

NEWSLETTER

Special Edition, Jan - May 2022



ECCIL NEWS

CSR Award Ceremony
| 06

MEMBER INTERVIEW

Exclusive member interviews from
our sponsors and members | 30

ECCIL AT WORK

Discussion on VAT with
Department of Customs
| 14

CONTENTS

06



04 MESSAGE FROM ECCIL

Message From President of ECCIL
Message From Executive Director of ECCIL

05 ECCIL NEWS

Social support
Sustainability and Green Growth events
Joint Chambers Survey
ECCIL Trainings

11



10 ECCIL AT WORK

Networking
Visit Tax Department
Board Meetings
Visit sponsors & members

17 MEMBERS CORNER

New Sponsors and Member of 2022.
Interview of Uniqtek.
Interview of Phongsavanh Insurance (APA)
Interview of The Lao Friends Hospital for Children.

Y 2022

15



19



Message From President of ECCIL

WELCOMING MRS. THIANE!

Dear Members,

First, we have had the pleasure to welcome Ms. Thiane Khamvongsa as Executive Director of our Chamber. Thiane was carefully selected from over 30 applicants and comes with over 10 years of senior management experience in the private sector, and with a BA in Anthropology and two Master degrees, the first in Business Administration and the second in International Relations and Cultural Strategies. 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. The Executive Board is very happy to have her on board and fully confident that ECCIL, under her leadership, will be well positioned to thrive and offer our members even more values for their money. 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.

Peter Fogde
President of ECCIL

Message From Executive Director of ECCIL



Dear valued Members and Sponsors,

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 of-office space and meeting facilities and arranging training and hold events inhouse.

While pre-paring 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,

Thiane Khamvongsa
Executive Director

Jan 2022 Employee & Customer Experience Award Ceremony


The European Chamber of Commerce and Industry in Laos and our Platinum Sponsor, **Prudential Life Assurance (Lao) Co., Ltd.** are very proud to announce the winners of the Best Employee and Customer Experience Awards. This yearly contest awards 2 EuroCham Members who are implementing outstanding and innovative initiatives in customer's service or employees development, and is a great opportunity for them to increase their visibility and to be recognized as role models by the business community. With this event, both Prudential and ECCIL EuroCham wish to recognize laos-based businesses who not only thrive for excellence, but also act in socially responsible ways.

Phongsavanh Insurance (APA) won in the category of Best Customer Experience with their bespoke pay-as-you-go motor insurance solutions, a brand new insurance concept in Lao PDR, created specifically for LOCA when no other solution would fit their very specific needs.

ANZ Laos won in the category of Best Employee Experience, thanks to its comprehensive program focused on 3 areas in order to build strong engagement for employees: creating a "Speak up" environment, increasing employee recognition and fostering learning and development via job rotation across different departments.

Due to covid restriction, the award ceremony was privately held at EuroCham office with only the organizer and the awardees attending. While handing out the trophies, Executive Director Thiane Khamvongsa reminded that one of the greatest challenges of this past year for EuroCham's members, was not only surviving the major economic shock caused by the covid-19 health crisis, but also making sure that their customers and their employees would still be well taken care of. Despite the financial stress, many of them still went out of their way to innovate, create, discover, and implement new ways to support their staff and their clients.



On 16 February 2022, the European Chamber of Commerce and Industry, the Office of the Embassy of Canada, AustCham, Civitas, the European Union, LNCCI and the British Business Group in Lao PDR organized the inaugural **Lao CSR Awards**, with the award ceremony hosted by the British Embassy in Laos. The Lao CSR Awards recognizes companies that uphold the highest standards of responsible business conduct (RBC) in their corporate strategies and daily work, and whose CSR activities can serve as models for the wider Lao business community.

Corporate Social Responsibility (CSR) is an area of discussion worldwide and businesses tend to integrate CSR into their strategic objectives. Sustainability reporting is not yet mandatory in Lao PDR but some companies report voluntarily on their social and environmental performance or even integrate CSR initiatives into their strategies and daily operations. This year's theme for the Lao CSR Awards was "Environmental Excellence" and the shortlisted candidates reflected a wide range of approaches to incorporating environmental wellbeing into their CSR efforts, across multiple different industries.

The British Embassy in Laos hosted the inaugural Lao CSR Awards ceremony to recognize companies upholding the highest standards of CSR in their corporate strategies and implementing CSR activities which serve as models for the wider Lao business community. The winners of Lao PDR's first-ever CSR Awards, in two categories, are the Luang Prabang hotel **Angsana Maison Souvannaphoum** in the Large Business Category and our member **Discover Laos Today** in the SME Category.

Feb 2022 Responsible Business Conduct in Laos



On 17 February 2022, The European Chamber of Commerce and Industry, the Office of the Embassy of Canada, AustCham, the European Union and the British Business Group in Laos co-hosted the 3rd Responsible Business Conduct Forum with the goal of sharing their commitment to and best practices in corporate social responsibility (CSR), exchanging information on CSR policies, procedures and action plans to further support the government of Lao PDR in attracting and retaining quality investors

The RBC Forum, which attracted more than 100 participants online, saw business leaders share their experiences in implementing CSR activities with members of the Lao private sector, government officials, development partners, international organizations, and civil society. Sectors of focus for the full-day event included Mining, Agriculture, Renewable Energy, and Public Policy.

The 2022 RBC Forum featured a series of panel discussions which illustrated the benefits of a strong commitment to CSR. Participants heard that practical and cost-effective CSR measures resulted in sustainable consumption and production, enhanced employee benefits, and could be integrated into international mechanisms such as the Global Reporting Initiative. The forum highlighted that responsible businesses should incorporate CSR measures as part of their business strategy, and be informed by close consultation with local populations.

During the forum, participants discussed how to link principles of CSR tools and standards for green and inclusive economy to business action plans where a green growth strategy is applied to promote electric vehicles and public transports to pursue the emission reduction agenda.

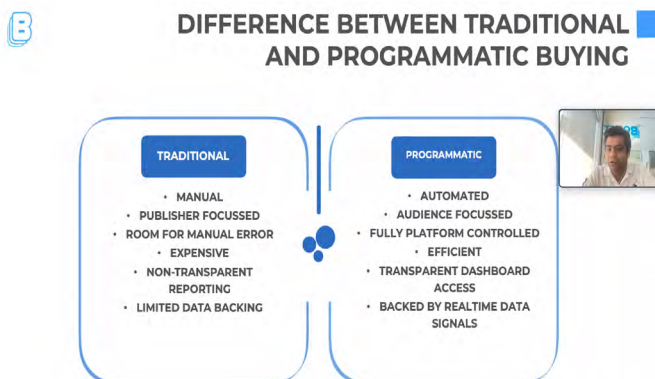
Feb 2022 Joint Survey: “The Lao PDR Foreign Investment Survey Report”



The Lao PDR Foreign Investment Survey Report was initiated as a joint initiative between five of the major foreign business Chambers in Lao PDR, including the Australian Chamber of Commerce, the British Business Group Lao PDR, the European Chamber of Industry and Commerce, the Japanese Chamber of Commerce and Industry and the Malaysian Business Chamber. With this initiative, the Chambers aim, every quarter of the year, to gain a snapshot view of foreign investor's experience

of doing business in the Lao PDR, and over time, through comparison of these snapshots, identify trends. This analysis will provide a strong evidence-based advocacy tool.

Mar 2022 Webinar on “Demystifying Programmatic Advertising”



ECCIL EuroCham Laos teamed up with Boost Digital, in partnership with Eskimi and Digital Monkey, to organize a webinar on Demystifying Programmatic Advertising, which mainly focused on how Programmatic advertising can help companies to generate demand for their products and services outside the walled gardens of social media using data, technology, and creativity. In the webinar, well-known digital marketing corporations had shared about programmatic adtech solutions, and how it could benefit Laos brands and businesses.

Apr 2022 Webinar on “Getting Ready to Export Agro-Biodiverse Products to Europe”



ECCIL EuroCham Laos teamed up with Asian Green Business Accelerator -AGBA organized this webinar to offer export promotion support to Lao agri-companies who were expecting and needed support or that have been preparing for export to EU Market. The EU market trend and requirements were presented and some details about Export Readiness Roadmap were discussed as well.

Apr 2022 Webinar on “Intellectual Property in Lao PDR”



In partnership with South-East Asia IP SME Helpdesk, ECCIL EuroCham Laos hosted the webinar, attended by over 40 persons, to share information of trade mark protection, parallel import issues and franchise. Our speaker presented an overview of the current IP issues in Laos, the reason why trade mark needs to be protected as well as an introduction of the regulatory framework. He also gave suggestions and advices for those who were planning to launch a franchise in terms of setup and licensing.

ECCIL Trainings

Dec 2021 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.

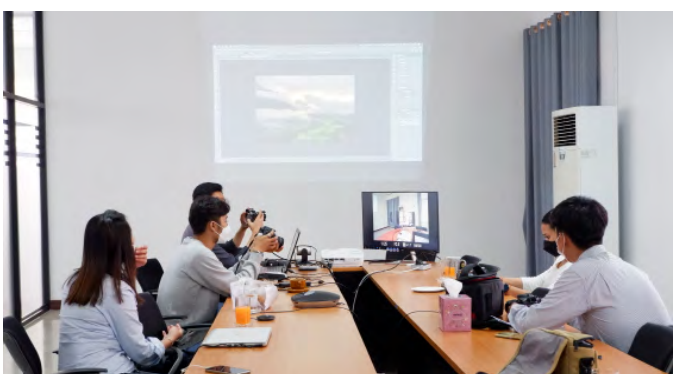
Mar 2022 Inhouse Training on “Planning, Monitoring and Evaluation”



ECCIL EuroCham Laos organized an inhouse training on “Planning, Monitoring and Evaluation” for our platinum sponsor, BFL BRED Group’s officers. The training aimed to strengthen the capacity in planning, controlling and evaluating working plans. The session covered leadership development, working analysis, routine planning and planning for projects. Experiences gained from using modern planning tools had been shared by an

expert from Thailand, Dr. Nara Kittimettheekul, who specializes in human resource development. Additionally, the trainees learned to apply methods appropriate for its particular scale of operations.

Mar 2022 Training on “Photography for Business”



ECCIL EuroCham Laos provided the unique photographic training geared for businesses and organizations. Attendees had gained the fundamentals of photography to support their job and businesses, by learning the basics needed to take excellent photographs, from the first step (how to choose the right camera for the job) until the last step (photo editing). Thanks to all attendees for their active participation and for joining the training.

Mar 2022 Training on “Power BI”

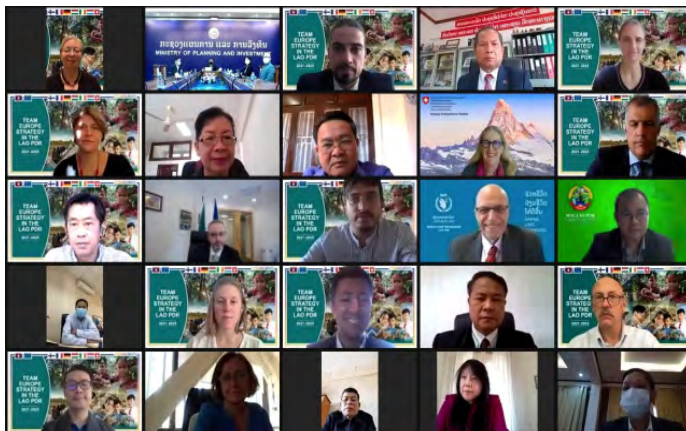


ECCIL hosted a 3-day training to German Cooperation (GIZ) project managers on the use of Power BI, providing by our newest junior Member Sylvain Dorey, with the following program: Creation of a project monitoring dashboard Establishment of an operational data collection pipeline in several provinces Definition of best practices for data management and visualization.

ECCIL at Work

Dec 2021

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 (NSED). 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.

Dec 2021

Executive Committee Online Meeting of December 2021



Thiane Khamvongsa, the newly appointed Executive Director, hosted the board meeting for the first time. The Executive committee discussed several topics such as upgrading the Chamber's website and moving to the CRM platform Glue Up. The Executive director updated the board on the Chamber's activities, such as the Quaterly Joint Survey on Business Sentiment, co-organized with Austcham, BBG and the Japanese and Malaysian Chambers in Laos, and the launches of 2 business awards this month:

the Corporate Social Responsibility awards jointly organized by ECCIL, Austcham, The Office of the Embassy of Canada and the British Business Group, and the best Employee and Customer Experience awards co-organized by ECCIL and its Platinum Sponsor Prudential. The board also agreed to change and improving the accounting system hiring a service provider, discussed the outcome of the audit for the Support to European Business in South East-Asia Market (SEBSEAM) and approved

Jan 2022

Executive Committee Online Meeting of January 2022

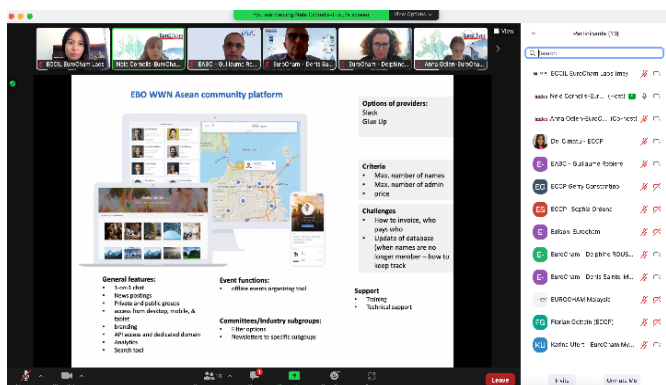


87th Executive Committee

Wednesday, 26th of January 2022

ECCIL EuroCham Executive board met on the 26/01/2022 for the 87th board meeting during which they discussed the new accounting system, the financial outlook to 2026 and the migration to the CRM platform Glue Up. The Executive director presented the proposed base budget for 2022, the findings of the audit of the EU project, the conclusion of the GIZ project, the cost of the relocation to the new offices and expected outcome. The board also reviewed the bill of authority and an internal communication chart.

Feb 2022 Regional Coordination meeting for EBOs in ASEAN Q1 2022



All 9 EuroCham of the ASEAN region met online for the regional coordination meeting for European Business Organisation in ASEAN Q1 2022. Each Chamber gave an update of the pandemic in their respective country and its consequences on the opening of the borders, then gave a brief summary of their planned activities for 2022 and what could be done in collaboration with other Chambers in the region. A demonstration of Slack has been done as the Chambers are progressing on the creation of an ASEAN intranet social networking platform.

Feb 2022 Business Networking



As Executive Director of ECCIL EuroCham Ms Thiane Khamvongsa is an Honorary Member of the CFA which stands for “Club Français des Affaires”. She attended the French Business Club networking evening on Wednesday February 23th, which was sponsored by our Platinum Member BFL. Mr Nicolas Kinzelin, President of the CFA and board Member of ECCIL EuroCham, Mr Stephane Urbain Director General of BFL and H.E Mrs. Chhuor, Ambassador of France also joined the event.

Feb 2022 Executive Committee Online Meeting of February 2022



The Executive Board met on the 24/02/2022 at ECCIL EuroCham offices and was also simultaneously organized on Zoom. The Executive Director presented the new organisation of the Executive Team, gave the board an update on the Members list, on the EU audit and on the activity plan 2022. The treasurer also presented the financial situation as of end of 2021, and the P&L of the first month of 2022. The board confirmed the modification of Members Fees (Junior Member's fees raised to 100 USD and Gold

Sponsor fees lowered to 2000USD) and voted on postponing the General Assembly from 31/03/2022 to end of May, in order to have the result of the EU audit and to be able to finalize the budget 2022.

Mar 2022 Kick off Meeting Food Safety Survey

CONSUMER QUESTIONNAIRE
Food safety risks

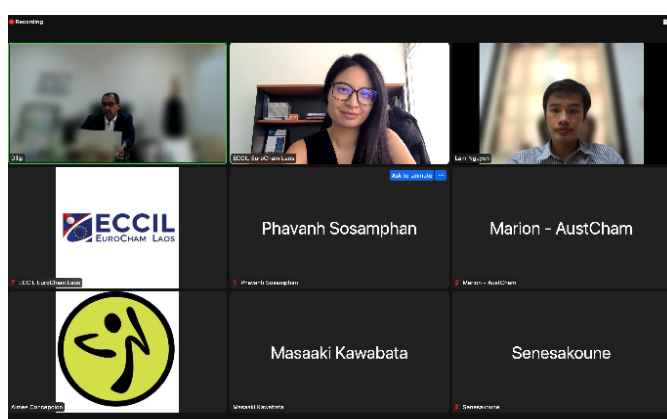
Dear Respondent,
We would like to ask about your perceptions about food safety. The questionnaire is anonymous. The statistical processing also guarantees that individual persons cannot be identified. This survey serves research purposes to help the work of the Department of Livestock and Fisheries, Ministry of Agriculture and Forestry. Thank you very much for the cooperation!

Please give a grade from 1 to 10 according to the level you agree with the statement. (1-10)
1 means: I don't agree at all; 10 means: I totally agree

Statement	Grade
V.1 Special food can cause illness	①②③④⑤⑥⑦⑧⑨⑩
V.3 Any bacteria in foods are harmful for your health	①②③④⑤⑥⑦⑧⑨⑩
V.6 Some moulds can cause illness when found in food	①②③④⑤⑥⑦⑧⑨⑩
V.5 Most of the illnesses are caused by bacteria and viruses	①②③④⑤⑥⑦⑧⑨⑩
V.6 Illnesses usually have a spiritual cause	①②③④⑤⑥⑦⑧⑨⑩
V.7 I believe that eating safe food is part of being healthy	①②③④⑤⑥⑦⑧⑨⑩
V.4 Heating food thoroughly reduces the risk to get ill	①②③④⑤⑥⑦⑧⑨⑩
V.5 Cooling food helps to preserve the safety for longer time	①②③④⑤⑥⑦⑧⑨⑩
V.10 Freezing kills bacteria and viruses	①②③④⑤⑥⑦⑧⑨⑩
V.4f If the food looks good and smells good, it is safe to eat	①②③④⑤⑥⑦⑧⑨⑩
V.4f I am able to protect myself from food borne illness	①②③④⑤⑥⑦⑧⑨⑩
V.4f It is good to have knowledge on bacteria and viruses in food	①②③④⑤⑥⑦⑧⑨⑩
V.4f I am more careful about food hygiene than most of the other people	①②③④⑤⑥⑦⑧⑨⑩
V.4f My family and friends are careful about food hygiene	①②③④⑤⑥⑦⑧⑨⑩

ECCIL, and its member Vitafort Agro Asia Co.,Ltd. are collaborating on the administration of a food safety survey for the Hungarian Tied Aid Project for the Department of Livestock and Fisheries, Ministry of Agriculture and Forestry. ECCIL EuroCham Laos shall complete the consumer survey for 500 people in Vientiane Capital to measure the public understanding of food safety from demographics of all age groups and all levels of education, men, and women alike within the months of March/April.

Mar 2022 Roundtable Meeting on The Amendment of the Law on Tax, No. 01/NA



As part of the advocacy activity, the roundtable meeting is a platform for members to discuss, make suggestion and joint efforts under the umbrella of the Chamber. This meeting moderated by Board Member Dilip Jesusathan and with the participation of several members, partners and sponsors such as RMA, Unilevers, Toyota and AustCham, was focused on the application of the VAT reduction and its consequence for companies that have carry over inventory from the year before. Outcomes from the roundtable discussions are used for the production of a position papers, that will

be submitted to the line ministries and related authorities, and as base for requesting a subsequent meeting with the tax department at the Ministry of Finance.

Mar 2022 ASEAN Access Match



ECCIL EuroCham along with partners AGBA and EDC, were introduced to the ASEAN Access Match, a platform that offers registered users the chance to participate, free of charge, in virtual cross-border matchmaking and market information events, as well as practical knowledge workshops. The project opens new doors to the world of international trade and ECCIL is in the process of on boarding on this new partnership and is eager to offer the service to its members. ASEAN Access MATCH can help them find new business partners and opportunities, and information about new

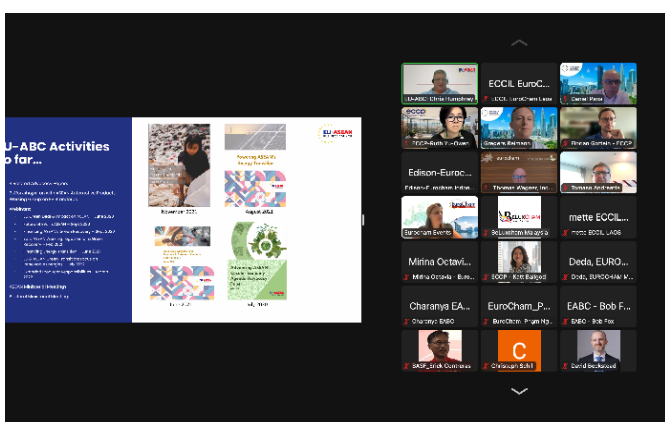
markets through market information webinars and virtual business matchmaking events in the ASEAN region, and allow them to meet with companies and find new business opportunities through pre-booked 1-2-1 meetings.

Mar 2022 Luang Prabang Corner



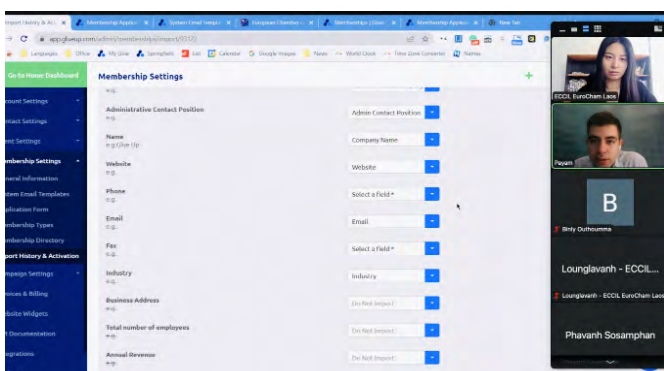
ECCIL EuroCham's activities are expanding to Luang Prabang. The Chamber's President, Peter Fodge, Board Member Dilip Jesusathan, and Executive Director Thiane Khamvongsa were in Luang Prabang for the launch of the Luang Prabang Beer from our valued Member Lao Brewery Co., Ltd. The Chamber also hosted an impromptu sundowner on March 13th, sponsored by Best Telecom at the future Sushi Q location on the Mekong riverbank and welcomed 3 new members in Luang Prabang.

Mar 2022 Roundtable On Green Sustainable Energy



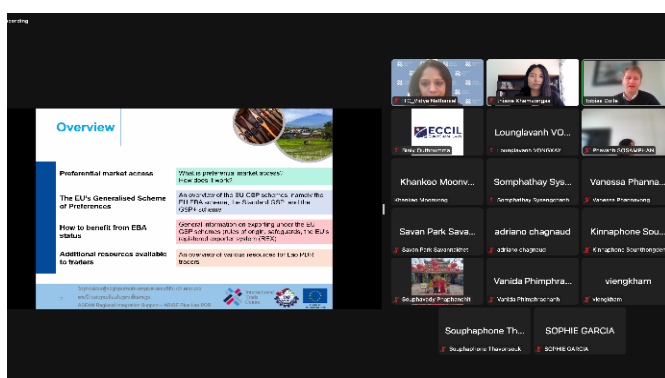
Board Members Mette Boatman and Vice-President Ferenc Levai represented ECCIL EuroCham to the EU-ASEAN Business Council (EU-ABC) Roundtable On Green Sustainable Energy. EU-ABC is the primary voice for European business within the ASEAN region and regular coordination meeting and roundtable are being held with the 9 EuroChambers of the ASEAN region. The roundtable on Green Sustainable Energy is an internal discussion among Asean Eurochams to explore, learn and discover from the approach and experience in each country.

Mar 2022 Glue Up training

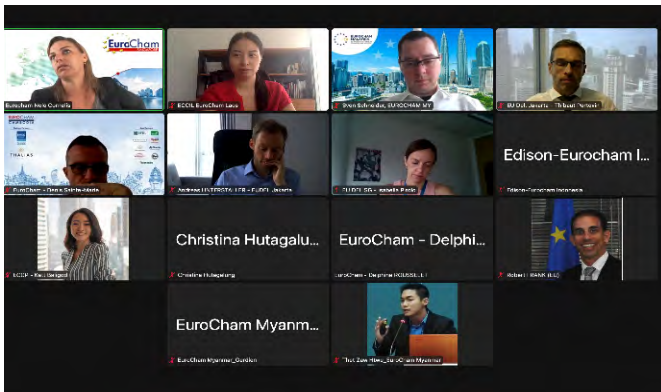


ECCIL EuroCham is planning to migrate to the new CRM platform Glue Up and have started training its staff. The migration is planned for end of May and all ECCIL EuroCham Members will be able to use the all-in-one CRM platform to communicate with the other members, and to navigate through events and memberships.

Mar 2022 Export to EU under EBA scheme



ECCIL EuroCham has teamed up with ITC, under the scope of the ARISE Plus Lao PDR project, to organize this 3 days training programme, to help entrepreneurs in Lao PDR understand the opportunities available for Lao PDR under the EU's EBA scheme, and how exporters can effectively make use of these benefits to access the EU market.

Mar 2022 EBOWWN

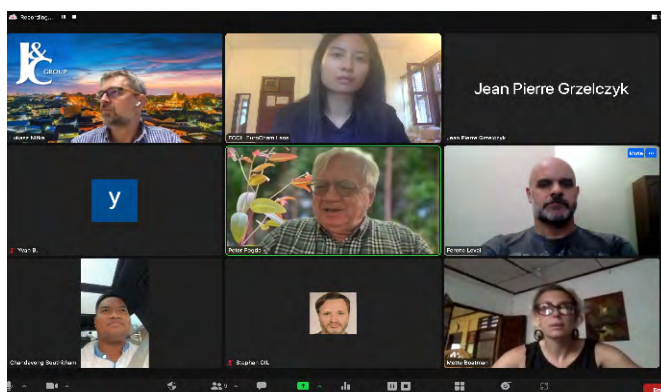
The European Business Organizations and namely all 9 Eurochams of the ASEAN region had a co-ordination meeting with Mr Thibaut Portevin, Head of Cooperation of the Delegation of the European Union to ASEAN. The meeting allowed the EuroChams to be briefed with an overview of the projects and collaborations from the EU side and to exchange about potential opportunities to continue the dialogue on regional cooperation in the coming months, with potential consultations to organise on future economic connectivity projects building on ARISE+, and on the development of regional Team

Europe Initiatives (Green TEI / Connectivity TEI). There is willingness on both sides, the EU and the EBOs to work together and be more aligned in terms of the projects.

Mar 2022 Discussion on VAT with Department of Customs

Department of Customs led by the Deputy Director General, Mr. Phaithoun Thienglamay had warmly welcome ECCIL EuroCham for the first official meeting regarding VAT issues on 25 March 2022 at the Tax Department. The meeting was attended by EuroCham board members Mr. Lukasz and our sponsors RMA and Unilever. Some issues gathering from the latest Roundtable meeting hold on 21st March 2022 (focused on “The Amendment of Some Articles of the Law on Tax, No. 01/NA”) had been highlighted and talked through the meeting. The reduction of the VAT

rate from 10% – 7% is strongly appreciated but the timeframe of the implementation, namely the impossibility to carry over VAT return for the year 2022 has caused difficulties to the private sector. The department, on behalf of the Ministry of Finance and the Government of Laos acknowledged the issues and both sides had opportunities to share issues and exchange ideas. The Tax Department also introduced the new VAT facilitation mechanism for the private sector which could provide advantages and facilitate private sector in terms of Customs and Tax matters especially for Import-Export businesses which the department strongly encourages private sector to join the system.

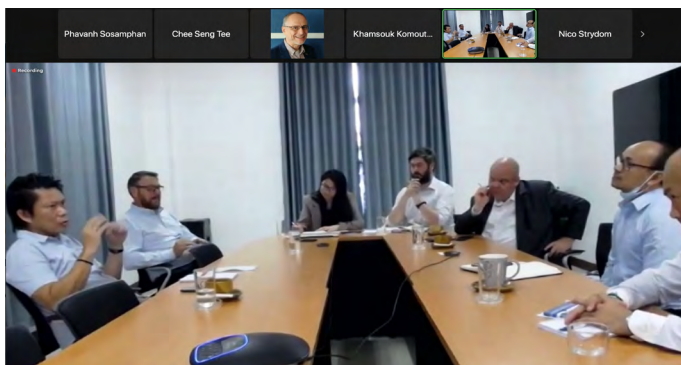
Apr 2022 Executive Committee Online Meeting of March 2022

The monthly Executive Board Meeting took place on the 7th of April, with 8 Board Members out of the 11 present. The Executive Board discussed the financial results of the first months of 2022 presented by the Treasurer, as well as the presentation of the 2021 financial results at the next ECCIL EuroCham General Assembly planned for end of May. Focal areas & committees group reported on their actions in advocacy and strategy meetings. The Executive Director presented the situation on ECCIL funding, the operational

report of the month, the action taken for the Chamber development and the planned activities for the year.

May 2022

Roundtable on The Notification from the Ministry of Public Works and Transport Cabinet Office No. 04718/MPWT



ECCIL EuroCham Laos, and its partners AustCham and the British Business Group hosted the roundtable meeting and moderated by Thiane Khamvongsa, Executive Director of ECCIL EuroCham and David Ormsby, Executive Director of Austcham with the starting point of conversation on issues related new restrictions that could affect the private sector especially businesses requiring import-export process.

May 2022

Europe Day



ECCIL EuroCham Executive Director Thiane Khamvongsa has attended the celebration of the 72nd anniversary of the Schuman Declaration on May 9th, 2022, along with EU Ambassador Ms Ina Marciulionyte, Germany Ambassador Annette Knobloch, French Ambassador Mme Siv-Leng Chhuor, the Vientiane Modernist team following their very successful exhibition and many attendees from civil society and government.



May 2022 Supporting Our Platinum Sponsor, Savan Logistics



Savan Logistics Co., Ltd, who has again renewed their Platinum Sponsorship this year, has signed an MOA with the Faculty of Engineering of Savannakhet in Academic Cooperation on Logistics & Transport in Savannakhet Dry Port. The ceremony was held on May 11th 2022 in Savan Seno Special Economic Zone C (Savan Park SEZ) with opening speeches from Savan Logistic CEO and ECCIL EuroCham's Vice President Jean-Pierre Grzelczyk, H.E Mr. Viengsavanh Siphandone, Minister of Publics & Transport, the DDG of Ministry of Education & Sport, Dr Soulinhong Xaykozy, acting President of Savannakhet University, Mr. Viengthavisone Thepphachanh, the vice governor of Savannakhet Province and Mrs Phoumxaydavone Xomboonsack Vice-Dean of the engineering faculty, in presence of high ranking government officers and business community including several ECCIL EuroCham Board Members, its Vice-President Ferenc Levai, Executive Director Thiane Khamvongsa, French Ambassador Siv-Leng Chhuor and CFA president Nicolas Kinzelin. ECCIL EuroCham heartily congratulates Savan Logistics Co., Ltd for the opening of the Academic Centre for Logistics and Transports, and wish it all the success!



Sponsors and Members visits

Dec 2021

Visiting Sponsors and Members in December 2021

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. She also visited and wished a happy holiday season to our Platinum Sponsor **AIF Group**, Silver Sponsors **Uniqtek** and **APA**. They discussed how EuroCham can support them with their new business products and services. We look forward to working with our sponsors and supporting each other to "connect for growth".



Jan 2022

Visiting Ministry, Sponsors and Members in January 2022



Our Executive Director has been visiting members, sponsors and partners this month, to personally introduce herself, talk about their plans or concerns and how the Chamber can best support their business goals, and last but not least, to wish them the best for 2022 with a gift basket. She congratulated Silver Sponsor, **ANZ Bank** for winning the Best Employee Experience award and congratulated Platinum sponsor **Prudential Lao** for initiating this excellent initiative. She expressed the wish to maintain and further the working relationship with the Ministry of Foreign Affairs, EU and American department in a meeting with Director General, Mr. Mayboua XAYAVONG; renewed the long-lasting collaboration with Our Gold Sponsor **Crowne Plaza Vientiane**, and discussed at length with **RMA Group** about the Amendment of the articles of Law on Taxes No.01/NA, a subject on which the Chamber drafted a letter to the Ministry of Finance, Department of Tax on behalf of our Members.



Feb 2022

Visiting Members in February 2022



AP Medical which expected to expand its business to produce more types of medical product in the near future. Ms. Somphathai and Ms. Lounglavanh also discussed about further cooperation in terms of communication and events between AP Medical and EuroCham Laos in the future.

Our Executive Director and our External Relation Officer visited our Silver Sponsor **AP Medical**, a manufacturer of medical product situated at Naxaythong District, Vientiane Capital. AP Medical is known as a domestic factory that produce not only an international quality medical face mask but also include alcohol hand sanitizer and wet wipes for the Lao domestic market. Our External Relation Officer Lounglavanh Vongxay discussed at length with Ms. Somphathai Manyath, Secretary of the Chief Executive Officer (CEO) about current situation and the future plan of



The Bottling plant, distribution center and Sales office are established in Vientiane Capital while having the distribution network include partners in the provinces of Khammouan, Xayabury, Luang Prabang, Oudomxay, Luang Namtha and Vientiane Province.

Our Executive Director and our External Relation Officer visited our Silver Sponsor **Lao Coca Cola Bottling Co., Ltd.** Lao Coca-Cola Bottling is an authorized bottler of the Coca-Cola Company. The Company was established in year 2012 and opened the first factory in Laos back in 2015 and is the 10th factory in ASEAN, the 1,006 worldwide. The company has a strong commitment to develop human resources in terms of production, offering high quality and safe products for customers' satisfaction.



Our Executive Director received the visit of our member Unilever Laos at ECCIL EuroCham's offices. Mr Siaosawat Dejvongsa, Senior External Affairs Executive for Unilever presented the company's activities to the newly arrived Executive Director. **Unilever Laos** has recently been honored with the national 'Top Business Leader for Year 2021 Covid-19 Response Award' by the Laos National Chamber of Commerce and Industry. Amid the pandemic, the company has achieved its business results with top performance and continued to provide jobs and economic development in the country.

This led Unilever Laos to receive a certificate of appreciation on outstanding performance tax contribution to the Laos government in 2020. Additionally, Mr Dejvongsa and Ms Khamvongsa discussed several topics raised by Unilever such as the issue of parallel import, which is a subject that ECCIL EuroCham plans to focus on further, namely with a seminar by end of March on the theme of IP and trademark protection enforcement in Lao PDR.

Feb 2022

Visiting Members in February 2022



Our Executive Director and our External Relation Officer visited our Silver Sponsor **Burapha Agroforestry Co. Ltd.** Burapha operates a sustainable agroforestry plantation model in four provinces of central Laos. Executive director Thiane Khamvongsa met with Ms Sophayvanh Thiengchanxay, Deputy Chief Operation Officer, and congratulated her for Burapha's inspiring initiatives that got them short listed in the CSR awards this year, namely for being at the forefront of combating climate change.

Mar 2022

Visiting Members in March 2022



During the month of March, our Executive Director visited **Krungsri** who renewed their membership with the Chamber. The Bank of Ayudhya PLC "Krungsri" opened its door in Lao PDR in 1994, with its first branch opened in Vientiane in 1994 followed by the second branch in Savannakhet in 2009. Krungsri has been offering a wide range of banking services to our domestic and international client since 1994. They specialize in providing corporate banking solutions in three major currencies LAK , USD,

and THB, including deposits, working capital, short to long term financing, foreign currency exchange (all major currencies), trade services, global payment, treasury products, payroll and consultancy services. We are grateful that they continue to choose us to support their business goals.



Our Executive Director and External Relation Officer also visited **Nam Theun 2** who renewed their Silver Sponsorship to the Chamber. NTPC is a Hydropower company in Lao PDR that built and operates the Nam Theun 2 Hydroelectric Project for the first 25 years of its operation. NTPC is dedicated to running a world class hydropower facility and to improving the living conditions of people in the areas around the project. With the prime objective being to generate electricity by capitalizing on the natural features of the Nakai plateau, the project made sure that keeping the balance of the surrounding ecosystems, human activities and environmental harmony was the key components. The Nam Theun 2 project incorporated a multitude of environmental and social projects aimed at assisting and supporting those impacted by the project in matters such as health, education, housing and vocational training. Infrastructures such as access to roads, electricity, access to clean water and healthcare have been provided to the communities upstream of the power station to accompany them in their new life.



Sponsors & Members

New Sponsors from January to May 2022.

ECCIL EuroCham Laos is pleased to announce its new Sponsors and members of 2022.

Platinum Sponsor.



Founded in 1992, **Agroforex Company** specializes in the development of various native natural resources, planted and cultivated, from initial processing for export, to Europe but not only. Starting from a pioneering approach to Responsible and Ethical Development, this integrates the social and environmental dimensions, means an in situ presence with the village communities and continuous monitoring.

Main conventional and EU/NOP certified organic products: Benzoin Siam and derivatives, Benzoe tonkinensis (PHEUR2158), Royal cinnamon, Agarwood oil under CITES, Orthosiphon (PHEUR1229), etc. Main user industries concerned : pharmaceuticals (human and veterinary), food flavourings, aromatherapy, cosmetics, perfumery (fine and functional), etc.

Gold Sponsor.



Unilever Laos is the multinational consumer goods company and has been pioneers, innovators and future-makers for over 120 years. Unilever brands give the company a unique opportunity to create positive change, to grow their business, and to achieve their purpose of making sustainable living commonplace. Unilever's values define how they do business and interact with their colleagues, partners, customers, and consumers. Their four core values are integrity, responsibility, respect and pioneering.

New Members from the 1st quarter of 2022.

Windsor Accounting Consultancy Service



The very first corporate Member of the year 2022 is **Windsor Accounting Consultancy Service**. The company has over 12 years of experience in accounting, taxation, business planning. The company management and employees have extensive practice with real-world implementation in various industries and types of businesses and offers a wide range of services such as bookkeeping, tax compliance, business planning and financial projection, accounting internal control and system set up, training and capacity building.

TA DAM Energy Consulting



TA DAM Energy Consulting is an independent company created in 2016 with activities in the energy sector extended to Engineering, Construction Supervision, Project Management, Project Staffing, Operation & Maintenance Support mainly in the sector of hydropower plants, solar power, water and transport infrastructures. Founded by a Lao civil engineer and 3 French hydro mechanical engineers, each capitalizing decades of experience in the country, Ta Dam Energy Consulting describes itself as “A Lao company with international know-how”.

While Lao PDR is taking key steps to harness its hydropower potential in a bid to become the “Battery of Southeast Asia”, the country aims to implement a policy on sustainable hydro-power development as well as increase access to electricity by grid extensions and off-grid rural electrification. End 2019, nearly 10 GW of power generation capacity were installed. As per the Laos Power Development Plan, the country’s hydropower capacity is expected to reach over 14 GW by 2025. TaDam believes that hydropower and solar power associated with water & transport infrastructures are one of the most important and reliable vectors of economic and human development.

To be entirely successful, a hydropower development must comply with Social, Environmental & Sustainability challenges and be business inclusive with the local communities. The company offers consulting services to support clients during all phases of their projects and is committed to innovation and achieving the highest safety standards on all our projects, using Integrated Management System and proven cutting-edge technologies and safety practices.

LMS Co., Ltd



WHY LMS?



Unlike traditional training our subject matter experts (SMEs) work onsite with the organizations on live projects.

The SMEs facilitate employee learning by providing the tools and demonstrating the usage of these tools in live scenarios.

LMS is a network of experts who’s goal are to develop the professional capacity of Lao PDR to international standards through training business consulting and people management. ECCIL EuroCham has been partnering with LMS in providing soft and hard skills trainings to build the capacity and boost the productivity at the workplace and personal life. LMS’s motto is that a healthy work and personal environment fosters growth. The company provides solutions to organisations seeking to develop a positive nurturing environment for the team and leadership. ECCIL EuroCham is grateful for LMS choosing us to support their business goals and is looking forward to continuing to work closely with them and to organize more trainings and workshops in the near future. Please visit their Facebook page: [Laomanagementservices](#) to learn more about their services.

Sylvain Dorey



Our first Junior Member of 2022, **Sylvain Dorey** is a French independent consultant living in Lao PDR who helps companies in both Lao PDR and in Europe on their digital transformation, with the right software solution for the job. He is currently revamping the internal audit processes of the L'Oréal group in Paris, and implementing and maintaining World Education internal project management system in Vientiane. Sylvain offers strategic consulting on technical solutions as well as hands-on implementation and deployment.

Discover Laos Today



We are very pleased to welcome **Discover Laos** as our new Corporate Member! ECCIL EuroCham has been expanding in Luang Prabang during these past months, and our newest member is a licensed land tour operator based in Luang Prabang, supported by the Laos Tourism Board. With more than 10 years' experience in the tourism arena, the team at Discover Laos are made up of travel enthusiasts, avid thrill-seekers, adrenaline-junkies, photography hobbyists and specialists of leisure, adventure and discovery. ECCIL EuroCham is particularly proud to be supporting a company with a strong CSR program. Our Executive Director and our President visited the

company's office in Luang Prabang to discuss their future projects and ventures and were shown their impressive fleet of Electric Vehicles.

Discover Laos Today is also this year's Winner of the Corporate Social Responsibility awards. The company has been heavily involved in the protection of Lao's endangered turtle species through its work in building and funding an insurance colony. There, the turtles are being protected from the wildlife trade and bred to ensure the survival of their species. The turtles are cared for by world-renowned herpetologist Nathanael Maury, who breeds the turtles in specially designed enclosures on the outskirts of Vientiane.

Many of the turtles being cared for are critically endangered and without drastic changes they will soon become extinct in the wild. It is the hope of Discover Laos Today that a sustainable breeding population can be established which will allow the turtles to be relocated to a separate educational facility, to preserve the isolation of the breeding centre and to increase the awareness of their plight to tourists and the general public. The long-term goal of the sanctuary is the eventual release of the turtles into the wild, once effective safeguarding mechanisms are in place.



The Lao Friends Hospital for Children



ECCIL EuroCham is very proud to welcome this very special member in our family! **Lao Friends Hospital for Children (LFHC)** is situated in Luang Prabang and is the only Free Pediatric Hospital in northern Laos. Its mission is to provide free, compassionate medical care to the children in Laos, creating community health education programs, and by training local healthcare professionals.

Laos has the highest child mortality rate in the region and a very high poverty level. The 170-strong team is operating a 37-bed hospital with a surgical suite, 24-bed neonatal unit, ER, laboratory, pharmacy and an outreach program for about \$2.4 million.

In terms of sustainability, LFHC is training local clinicians both inside the hospital and in other districts with the goal of improving the quality of healthcare throughout the country, particularly in the north. Their goal is to have the hospital run by these clinicians within the next ten years. Their motto is “This is an hospital by Lao people for Lao people”. ECCIL EuroCham is looking forward to support them in their honourable mission. To learn more about LFHC, read our exclusive interview with Pierre BOISMARD, Director of Development of LFHC on page 34.



	TREATMENT Almost 150,000 children treated since 2015.
	EDUCATION A four-year pediatric training program initiated at Lao Friends Hospital for Children.
	PREVENTION LFHC's Outreach Team traveled almost 19,000 miles , often on dirt roads, to deliver healthcare to 334 children in 2020.

Dam Dam coffee



Welcome to **Dam Dam** coffee as our Newest Member this month! Dam Dam describes itself as a “slow coffee bar” and mainly focuses on Lao specialty coffee and artsy vibes. For its founder, David Viron, mutual trust among the community is crucial in the coffee industry and Dam Dam establishes foundations through knowledge and positive community. Quality and empathy are the main mottos. Dam Dam sells anything coffee in its shop in Vientiane, and often collaborates with local artists and hosts exhibitions at the café. Dam Dam is also one of the co-founders of Indie, an independent initiative run by a Lao coffee community to share quality, ethic and have fun who launched an indie coffee fair in Savannakhet.



Saffron Coffee



We are very pleased to welcome **Saffron Coffee** in our community! EC-CIL EuroCham has been expanding in Luang Prabang during these past months, and our newest member is a profit-for-purpose company which motto is “Quality coffee, grown right”.

Saffron Coffee was born in 2006 and currently directly trades and sustainably sources ripe coffee cherries from the organic micro plots of over 800 hill tribe families from more than 30 villages across 4 provinces. Their purpose of is to support smallholder farmers to grow coffee in such a way to meet their individuals needs and their desire for a consistent, reliable cash crop.

Steady development over 12 years has allowed Saffron to establish credibility and trust amongst the local stakeholders especially as the social and financial benefits enjoyed by the impacted villages are tangible, evidenced and transformational. At all stages of the supply chain, Saffron is committed to minimising environmental impact and maximising benefit for farmers and staff.



Saffron now processes 12-15 tonnes of green coffee per year and distributes more than 8 tonnes of roasted coffee per year to hotels, restaurants, and guesthouses in northern Laos, and the remaining tonnes are barista-brewed at two locations of Saffron Coffee shop Espresso in Luang Prabang. The company plants over 30,000 new trees each year with partner farmers. To learn more about Saffron Coffee, please visit: Facebook: [@SaffronCoffee](https://www.facebook.com/SaffronCoffee) / Website: <https://saffroncoffee.com>

Rattana Smile Dee



ECCIL EuroCham is very pleased to welcome **Rattana Smile Dee** as our new SME Member this month! Rattana Smile Dee is situated on the Mekong Riverbank in Vientiane and is operated by a couple of Lao French entrepreneurs, Rattana and Phonephet. Both were born and raised in Lao PDR and have lived and cumulated 35 years of professional experience in France. They took over the restaurant in 2014, where they offer lao traditional dishes as well as occasional French cuisine. They coupled it with an airBnB a year later, and added a wine shop to the venture, with an exclusive collaboration with Chateau Lagrezette Wines, one of the finest French Malbecs from Southwest of France.

They worked with the 500-year-old Chateau Lagrézette, and their vineyard cultivated since the 15th century, importing and selling a wide range of white, rosé and voluptuous red wines – from the flagship Chateau Lagrézette to the luxury cuvée Le Pigeonnier. Later on, they diversified with other imported French products (cold cuts, foie gras) and added several wines and spirits to their catalogue. Learn more about Rattana Smile Dee at: <https://www.facebook.com/Smile-Dee-406161352890429/> <https://www.chateau-lagrezette.com>

Sophie Garcia



Sophie Garcia is a French fashion designer who was trained at the Chambre Syndicale de la Couture Parisienne, and has a long standing love relationship with Laos. Since a first trip to Laos where she discovered inspiring details of modernist architecture that adorn period houses, she has since been established in Vientiane where she specialized in creating clothes whose cuts are inspired by the lines, folds and draping of traditional local outfits. All the models are thought out, drawn and patterned by her hands in her workshop in Vientiane and her collections are all hand-made in Laos, with pattern details inspired by Southeast Asia modernist architecture that she reinterpreted in textile patterns, topstitched or woven by hand in a traditional workshop. The raw materials are carefully sourced during her travels in Southeast Asia, always in search of noble and quality fabrics by favouring natural fibers for ethical and sustainable fashion.



Representative Office of Scan Global Logistics (Singapore)

**SCAN GLOBAL
LOGISTICS**

ECCIL EuroCham is very pleased to welcome **Scan Global Logistics** into our family. Scan Global Logistics is a global full-service logistics provider, who excel in uncomplicating logistics through tailored solution made by skilled specialists, problem-solvers and passionate entrepreneurs.

At Scan Global Logistics, they “make the world a little less complicated”. The global logistics organization, with employees and partners all over the world, has a leading position in the Nordic market, and their global transportation network enables their clients to reach even the most remote corners of the world. By bringing a human approach to everyone everywhere, they combine know-how and entrepreneurship to make the small difference that truly matters.



For over 30 years, they have been developing a flexible organization that is geared toward providing personal advice and tailor-made logistics solutions. As Experts in logistics, they know about processes that will ultimately make their clients' day easier and more effective. EuroCham greatly values the arrival of Scan Global Logistics on the Lao market and is looking forward to work closely with them.

Lao Consulting Group

We are very pleased to welcome the **Lao Consulting Group Ltd** as part of our family. LCG is a leading Lao-owned and Lao-managed consulting company that provides project implementation, engineering and design services across all sectors of economic activity. LCG's services emphasize its commitment to the community and environment aiming to provide quality services until project completion and beyond with project information and data support throughout the project life cycle.



Their sector related services include Adaptation to climate change, Agriculture and Forestry, Building and Architecture, infrastructure and Urban development, Disaster Recovery and Resilience, Energy and Power, Environmental Management, Smart Cities, Tourism, Transportation and Logistics, Urban and Regional Development. Water and Sanitation, Water Resource Management. LCG offers services in Capacity Building and Training, Construction Supervision, Design Review, Environmental and Social Safeguards, Feasibility Studies,

Operation and Maintenance, Project Management, Studies and Investigations and Tender Assistance. LCG has 60 permanent staff of highly skilled men and women comprising both Lao nationals and expatriates, with a wide range of technical specializations and has had up to 100 contract consultants in the field in recent years. Visit LCG's website <https://www.laoconsulting.com> to learn more about their services.

Bolaven Farms



Bolaven Farms is a social enterprise based in Hong Kong and operating out of Lao and Papua New Guinea. They collaborate with smallholding coffee growers to monetize cherry quality and democratize wealth for community betterment. Their mission is to inspire thriving communities with great-tasting coffee made by good stewarding farmers. They aim to enable farmers to actualize the potential of their family farms with proven solutions to overcome the following historic barriers.



Bolaven works amongst farmers to conduct baseline survey and due diligence. They prepare farming groups to qualify for preferential loans, paving the way for them to produce great-tasting coffee using our Proceso Puro Circular System. EuroCham values their works and greatly appreciate their input and expertise in helping the communities. We look forward to continuing to work closely with Bolaven Farms.

AIF Group



AIF Group has renewed their Platinum Sponsorship again this year. AIF Group is of the biggest and most dynamic business group in Laos that is committed to maximize the benefit of our customers, employees, and all other stakeholders. A long time trusted partner of ECCIL EuroCham, the company operates in Laos, Cambodia, Myanmar, Singapore, Thailand, Vietnam in the business areas of Energy Utilities, Precious Metal, Construction, Property Development, Banking & Financial Services, Specialized Equipment, Telecom and IT Solution Services, Hospitality, E-Commerce and

Logistic & Delivery Services. Their motto is to constantly improve their business services by continuously investing into people, innovative ideas and technology. We are deeply grateful to them for continuing to choose us to support their business goals and thank them for being part of our family. For more information, please visit AIF Group's official Facebook page: [AIFGROUPLAOS](https://www.facebook.com/AIFGROUPLAOS) and website: <https://aifgrouplaos.com>

Tri Continental



Since 2012 **Tri Continental** represents international brands operating in the hospitality industry and participates in the development of the designs from the menu-covers or in-room directory for hotels and restaurants.

Tri Continental then diversified to launch a branch named Le Studio that works on design and marketing. The studio fosters Digital Creators and specialize in multimedia, 3D and animation, Web and graphic design and a diverse array of services aimed at a wide range of businesses. Over time they have accumulated experience on a varied array of projects involving yacht design, architectural models, promotional graphics, video editing, web design, virtual reality, and even the manufacturing of notebooks and furniture. Their philosophy is that, in an ever-changing world of evolving technology, it is of the utmost importance to adapt to the continually changing landscape. We are grateful for our long standing relationship with this amazing and creative company.



**MEMBERSHIP AND
SPONSORSHIP
OPPORTUNITIES**





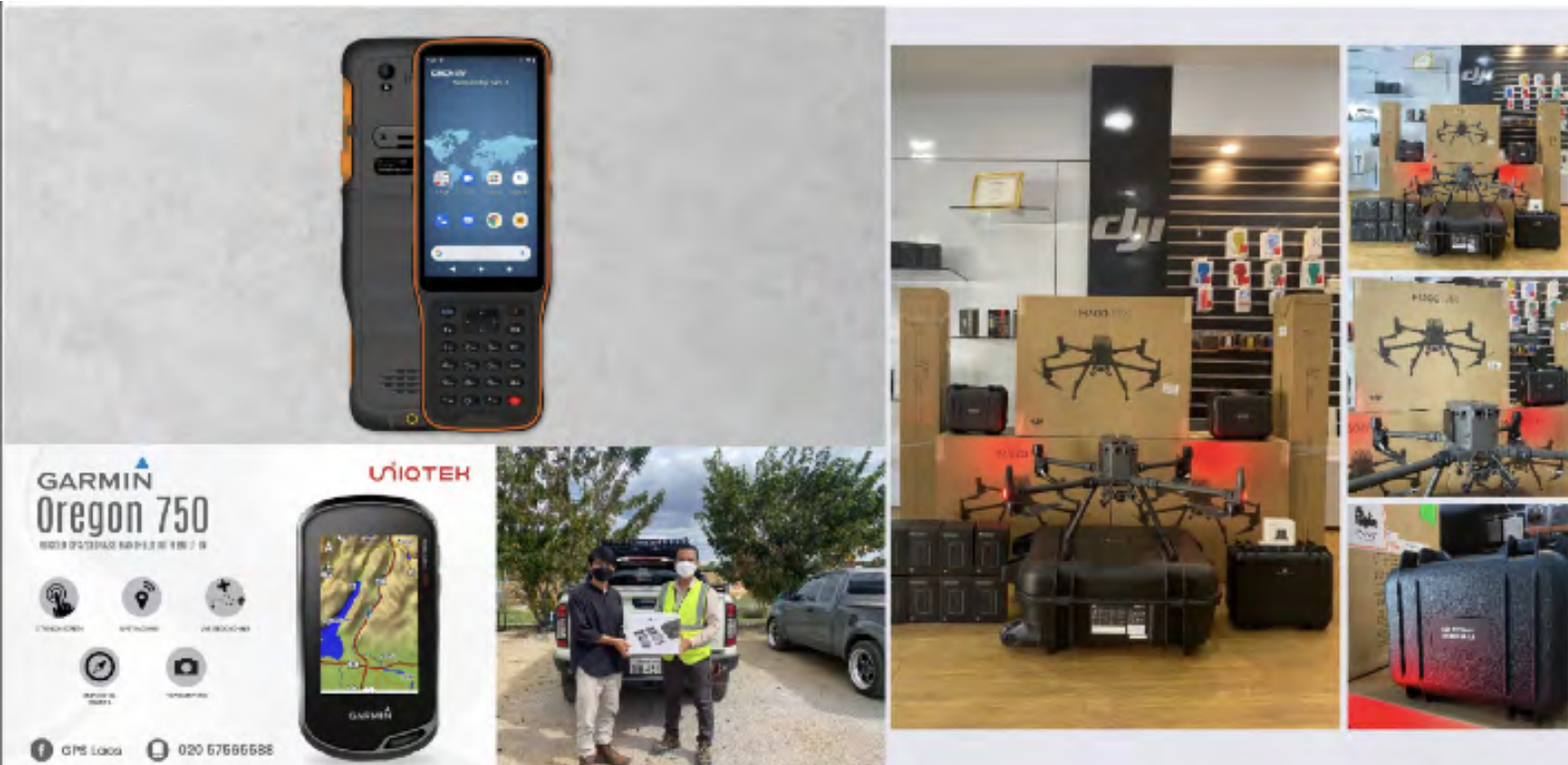
Thiane Khamvongsa
Executive Director

Dear readers,

We have now come to the last session of this special edition. EuroCham proudly presents to you some exclusive member interviews. You will learn a bit more about our Silver sponsors – Uniqtek and Phongsavanh Insurance (APA) and their line of work; and discover our newest and very special members from Luang Prabang – Lao Friend Hospital for Children and Discover Laos To-day. I take this opportunity to personally thank them for sharing with us their inspiring stories.

Enjoy reading!

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.

Member Story - Interview of Phongsavanh Insurance (APA)



ພົງສະຫວັນ ປະກັນໄພ (ເອພີເອ)
PHONGSAVANH INSURANCE (APA)



Could you please introduce Phongsavanh Insurance (APA) to our readers?

Phongsavanh Insurance (APA) Co., Ltd., also known as APA Insurance, was officially launched in 2016. It is part of the Phongsavanh Group of Companies and the first 100% privately-owned composite insurer (licensed to sell both life and non-life insurance products) in the Lao PDR. Our mission is to be the preferred and trusted innovative Insurance Company in Laos. Our vision is to create a reputation of professional insurance Company with customer core values at the heart of its operation and to deliver first class service in all our actions with clients.

What are the biggest strengths of your insurance company and what makes it different from the others?

At Phongsavanh Insurance (APA), our biggest strengths is the team. We work under One-Team-One-Dream slogan and this creates the strongest team work which is the most valuable asset of the Company. We love to be different from other insurers by providing bespoke insurance solutions after listening to what customers really need. We believe that each customer/business has different risk elements which means different insurance solution is needed. Thus, we think it's important to give the customers something they really value rather than a One Size fits all off the shelf solution.

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

Insurance was one of the first cost that people want to reduce or eliminate during the COVID-19 outbreak. We understood the situation well and decided to stand by customers' side. We came up with lower cost insurance in different products to serve the market and also provided free additional coverage to ensure all segments of the Lao population have acceptable access to insurance protection. A good example for lower cost insurance was our project called "We Care Hospitality" where we based our insurance premium on the occupancy ratio of hotels. We provided FREE daily allowance for customers who need to admit at hospital to ensure they continue to have income during their difficult time.

What would be the opportunities in doing business in Laos?

We think there are still lots of opportunities in doing business in Laos especially now that the country is re-opening. With lots of mega projects such as express ways, high speed train, smart city, etc. ongoing in the country, we can see that the country is still growing which creates lots of opportunities for everyone. For us, as a challenging insurer, we have to be prepared and equipped for the Digital era that is no longer be in the future but today. Many businesses are going online. We also do have online sales channel and we were the first insurer to let customers buy a life insurance online whenever and wherever they want to. We tested and learnt things all the time to ensure we capture each of the opportunity that comes effectively and efficiently.

Member Story - Interview of Phongsavanh Insurance (APA)



In 2022, APA won the Best Employee and Customer Experience Awards, and also received special award named Start-up Award from Asean Business Awards Laos 2021.



Do you have plans to extend your business?

Our business extension will not be in the forms of new office or new branch, but it will be more for Digital extension. We will utilize Digital smartly to help growing our business. By understanding customers' needs and their data, we can come up with new bespoke insurance products and coverages that help customers save their insurance cost and also help us expanding business properly.

What is your growing strategy for the next (5) year(s)? What are you next projects?

Digital will be our key focus in everything we do over the next 5 years. We are really excited about several new projects currently which will give us even better insight into what customers really want by linking with specialist in certain industries to learn more about what's really important to them as customers, we will then be-spoke solutions directly linked to their customer base. Thus, giving the customers something, they really value rather than a One Size fits all off the shelf solution as is evident in this emerging market.

Why did you join ECCIL EuroCham Laos?

It was not a difficult decision to join ECCIL since our first year till now as ECCIL has provided us a number of benefits being its Silver Sponsor. It gives us business presence, presents great networking opportunities, provides excellent resources and helps us stay up to date on various trends.

What does wining the Best Employee and Customer Experience Awards, in the category of Best Customer Experience means for you?

As per our slogan "you're not just another customer, we are not just another insurer", this proves that we really care for our customers and provide the best insurance solutions as per customer's requirements. Insurance is about Risk Management and we believe that each customer has different risk which means different insurance solutions is needed. So, we always try our best to provide the best customer experience working with Phongsavanh Insurance (APA).

Member Story - Interview of the Lao Friend Hospital for Children



Could you please introduce the Lao Friend Hospital for Children (LFHC) to the readers?

We believe every child has the right to a healthy and loving life. In 1994, photographer Kenro Izu witnessed a 7-year-old girl die because her father could not afford the \$2 cost of her medicine. Deeply troubled by what he had seen, Kenro founded Friends Without A Border. Friends Without A Border opened its first, pediatric hospital in the town where this girl passed away, Siem Reap. In 2015, FWAB, after handing over the administration to locals, opened its second free pediatric teaching hospital, Lao Friends Hospital for Children (LFHC) in Luang Prabang.

Lao Friends Hospital for Children (LFHC) is built on the same cornerstone of:

CARE: We provide free, high-quality medical care to children 15 years of age and below in a compassionate environment.

EDUCATION: We provide medical education and mentoring to health clinicians across Laos.

PREVENTION: We improve the health, nutrition, and hygiene of local communities through outreach programs, education, and home care.

The hospital currently has outpatient and inpatient departments, a neonatal unit, a surgical suite, a 24/7 ER, a thalassemia clinic (treating a very dangerous form of anemia commonly found in southeast Asia), a pharmacy, a clinical lab, a development clinic for children with disabilities such as autism and cerebral palsy, and an outreach program in the rural area. The hospital also plays an important role in the community as an employer with a total of 170 employees with most management positions now taken by Lao nationals, 30 doctors, 70 nurses, and other medical technicians such as pharmacists, radiologists, laboratory technicians.

What are the biggest strengths of your organization and what makes it different from other hospitals?

Lao Friends Hospital for Children is the only FREE pediatric hospital that provides high-quality care in the northern region of Laos. The hospital treats more than 30,000 children a year without charging anything and provides medical training for dozens of Laotian doctors, nurses, and specialists.

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

In 2020, the country was able to contain a small number of cases, but LFHC experienced the first effects of the COVID-19 pandemic with mainly the departure of international volunteers. The epidemic, with the explosion of positive cases, started to affect Laos at the end of March 2021 and spread widely throughout the country. LFHC had to radically change the way we segregate patients, reinforce the triage on arrival, and strengthen security procedures, in order to take all possible measures to ensure the safety of our patients, staff, and community members.

Despite all the measures taken within the hospital, some staff contracted the virus and had to quarantine. Given that we were already short-staffed with no volunteers, our staff has been working tirelessly to continue to provide high-quality care. Doctors and Nurses also showed selfless dedication and commitment to volunteering to provide pediatric care inside the Provincial COVID-19 Quarantine Center. On a positive front, the Lao clinicians have taken on much greater responsibility during the Covid period and now many of them have been promoted to a leadership positions.

Member Story - Interview of the Lao Friend Hospital for Children



What is your growing strategy for the next (5) year(s)? What are your next projects?

* During 2022 LFHC will open a new High Acuity Unit (HAU). In the HAU, critically ill children will be able to receive intensive care, close monitoring of things like heart rate, oxygen level, and blood pressure, more detailed and invasive monitoring of the vital signs required when ventilating patients, with finely tuned administration of life-saving medications we are unable to give elsewhere in the hospital. Children may also need extra help to breathe, done with an endotracheal tube connected to a ventilator.

* Opening of Human milk bank. The human milk bank will play an essential role by providing human milk to infants who would otherwise not be able to receive human milk. The largest group of recipients are premature infants who derive very substantial benefits from it. Human milk protects premature infants from necrotizing enterocolitis and sepsis, two devastating medical conditions. We will believe it will save many children lives.

* Looking at the great progress of 2021 despite the challenges, the nurse education department looks forward, with new initiatives and projects in place. This includes, continuous collaboration with the Ministry of Health and the University of Health Sciences to align all programs in LFHC, and at the same time ensure all training programs are accredited or recognized by the national governing authorities. The training program will also be linked to the promotion scheme of the hospital and will use a credit unit system depending on the number of hours of the training. As the collaboration work with the University of Health Sciences, we are aiming to support the creation of the Specialist Paediatric Nursing Curriculum, which will train nurses to specialize in Paediatric Nursing – aiming to start having this nationally rolled out in 2024, and LFHC being one of the training centers for this program.

Currently one out of every 25 Laotian children dies before the age of five. Stunted growth among Lao children because of malnutrition is an epidemic – stunting affects more than half the children under age five living in rural areas. Our goal is to help change the medical landscape by training Lao doctors and nurses to be world-class medical professionals, by teaching parents how to raise healthier children, and by preventing and treating child illnesses before they cause lifelong damage.

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

“The LFHC is a hospital for the Laotians, by the Laotians.” Currently, most of the LFHC’s income comes from private donors from around the world and less than 5% comes directly from Laos. LFHC joined ECCIL EuroCham Laos to have the chance to meet and present its project to the main actors of the business world in Laos. The aim is to get their support to literally save the lives of children in Laos.



Member Story - Interview of Discover Laos Today



Could you please introduce Discover Laos to our readers?

DiscoverLaos was officially launched in November 2019, 2 months before covid begin. Despite the platform being only 2-3 years old, we had to accumulate 10 years of data, from our experiences as an inbound tour operator. Collecting photos, videos and other contents to make this project come true. Convincing local partners to join the new wave of digitisation in order to promote Laos to a wider audience.

We are the only domestic online booking platform covering hotels, tours, rentals, food and much more. A one stop booking platform for all tourism needs in Laos.

What are the biggest strengths of your organization and what makes it different from the others?

Our biggest strengths are our innovative approach in building a multi language, multi-payment, multi product platform which allows our partners to dynamically manage and control their own products on our system. An SEO in built website to increase visibility google and other search engines. Also we continually invest in talented local staff to keep growing their knowledge of Lao's unique tourism landscape in order to provide sound advice to our customers.

We make use of interactive media content, videos, virtual tours and photos to promote Laos as a destination. Growing market awareness of Laos to different countries instead of depending on agencies/NGO based overseas to promote Laos. Taking a proactive step to make Laos known.

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

Lockdowns, lockdowns and currently the depreciation of kip. Causing prices to be unstable.

What is your growing strategy for the next (5) year(s)?

In the next 5 years, our growing strategy will be focused on:

1. Implementing Lao Safe, Travellife other logos on our tours. So as to encourage guests to choose sustainable business or make better choices.
2. Preparing to launch our one stop tourism application this year.
3. Translation into more languages to enable more tourists convenience in finding information about Laos.
4. Secure and improved payment gateway systems to enable everyone the maximum convenience

Member Story - Interview of Discover Laos Today



Laos Last Turtles and Tortoises

CSR Award Winning Project

What are your next projects?

Our next projects are:

1. Electric Vehicles online booking, rental, sales (promoting green transportation).
2. Solar projects at hotels to help other businesses becoming more energy efficient. Our first 250KW system will be completed by end of 2022 in a Luang Prabang hotel as a showcase to other hotels.
3. A showcase in Luang Prabang of our CSR award winning project, Laos Last Turtles and Tortoises.

What does winning the CSR award this year means for you?

Winning the CSR award means we are recognised by the high standards set by ECCIL, AUSTCHAM, Canadian consulate and the organisers of this award. Setting an example for the general community, hopefully inspiring others to venture into making social responsibility part of their corporate culture. Making us believe in our project even more strongly and sticking to it through thick and thin.

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

ECCIL has been leading the way and doing a great job to support everyone. As a company based in Luang Prabang, this is the first time we have been in contact with Vientiane associations and we are truly impressed by the efforts and hard work of the team to help bond the community together. Hence it was a easy decision to join ECCIL.

Is there anything else you would like to share with our readers and the business the Lao and international community in general?

With over 300 registered tour operators, hotels and restaurants as our partners, we are connected widely and deeply within Laos. Whatever your desires may be, we can provide a solution—even if it's customised. Follow our Facebook/IG @DiscoverLaosToday to have an insight into Laos latest tourism offerings.

Thank you to all Sponsors

Platinum Sponsors



Gold Sponsors



Silver Sponsors



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**

ECCIL MEMBERSHIP

BECOME OUR MEMBER
TODAY

Membership & Sponsorship Scheme

Being a sponsor or a member of the European Chamber of Commerce an Industry in Laos entitles you to a variety of services that will support your business development in Lao PDR. You will benefit from exposure of your products and enterprise, reaching out to potential customer and partners in Laos, and the regions Asia and Europe. With EuroCham support, you are part of a great network and granted priority to participate in event and can raise issues that affect your business with the relevant authorities. In addition, you benefit from discounts on EuroCham business services and events.

TYPE	Company	Membership *			Sponsorship		
		Alumni & Individual	SMEs	Corporate	Silver	Gold	Platinum
	Annual fees, in USD	100	200	500	1,000	2,000	5,000
ADVOCACY	GOL official request		1 Free/12 month, then 50% off	1 Free/12 month, then 50% off	1 Free/6 month, then 50% off	1 Free/6 month, then 50% off	1 Free/6 month, then 50% off
	Access to sectorial working groups		✓	✓	✓	✓	✓
	Priority access to high level dialogue with Lao and EU authorities						✓
SERVICES & EVENTS	Invitation to Networking receptions	✓	✓	✓	✓	✓	✓
	Preferential rate for trainings, workshop, forums and seminars		✓	✓	✓	✓	✓
	One complimentary entry to breakfast talks and luncheons organised by EuroCham				✓	✓	Priority
COMMUNICATION & VISIBILITY	One complimentary entry to all seminars organised by EuroCham					✓	✓
	Login access to EuroCham website for Company profile Management		✓	✓	✓	✓	✓
	Logo exposure on EuroCham Marketing materials				Small	Medium	Major
	Acknowledgement as Corporate Sponsor on social medias and newsletters					✓	✓
	Free editorial or advertisement on quarterly newsletters - per issue					1/2 page	1 full page
	One complimentary networking reception on the sponsor's credit, max cost \$2000 * * Conditions apply						✓
ADDITIONAL BENEFITS	Membership certificate and membership card		✓	✓	✓	✓	✓
	Special offers at ECCIL partners with the Membership programme		✓	✓	✓	✓	✓
	Complimentary access to ECCIL Conference room* *Upon availability	1/2 day per month	1/2 day per month	1/2 day per month	1 full day per month	1 full day per month	1 full day per month
	Complimentary access to EuroCham hotdesk	1 full day per month	1 full day per month	1 full day per month	2 full day per month	2 full day per month	2 full day per month
	10% discount on EuroCham's Services (Not stacked with other preferential rates)		✓	✓	✓	✓	✓

* Membership fees are based on the company's Registered Capital

▶ 200 USD : The Registered Capital is less than 150,000 USD

▶ 500 USD : The Registered Capital is above 150,000 USD

OUR SERVICES

In addition to the benefits of membership, ECCIL EuroCham also offers a wide range of business development and support services to any companies and individuals. Quotation will be provided upon requirement. Members of the Chamber (except junior members) get a 10% discount on all services.

Domain	Service	Description
Market Research	Market study / research	Provide insights on a business environment from a specific business sector (with available data or with production of data).
Business Support	Business Matching	Provide information of business contacts upon extended network and business contacts.
	Offices for rent	All equipped private offices for monthly or annual rent in the city center.
	Large conference/ meeting room	All equipped conference room suitable for a set-up for 30 people.
Getting Started in Laos	Business delegations / Business mission	Prepare trade missions for visiting delegations to explore business opportunities with local companies in Lao PDR.
HR/Recruitment Service		Recruitment service in Laos in promoting job vacancies through media platforms.
Business Event Organizing		Cost-effective logistical arrangements for business events with media participation.
Business Promotion	Networking reception	Organization of successful event to extend network and heighten business' profile.
	Advertising	Advertising opportunities on EuroCham's website and social media.
Capacity Building	Trainings/ workshops	Professional trainings and seminars for skills development in English or Lao.
Business Development	Consultancy Services	Tailormade consultancy service by a pool of experts based on requirement.

OUR ACHIEVEMENTS

- Over a hundred members and sponsors.
- Over 150-200 requests for business matching and market information every year.
- Access to 2000+ local, regional and global business contacts.
- 12-20 trainings, workshops, seminars and conferences per year on various topics.
- Annual Job Fairs and European Food Festivals. 7-8 networking events each year.
- 500+ documents on economic and legal information on our website.
- ECCIL is the first organisation in Laos to publish a White Book.
- Numerous sector studies and position papers.
- Regularly receiving and organising international business delegations.

MEMBERSHIP TYPES & BENEFITS

ORDINARY MEMBERS

Ordinary members: shall be individual or juristic persons who are of good standing, are not bankrupt, have a legal presence in Lao PDR in a form permitted by the laws of Lao PDR and comply with at least one of the following conditions:

- Are nationals of a European state in case of individual persons and who can demonstrate to the satisfaction of the Executive Committee that they are actively involved in business, trade, investment and/or other permitted activities in LAO PDR but are not members of an organization which is an ordinary member of ECCIL.
- Being established under the laws of any European State in case of juristic persons.
- Being a subsidiary of such a company.
- Managed by a European national.
- Demonstrating to the satisfaction of the Executive Committee substantial ties to Europe.

ASSOCIATE CORPORATE MEMBERS

Companies of good standing which are resident of or established under the laws of LAO PDR.

Companies of good standing which do not have a presence in Lao PDR but comply with at least one of the following conditions: being established under the laws of any European State in case of juristic persons, being a subsidiary of such a company, managed by a European national and/or demonstrating to the satisfaction of the Executive Committee substantial ties to Europe.

Companies of good standing which are subsidiary companies, or affiliated companies under substantially the same control or management of an Ordinary Member.

ASSOCIATE INDIVIDUAL MEMBERS

Associate individual members shall be individuals of good standing who are nationals of any European State and who can demonstrate to the satisfaction of the Executive Committee that they are actively involved in business, trade, investment and/or other permitted activities in LAO PDR and nationals/residents of the Lao PDR who can demonstrate to the satisfaction of the Executive Committee that they are actively involved in business, trade, investment and/or other permitted activities in Europe.

MEMBERSHIP BENEFITS

- Get access to more than 2000 local, regional and global business contacts of ECCIL.
- Increase credibility of your business.
- Promote your events via our online newsletters and Facebook page.
- Meet and establish new contacts with our members, partners and business people from different industries in our popular networking events.
- Receive discount rates for ECCIL seminars, workshops, networking events and other ECCIL services.
- Enjoy different discounts provided by our membership programme (please go to www.eccil.org for a full list of privileges provided by ECCIL membership program).
- Get priority invitations to limited seating events in Laos and abroad.
- Get a welcome post on ECCIL's Facebook page with a short description of your company and a link to your website.
- Manage your company's profile on ECCIL membership directory accessed by more than 1000 business each year.
- Receive regular business and economic information updates as well as updates on important government policy and regulatory changes on business related issues and laws applicable to your sector.
- Get a free access to business and legal information and sector studies on ECCIL website.
- Get access to incoming business delegations.
- Active and passive voting rights are limited to Ordinary members only.



MAKING EUROPE THE PREFERRED **BUSINESS PARTNER** OF LAO PDR

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