prudential Laos.

ECCIL at Work

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12

Team Europe Strategy 2021-2025 for Laos



Team Europe committed to contribute an estimated EUR 550 million in support of a green and inclusive economy, human capital development, and good governance, in the framework of Laos' 9th National Socio-Economic Development Plan (NSEDP). Following a broad consultation process, the European Partners agreed to focus on six main cooperation sectors: agriculture and rural development; natural resources and environment; private sector development, trade and tourism; education, including technical vocational education and training; health; and good governance.

Visit Sponsors and Members

Our Executive Director Thiane Khamvongsa, on behalf of EuroCham, wished a happy holiday season to its Sponsors and members. She also visited our member **Sivath & Associates Sole Co.,Ltd**, an independent local law firm based in Vientiane, and one of the very few law firms in Laos licensed to represent and advise local and international clients on a broad range of corporate, commercial and institutional matters. They had a fruitful discussion about mr Sivath Sengdouangchanh long history of involvement in the legal and policy developments of the country since 1997. During the visit mr Sivath Sengdouangchanh shared his views about benefit sharing from private and foreign investment, and the areas of discussion he wishes the Chamber to focus on such as access to market, bringing European technology or advocating for refinance existing projects. Lastly, she also visited our **Silver Sponsor Allianz General Lao** and met with its CEO mr Guy Apovy. They exchanged at length on the Chamber's history, activities and evolution as Mr Apovy used to be the Chamber's President for 8 years.



FACTSHEET - Quality Champions Program

What is a Quality Champions Program?

The Quality Champions Program are here to help you improve quality of your company's products and operations - to find solutions regarding enhancing your company efficiency, reducing expenses and waste, access to new markets, or obtaining international certificates such as ISO 9001 and ISO 22000.

How will your company benefit from participating in this program?

This program is very beneficial to the companies that are doing exporting or exporting potential, your producer group / cooperative, factory / processing plant and other activities, where the project will provide practical training, consulting and guidance by quality experts (QCs). The Quality Exemplary Program is a group of Lao professionals with quality skills and expertise trained by ITC experts under the ARISE Plus project in Lao PDR to provide quality development services to help the company succeed in the market.

The project will provide advice on tools and quality improvement that are appropriate for your company's realities or to serve a quality development project that can be implemented in practice.

After completing the implementation of this quality development project, for companies that are interested and need additional support to help establish a quality management system or food safety management system to comply with ISO 9001 or HACCP compliance.

What are the areas that provide coaching supports?

1. To setup food safety management system (HACCP), management systems to improve efficiency, reducing waste, and prepare to obtain international certificates such as ISO 9001 and ISO 22000.
2. To obtain organic coffee certification.
3. To set up Chain of Custody system under FSC for wood processing companies.
4. In addition, ARISE Plus Lao PDR Project also conducts training of trainers for relevant agencies and departments on
 - ISO 14001 on Environment Management Systems,
 - Technical Barriers to Trade (TBT) and Sanitary and Phytosanitary Measures (SPS),
 - ISO 170025 on Food Laboratory accreditation, training on GMP, GHP, HACCP etc. for Food inspectors and staff of National Center for Food and Drug Analysis.
 - EU EBA Business guides - Guidelines for Lao exporters to EU

The deadline for Application is 30 January 2021. More information, Application form and all relevant documents: <https://bit.ly/30xfAN2>

FACTSHEET - Quality Champions Program

QUALITY CHAMPIONS PROGRAMME LAO PDR



Is your company facing challenges such as...?

- Customer complaints or lost orders? 
- Low productivity or excessive waste? 
- Unexpected delays or breakdowns? 
- High rejection and/or rework rates? 
- Poor understanding of export market requirements? 



Participating companies can benefit from increased **efficiency**, **reduced** expenses and **waste**, access to **new markets**, or possibly obtained **HACCP, ISO 9001, ISO 22000** certificates.

With hands-on **training, coaching and guidance** from skilled **Quality Champions (QCs)** in the period between 4-5 months.



Apply here. For more information, please contact Ms. Kinnaphone



020 2223 2461



kinnaphone.sounthongdeng@intracen.org

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WWW.FACEBOOK.COM/GROUPS/ARISEPLUS



Savan Logistics Boosting Road Freight and Multimodal Logistics.



Delivery of PFIZER Vaccine to Vientiane by Savan Logistics at Wattay Airport, Vientiane Capital.

Flagging Off 1st Container Train Freight Between China and Asian via Vientiane, Lao PDR.



Lao Hanghui International Logistics Trading Co., LTD send our warm Congratulation on the opening of the China-Laos Railway.



Greatest pleasure and pride to share that Savan Logistics received the

"Top LNCCI Business Leader for Year 2021 Covid-19 Response Award"



Business Environment & News

Law on Tax

The latest law on Tax No. 01/NA, updated on 7th August 2021, prescribes the content for the amendment of some articles of Law on Tax Administration the Law on Value Added Tax, Law on Income Tax, Law on Excise tax for the unity, centralization, efficiency and effectiveness to encourage, support to individuals and organization comply with the various tax obligations into the state budget correctly, completely, transparently, and fairly as well as contribution to the socio-economic development of the nation.

I. Law on Tax Administration.

- Article 11: Activities that's subject to VAT.
 - 1) The importation of Goods;
 - 2) The providing of goods and services in Lao PDR by individuals, legal entities or organization which operating under the VAT system;
 - 3) The providing of services by non-residence and non-business establishment in Lao PDR;
 - 4) The providing of services outside of SEZs by the enterprises as established in Special Economic Zone;
 - 5) The providing of Goods and service through electronic system.

II. Law on Value Added Tax.

- Article 17: Value Added Tax Rate:
The VAT rate is the following:
 - 1) Seven percent rate (7%):
 - Importing goods, supplying goods and service which subject to VAT in Lao PDR - Importing mineral and supplying mineral within the country
 - Consuming electricity for general consumer, owner electric generation, and contributor.
 - 2) Zero percent rate (0%) for exporting goods to overseas.
- In the necessary case need to amend VAT rate shall implement as the article 94 of Law on Tax Management.

III. Law on Income Tax

- Article 16: Increased or Decreased Profit Tax Rates.
 - 1) Increased profit tax rates.
 - Twenty-two percent (22%) rate applies to enterprises that produce, import and sell tobacco product which includes two percent (2%) shall be distributed to tobacco control fund according to the Law on Tobacco Control.
 - 2) Decreased profit tax rate.
 - Zero point one percent (0,1%) rate applies to micro enterprise established according to the law willing to register in VAT system;
 - Three percent (3%) rate for three (3) years applies to small enterprise newly established according to law which registered in VAT system;
 - Five percent (5%) rate for three (3) years applies to medium enterprise newly established according to law which registered in VAT system;
 - Five percent (5%) rate applies to business activities related to human resource development, including schools, training centers, innovative activities and other educational activities and business activities related to the established of modern hospital, pharmaceutical factories and medical equipment, production of and treatment with traditional medicines, after termination of profit tax exemption as defined in the Law on Investment Promotion;
 - Seven percent (7%) rate applies to business activities employ technology from new innovation, environmentally friendly, use natural resources and clean energy efficiently in the production, after termination of profit tax exemption as defined in the Law on Investment Promotion;
 - Thirteen percent (13%) rate applies to companies that are listed in the (Lao) Security Exchange for a period of four years from the date of registration.

After that profit tax rate of twenty percent (20%) shall be observed as defined in Article 15 of Law on Income Tax No 67.NA, dated 18 June 2019.

Thank you to all Sponsors

Platinum Sponsors



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Exploration Mining import-export co.,Ltd

AVIS



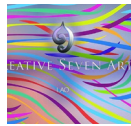
Budget Allianz



IQTEK



Thank You to all Members



And to all our Junior Members

Advertise With Us!

DOES YOUR BUSINESS NEED ATTENTION?

ECCIL offers you opportunities to promote your business across all of our communication channels

**Contact us on :
contact@eccil.org**



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