

LAO PDR NATIONAL UXO/MINE ACTION
STANDARDS (NS)



Chapter Twenty Four
Information Management (IM)

**National Regulatory Authority for
the UXO/Mine Action Sector in Lao PDR**

8 January 2009

Contents

Contents	2
Amendment Record	4
Information Management (IM)	5
1. Introduction	5
2. Scope	5
3. Definitions of Adults and Children for Reporting	5
4. NRA Information Management (IM) System Database	5
4.1. Requests for Information	6
4.2. Maintaining the NRA Database	6
5. Work Planning	6
5.1. Work Plans	6
5.1.1. UXO Clearance Operations	7
5.1.2. UXO/Mine Risk Education (UXO/MRE) and UXO/Mine Victim Assistance (VA) ...	8
6. Reporting	8
6.1. Progress Reporting	9
6.2. Technical Survey Reporting	9
6.3. Completion Survey Reporting	9
6.3.1. Long-Term Tasks	9
6.3.2. Mining Tasks	9
6.4. EOD Roving Task Completion Report	9
6.5. UXO/MRE Activity Reporting	10
6.5.1. UXO/MRE Activity Report	10
6.5.2. Narrative Reports	10
6.6. Post Clearance Assessment (PCA) Reporting	10
6.7. UXO Clearance Incident Reporting	10
6.8. General Reporting Responsibilities	11
6.9. Report Numbering	12
7. IM Responsibilities of the NRA Provincial Offices (NRAPOs)	12
7.1. Coordination Responsibilities	12
7.2. Information Gathering	12
7.2.1. Acting on Information	13
7.3. Work Plans and Report	14
7.4. Document Registration and Filing Systems	14
8. IM Responsibilities of the NRA	14
8.1. Administration Section	14
8.2. Operations Section	15

8.2.1.	Work Plans	15
8.2.2.	Reporting	15
8.3.	Responsibilities of the Database Sub-Section.....	16
9.	Custody of UXO Clearance Documentation.....	17
10.	Clearance Worksite Documentation.....	17
10.1.	Daily Records	18
10.2.	Visitors Log.....	18
10.3.	Visitors Indemnity Forms	19
10.4.	Quality Management (QM) Records.....	19
10.5.	Explosive Control Forms	19
10.6.	Progress Reports	19
10.7.	Miscellaneous Documentation	19
11.	Management of Training Records.....	19
12.	IM Requirements for Explosive Detection Dog (EDD) and Mechanical Operations.....	19
12.1.	EDD Operations	20
12.2.	Mechanical Operations.....	20
13.	Quality Management of IM.....	20
	Annex A Reporting Requirements Matrix	21
	Annex B Operational Information Flow Chart.....	23

Information Management (IM)

1. Introduction

Information is critical to the effective management of UXO/mine action programmes. Unless well-defined systems and procedures for the management of information are developed and implemented, operations will not run as efficiently and effectively as they should.

The scope of Information Management (IM) is vast. IM involves the ongoing gathering, processing, analysis, storage and application of relevant information. It covers all phases and facets of UXO/mine action throughout the life of a programme.

The Lao PDR National Regulatory Authority (NRA), as the authority for the control and regulation of UXO/mine action, is responsible for the development, implementation and maintenance of UXO/mine action IM systems and procedures within Lao PDR.

2. Scope

This chapter describes the systems and procedures to be followed for the management of UXO/mine action information in Lao PDR.

3. Definitions of Adults and Children for Reporting

For the purposes of reporting, an 'adult' is any person of 18 years of age or older. A 'child' is any person less than 18 years old.

4. NRA Information Management (IM) System Database

The NRA operations section manages the UXO/mine action database for Lao PDR. This database has been developed specifically for the management of information applicable to UXO/mine action operations. The database incorporates:

- a. A Geographical Information System (GIS) functionality with up-to-date topographical and gazetteer information relevant to Lao PDR.
- b. Aerial and satellite imagery.
- c. Historical conflict information relevant to Lao PDR such as US bombing data.
- d. Information from the National Survey on the Socio-Economic Impact of UXO in Lao PDR 1997.
- e. UXO accident and victim data.
- f. Records of areas cleared to date.
- g. Statistical data on UXO clearance and UXO/Mine Risk Education (UXO/MRE) activities.
- h. Socio-economic and census data (2005 census) relevant to the prioritisation of UXO clearance operations.
- i. Land cover and land use data including National Biological Conservation Areas (NBCAs) and the boundaries of agricultural, forestry hydro-electric and other economic concessions.

- j. Details of the Government of Lao PDR (GOL) hospital and clinic locations.
- k. Records of the training and qualifications for national UXO clearance personnel (including mine clearance personnel) and trauma medics.

This database has been developed to provide relevant baseline data for the management of UXO/mine action operations in Lao PDR and also to assist other stakeholders such as commercial, humanitarian and development organisations in the design, development and planning for their activities.

The NRA database is the master database for all UXO/mine action information in Lao PDR.

4.1. Requests for Information

Some limited information is available from the NRA website at www.nra.gov.la.

Requests for specific information from the NRA database are to be submitted in writing to the Director, NRA for the UXO/Mine Action Sector in Lao PDR. The request can be submitted electronically using the format 'information request form' published on the NRA website.

The NRA will endeavour to meet all information needs of UXO/mine action stakeholders; however in some cases there may be external restrictions imposed on the NRA concerning the release of information to third parties. When such restrictions apply, the requesting agency will be notified by the NRA.

4.2. Maintaining the NRA Database

The quality of the NRA database is only as good as the quality of information input into it. The database is to be continually updated with information obtained through both formal and informal information gathering activities carried out throughout the UXO/mine action process.

It is the responsibility of all UXO/mine action organisations to provide timely and accurate information to the NRA to ensure that the database remains current.

5. Work Planning

The NRA will exercise its responsibilities for the oversight of UXO/mine action operators and coordination of UXO/mine action activities within Lao PDR, in part, through the work planning and reporting processes.

5.1. Work Plans

All UXO/mine action organisations are to develop work plans for the UXO/mine action operations that they conduct. Work plans are to be produced on a three-monthly basis to cover the periods:

- a. January to March.
- b. April to June.
- c. July to September.
- d. October to December.

Work plans are to be submitted to the NRA at least one-month prior to the plans being implemented. There is no standard format for work plans, however the criteria for developing UXO clearance work plans, and the information to be provided in all work plans is detailed in sections 5.1.1 and 5.1.2 below.

In addition to this information, when teams or personnel are to undergo periods of training, details of this training are also to be included in work plans.

Note: The requirement to notify the NRA about formal training is included in [Chapter 3 of NS 'Training and Qualifications'](#).

After reviewing work plans the NRA will disseminate plans to the NRA Provincial Offices (NRAPOs).

UXO/mine action organisations are to notify the NRA operations section if there are to be any major changes to their work plans, i.e. additional tasks added, tasks being cancelled or delays in the completion of tasks that will affect other tasks on the work plan.

5.1.1. UXO Clearance Operations

Work plans for UXO clearance operations are to cover all tasks to be carried out by an organisation including general and technical survey. Due to the likelihood of some tasks being considered as low priority through survey; or deemed as 'not requiring clearance' and released after technical survey, work plans must be flexible.

Except for commercial operators, work plans should include provision for emergency tasks and include designated reserve tasks.

All tasks included on work plans are to comply with the priorities included in the Strategic Plan for the UXO/Mine Action Sector in Lao PDR and the requirements for the planning and management of UXO clearance tasks included in [Chapter 7 of NS 'UXO Clearance Operations'](#).

Work plans are to include as a minimum, the following information for each task:

- a. Clearance organisation's task number and three letter code (see note below).

Note: There is no national UXO/mine action task numbering system. UXO/mine action organisations are to develop their own task numbering as required for the management of their UXO/mine action tasks. Each UXO/mine action organisation will be allocated a three letter code by the NRA. This three letter code is to be prefixed to the organisation's task numbering system and used in all work plans and reports that originate from that organisation.

- b. Task location by district and village, including the village code.

Note: The village code used is to be the latest official gazetteer code. If organisations are uncertain about the status of their village codes the latest version may be obtained from the NRA.

- c. A single GPS reading at the specific location of tasks, except when tasks involve working within a village area (such as often occurs with survey and EOD roving tasks), when a single GPS reading is to be provided at the approximate centre of the village.
- d. Current and intended land use and any further justification for the work such as accidents or incidents or UXO finds. If the land is currently used indicate how long the land has been used and the types of use the land has been put to.

- e. Type of task, if known. This may include general or technical survey, area clearance, EOD roving or marking. If it is known that area clearance is to be carried out, indicate whether this is to be surface or subsurface clearance.
- f. Projected number of beneficiaries from the task and a description /definition of who the beneficiaries are.
- g. Teams or personnel conducting the task.
- h. Projected task start date and duration.

5.1.2. UXO/Mine Risk Education (UXO/MRE) and UXO/Mine Victim Assistance (VA)

Work plans for UXO/MRE and UXO/mine Victim Assistance (VA) are to comply with the priorities included in the sub sector Strategic Plan for the UXO/Mine Action Sector in Lao PDR and include as a minimum the following information for each project:

- a. Organisation's individual task number and three letter code (see note in section 5.1.1 above).
- b. Project location by district and village, including the village code (see note in section 5.1.1 above).
- c. Types of UXO/MRE or UXO/mine VA activities to be carried out.
- d. Teams or personnel conducting the activities.
- e. Project start date and duration.
- f. Justification for the project.
- g. Projected target group(s).
- h. Any other relevant details.

6. Reporting

Reporting facilitates the coordination of UXO/mine action by providing information to:

- a. Prioritise and plan tasks.
- b. Monitor work plans.
- c. Provide a permanent record of work carried out, particularly areas of land released.
- d. Provide data to permit external reporting.
- e. Assess the effectiveness of interventions.

The following sections describe the reporting requirements within the Lao PDR UXO/mine action programme.

UXO/mine action organisations are to submit reports to the NRA within the timelines specified in this section. The NRA will then forward copies of reports to the NRAPOs as required.

6.1. Progress Reporting

Monthly progress reports are to be provided by all UXO/mine action organisations conducting UXO/mine action activities in Lao PDR. The format to be used is the '**Monthly Progress Report**'.

Reports are to cover UXO/mine action activities carried out over the period of a calendar month and are to be submitted to the NRA both in hard copy and electronically by the 22nd calendar day of the following month.

Specific details of what is to be reported for each UXO/mine action sub-sector, UXO/mine clearance, UXO/MRE and UXO/mine VA are included in the report form.

6.2. Technical Survey Reporting

Except for the general details included in '**Monthly Progress Reports**', specific technical survey information is not normally required to be reported to the NRA. The information is used internally within a clearance organisation for their own planning and prioritisation purposes. **However, there is one exception to this.**

If a task has been technically surveyed, identified as requiring clearance but is not going to be included in the work plan (for whatever reason), then the results of the technical survey are to be recorded and reported to the NRA. The information is to be reported on a '**Technical Survey Report**' on an 'as required' basis and forwarded direct to the NRA.

6.3. Completion Survey Reporting

Completion surveys are to be carried out for all areas of land released for use either through clearance or survey. Details on the conduct of completion surveys are included in [Chapter 6 of NS, 'Survey'](#).

Information from the completion survey is to be reported on a '**Completion Survey Report**'. Details of the information required are included on the report form.

The '**Completion Survey Report**' is to be combined with the handover certificate, other task documentation and submitted to the NRA. Details of the task documentation to be included with the '**Completion Survey Report**' are covered in [Chapter 11 of NS 'Released Land Handover Procedures'](#).

6.3.1. Long-Term Tasks

When clearance organisations carry out long-term area clearance tasks i.e. tasks are expected to exceed 3 months duration; marking, completion survey and reporting is to be carried out on the areas cleared as a minimum, every 2 months. This is so that NRA records remain up to date in terms of areas cleared.

6.3.2. Mining Tasks

When land is to be used for open cast mining purposes and area clearance is carried out repeatedly on the same land but in layers as the mining proceeds, completion survey is not required until all clearance work has been completed.

6.4. EOD Roving Task Completion Report

The completion of an EOD roving task in a village or locality is to be reported to the NRA using an '**EOD Roving Task Completion Report**'.

The report is to be completed by the organisation that carried out the task and submitted to the NRA within one month of the task being completed. The information required to be reported is included on the report form.

6.5. UXO/MRE Activity Reporting

Due to the variety of activities that may be carried out as part of UXO/MRE, specific requirements for UXO/MRE activity reporting will be determined by the NRA during the UXO/MRE project approval process. Generally, two types of reports will be required.

6.5.1. UXO/MRE Activity Report

The **'UXO/MRE Activity Report'** is used to report the completion of routine UXO/MRE activities. When required, the **'UXO/MRE Activity Report'** is to be filled out by the organisation concerned and submitted to the NRA. Details of the information to be reported are included in the report form, (see Chapter 13 of NS "UXO and Mine Risk Education (UXO/MRE)').

6.5.2. Narrative Reports

Narrative reports may be required (as determined by the NRA), for MRE projects or campaigns that continue over an extended period. Narrative reports may cover the complete UXO/MRE project or significant phases in a project. For curriculum-based risk education in schools, progress reports will be submitted periodically at relevant times in the school year as agreed with the NRA.

Normally, the reporting requirements included in any UXO/MRE project design (see [Chapter 13 of NS 'UXO and Mine Risk Education \(UXO/MRE\)'](#)) will satisfy the reporting requirements of the NRA.

6.6. Post Clearance Assessment (PCA) Reporting

Clearance organisations carrying out UXO area clearance for humanitarian or development purposes should carry out PCAs on all areas of land they have released for use for which a **'Completion Survey Report'** has been submitted. The conduct of PCAs is mandatory.

Guidance on the conduct of PCAs is included in **Chapter 20 of NS, 'Post Clearance Assessment (PCA)'**. The information that should be gathered during a PCA for each area of land released is shown on the **'Post Clearance Assessment Report'**, a copy of which is included at Annex G to the NS Support Document **'NRA Quality Management Procedures for Lao PDR'**.

When PCAs are carried out, copies of the **'Post Clearance Assessment Report'** should be provided to the NRA within one month of the PCA being completed. Clearance organisations supporting humanitarian or development agencies should also provide copies of the report to the supported organisation.

6.7. UXO Clearance Incident Reporting

There are two reports required to be submitted in the case of a UXO incident occurring. These reports are:

- a. **'Initial UXO Clearance Incident Report'**. This report consists of a series of specific facts in order to provide an initial notification of an incident.

- b. **'Detailed UXO Clearance Incident Report'**. There is no format for this report; it is a narrative report about an incident that should include facts, discussion, analysis, conclusions and recommendations.

Examples of the **'Initial UXO Clearance Incident Report'** and **'Detailed UXO Clearance Incident Report'**, and details of their use are included in [Chapter 23 of NS, 'Reporting and Investigation of UXO Clearance Incidents'](#).

6.8. General Reporting Responsibilities

In addition to their responsibilities for the provision of formal reports (as detailed in sections 6.1 to 6.7 above), all UXO/mine action organisations operating in Lao PDR have a general responsibility for gathering information on the risks of UXO and their effect on communities. This informal information also contributes to the maintenance of the NRA database.

UXO/mine action organisations that receive information about any of the situations indicated below should report the details to the NRA:

- a. UXO/mine accidents. The **'UXO/Mine Accident Report'** and **'UXO/Mine Victim Report'** are to be used.
- b. Mined areas. The **'Mined Area Report'** is to be used.

Note: The details included in the **'Mined Area Report'** require some investigation of the areas, which are beyond the capability of UXO/MRE or UXO mine VA organisations. UXO/MRE and UXO mine VA organisations are to fill out the general details parts of the report based on the information they receive and forward the incomplete report to the NRA.

- c. UXOs. Where UXO/mine action organisations have the capability and the authority to deal with the items they are permitted to do this and report the action taken as part of routine reporting. If the items are not dealt with the details should be reported as follows:
- (1) Location of the item(s) by map reference or GPS reading. A sketch of the location should also be provided.
 - (2) Type and quantity of item(s). If known, the common name should be provided; if not, a detailed description should be provided. If possible, photographs should also be provided.
 - (3) Details of the effect that the UXO is having i.e. restricting land use or posing a risk to communities.
 - (4) Any marking systems used and if known, who emplaced the marking systems.
 - (5) Contact details of local personnel who may assist in locating the item(s).

There is no designated format for the reporting of UXOs. This information is to be passed to the NRA by whatever means is available.

Clearance organisations should mark UXOs that they are not required, or unable to deal with, however this is dependant on the particular situation. In some cases marking may advertise the presence of UXO. Non clearance organisations should not mark UXOs. Details of the requirements for marking UXOs are included in [Chapter 4 of NS 'Marking Systems'](#).

In addition, all UXO/mine action organisations have a general responsibility for advising communities of the systems and procedures for the reporting of UXO. (See note in section 7.2 below).

6.9. Report Numbering

Each UXO/mine action organisation will be allocated a three letter code by the NRA. This three letter code is to be prefixed to the organisation's task numbering system and used in all reports that originate from that organisation.

7. IM Responsibilities of the NRA Provincial Offices (NRAPOs)

7.1. Coordination Responsibilities

NRAPOs are to establish liaison with local authorities at the provincial and district level, through both formal and informal mediums, to permit the transfer of UXO/mine action related information between the NRAPOs and local authorities.

NRAPOs are to coordinate regular meetings for UXO/mine action stakeholders to discuss matters relevant to the UXO/mine action being carried out within the province. Records of such meetings are to be maintained and where necessary, information obtained during these meetings is to be acted on and either passed to the NRA, or entered into the NRAPO database.

Note: It is still uncertain whether the NRAPOs will have their own provincial database.

7.2. Information Gathering

NRAPOs are responsible for the establishment and maintenance of systems within their respective provinces for the collection of UXO/mine action related information as indicated in section 6.8 above. These systems are to use provincial, district and local GOL resources; the resources of UXO/mine action organisations operating within the province; and the village/community leaders to collect and pass on information.

Note: This responsibility also includes notifying all information gathering stakeholders, including local communities, of the systems for the collection of information.

The system should involve passing information, by whatever means are appropriate, through the various levels of provincial government to the NRAPO. If necessary, information may also be passed through UXO/mine action organisations.

In addition, information is to be actively pursued as part of routine visits by NRAPO and local government officials to localities, villages and organisations working within the province (not necessarily UXO/mine action organisations); and through visits to district and provincial facilities such as hospitals.

Except for information on UXOs, the information to be reported is indicated on the relevant reports (see section 6.8 above). On receipt of information that is not already in the report format, the NRAPO is to summarise the information in these reports. When information received is insufficient for the proper completion of the required report, the NRAPO is responsible for following up the matter to obtain a complete set of information.

The NRAPO is to ensure that when reporting information, data is not inadvertently duplicated.

7.2.1. Acting on Information

NRAPOs will obtain information from their own information gathering efforts (see section 7.2 above), or information will be relayed to NRAPOs from the NRA. NRAPOs are to act on information received as follows:

a. UXO accidents and victims:

- (1) Ensure that surviving victims or their families are advised about UXO/mine VA available, either within the province or nationally.
- (2) Where applicable, notify any UXO/mine VA organisations operating in the province about surviving victims.
- (3) Forward original copies of '**UXO/Mine Accident Reports**' and '**UXO/Mine Victim Reports**' to the NRA after making comments on any action taken by the NRAPO. This is only when the NRAPOs gather this information themselves.
- (4) Input relevant information into the NRAPO database (if it exists) and file copies of reports.

b. Mined areas:

- (1) Ensure that the mined area is marked and fenced in accordance with the requirements of **Chapter 4 of NS 'Marking Systems'**. Technical assistance will be needed from a UXO clearance organisation for this task.
- (2) Forward the original copy of the '**Mined Area Report**' to the NRA after making comments on any action taken by the NRAPO. This is only when the NRAPOs gather this information themselves.
- (3) Input the information into the NRAPO database (if it exists) and file a copy of the report.

c. UXOs:

- (1) Determine if the reported UXO is affecting the use of land or posing a risk to communities.
- (2) Determine what action is required, marking or clearance. If clearance is necessary then it must be decided whether this is by EOD roving clearance or area clearance. The type and extent of contamination will influence this decision.

Note: Prior to any marking of UXO being carried out an assessment is to be made as to the likelihood of the UXO being touched or moved as a direct result of the marking. Guidance on this assessment is included in **Chapter 4 of NS, 'Marking Systems'**.

- (3) Determine the urgency of the task i.e. whether immediate action is necessary or the work may be delayed.

- (4) Pass all information received to the UXO clearance organisation responsible for humanitarian clearance within the province, and task the organisation to carry out the necessary work. The urgency for such clearance is to be stated by the NRAPO as immediate (within one month) or delayed (scheduled with other UXO clearance activities in the locality). If the information about the UXO originated from a village and there is to be a delay in the action taken, the village is to be notified of the situation.
- (5) Monitor the conduct of the task by the organisation concerned.

When contaminated areas have been marked and they are not cleared within 6 months, the NRAPOs then have responsibilities in regard to the maintenance of marking systems. Details of these responsibilities are included in [Chapter 4 of NS 'Marking Systems'](#).

7.3. Work Plans and Report

In relation to work plans and reports, NRAPOs are responsible for:

- a. Entering the information contained on work plans into the NRAPO database (if they exist) and updating and adjusting this information as required based on information received in reports.
- b. Monitoring compliance and progress with organisation's work plans at the provincial level using information contained in routine reports. Where monitoring reveals variations in work plans the matter is to be raised with the organisation concerned and reasons for variations determined. This information is to be forwarded to the NRA.

7.4. Document Registration and Filing Systems

NRAPOs are to establish and implement a document registration process and filing system to enable the management of all documents coming into and going out of the NRAPO. Such a system is to be designed to ensure that all incoming and outgoing documents can be tracked and when necessary, hard copies can be quickly obtained.

8. IM Responsibilities of the NRA

8.1. Administration Section

The administration section of the NRA is responsible for establishing and implementing a document registration process and filing system to enable the management of all documents (including work plans and reports) coming in or going out of the NRA.

Such a system is to be designed to ensure that all incoming documents are quickly and efficiently distributed for action, all document movements can be tracked and when necessary hard copies of documents can be quickly obtained.

More detailed information on the establishment of a document registry and filing system is included in [IMAS 05.10 'Information Management \(Draft\)'](#), a copy of which is included with the NS Support Documents included with these NS.

All documents entering the NRA should initially be passed to the Director. Work plans and operational reports should then be forwarded to the operations section for action.

8.2. Operations Section

The operations section of the NRA is responsible for all aspects of operational IM within the NRA. Specific responsibilities of the operations section are discussed in the sections below.

8.2.1. Work Plans

The operations section has the following responsibilities in relation to work planning:

- a. Ensuring that all operational UXO/mine action organisations have current work plans and these plans have been submitted to the NRA as required.
- b. Checking that work plans have the required information. If work plans are incomplete the matter is to be raised with the organisation concerned and the work plans corrected.
- c. Checking all work plans to ensure that the tasks or activities included comply with:
 - (1) Priorities included in the Strategic Plan for the UXO/Mine Action Sector in Lao PDR.
 - (2) Where applicable, the requirements for the planning and management of UXO clearance tasks included in [Chapter 7 of NS 'UXO Clearance Operations'](#).
 - (3) The conditions of the organisation's accreditation agreement. For UXO/MRE and UXO/mine VA this should include compliance with the details included in a project plan.
- d. Making recommendations for the approval of work plans by the NRA.
- e. Passing copies of all work plans to the database sub section for input into the database.
- f. Passing copies of approved work plans to the relevant NRAPOs.
- g. Monitoring progress with organisation's work plans using information contained in routine reports. Any variations to work plan tasks or major delays in the implementation of work plans are to be investigated with the organisation concerned.
- h. Passing work plan information to the NRA standards section to permit the planning of external QM inspections.

8.2.2. Reporting

The operations section has the following responsibilities in relation to reporting:

- a. Ensuring that UXO/mine action organisations forward reports on time.
- b. Checking incoming reports for completeness and accuracy and ensuring there is no duplication of information. When reports are received that are incomplete or contain inaccuracies the matter is to be raised with the relevant organisation and resolved before any information is distributed for use or entered into the NRA database. The only exception to this is if the reports concern safety and immediate dissemination of information is necessary.
- c. Passing copies of all reports to the database sub-section for input into the database.

- d. Forwarding copies of reports to the relevant NRAPOs. This is only required for reports that have not already come from or through the NRAPOs.
- e. Analysis of reports for important information that may affect current or future operations and the dissemination of this information within the NRA and externally to UXO/mine action organisations. Where such information affects safety this dissemination is to be immediate. Such information may include:
 - (1) The discovery of a previously unknown UXO or hazard.
 - (2) A deficiency with demolition explosives or explosive components.
 - (3) A deficiency with NS.
 - (4) Any problems encountered with equipment that may affect current operations.
 - (5) The successful introduction of new or refined UXO clearance methodologies, technology or procedures.
- f. Summarising of statistical data.
- g. Analysis of data as required to support future prioritisation and planning.
- h. Preparation of the operational component of external reports for the NRA.
- i. Ensure that operations staff have a good understanding of the contents and capabilities of the NRA database and that the database sub-section has a good understanding of the operational need for information.
- j. Maintaining a database of technical information for the Lao PDR UXO/mine action programme. **IMAS 05.10 'Information Management (Draft)'** provides examples of such information.
- k. Establishing and maintaining a technical library of UXO/mine action related publications and electronic media.
- l. The dissemination of information to UXO/mine action organisations and external agencies. This should take two forms:
 - (1) Routine dissemination of information such as statistical data; technical data; results of analysis, studies, evaluations; and reports.
 - (2) Dissemination of information based on written requests from organisations.
- m. Monitoring and evaluating the work of the database sub-section within the NRA.
- n. Carrying out QM checks on the IM process. See section 13 below.
- o. Routinely reviewing the reporting systems and procedures to ensure that reporting continues to meet the needs of the UXO/mine action sector and UXO/mine action organisations.

8.3. Responsibilities of the Database Sub-Section

Specific responsibilities of the database sub-section include:

- a. Updating or adding to the data sets (see section 4 above) within the database as and when new information becomes available.
- b. The accurate entering of information from work plans and reports into the NRA database.
- c. Ensuring adequate provisions are made to secure information against loss or corruption.
- d. Ensuring the confidentiality of any personal or sensitive information.
- e. The collation of information as required.
- f. Advising the operations section on the capabilities of the NRA database and any other matters in relation to the IM system and GIS.
- g. Conducting independent checks on data entry to ensure the accuracy and completeness of data entry.
- h. Producing reports based on specific requests.
- i. Training the NRAPOs on database maintenance (if such databases are established).

9. Custody of UXO Clearance Documentation

The NRA is the custodian of all original copies of '**Completion Survey Report**', handover certificates and associated task documentation. This documentation contains all the important information relating to the release of a particular contaminated area. Such information may include:

- a. Original tasking documentation.
- b. Technical survey information.
- c. Completion survey information, including detailed survey information about the land released, records of UXO located during the work and the formal acceptance of the released land by the NRAPOs.
- d. Details of the clearance organisation which carried out the task.
- e. A summary of the procedures and equipment used to clear or technically survey the released land.
- f. Copies of QM checks conducted during the task.
- g. Details of any incidents or accidents which occurred during the work.

The handover certificate also includes a formal declaration by the UXO clearance organisation that released the land concerning the quality requirements achieved.

10. Clearance Worksite Documentation

On all clearance worksites there is a requirement to maintain documentation to record the events and activities that occur on the worksite. The documentation required is described in the following sections.

10.1. Daily Records

Daily records are used to record the timings and key activities that occur on a clearance worksite over the course of a day. Details to be included in daily records are:

- a. Personnel on site.
- b. Detection equipment on site.
- c. Weather details, including any weather that affects operations.
- d. Hours worked.
- e. Details of visitors.
- f. Details of any internal QM checks carried out.
- g. External QM inspection visits.
- h. Details of the types of clearance or technical survey carried out on different parts of the contaminated area. Where necessary, this is to include details of any preparatory work that may have been carried out.
- i. Problems or difficulties encountered such as equipment defects or breakdowns.
- j. Records of UXO finds, including parts of UXO, and where they were located.
- k. Records of UXO destroyed and explosives used.
- l. Accidents or incidents of any nature that affected the work.
- m. 'Accident Response Plan' practices carried out.
- n. A sketch map of the site showing progress for the day.
- o. Records of community liaison carried out.

Daily records are to be maintained by the clearance worksite supervisor. Completed daily records are to be kept on site and be available for inspection by external QM teams as required.

10.2. Visitors Log

A visitors log is used to record the names, blood groups, organisation, purpose of visit and times of arrival and departure for every visitor to a clearance worksite. The visitors log may be kept on a daily basis or run continuously over the period of the task.

Visitors logs are to be kept for all static clearance worksites. When individual log sheets are full, they are to be maintained with clearance worksite documentation and made available for inspection by external QM teams as required.

For the purposes of these standards, a visitor is classed as a person that is not part of the clearance organisation undertaking the particular task.

10.3. Visitors Indemnity Forms

Visitors indemnity forms are only required if clearance organisations do not have third party liability insurance. A visitor indemnity form should be completed for each visitor to a worksite. If completed, the indemnity forms are to be kept with the clearance worksite documentation. Details for the management of visitors are covered in [Chapter 7 of NS, 'UXO Clearance Operations'](#).

10.4. Quality Management (QM) Records

Copies of QM check lists for all internal QM checks carried out on UXO clearance tasks are to be retained by the clearance worksite supervisor with the clearance worksite documentation. These checklists are to be made available for inspection by external QM teams as required.

10.5. Explosive Control Forms

Explosive control forms are to be used to record the issue and use and, if required, the return of explosives on clearance worksites. The forms are to record explosives by item and unit of measure and are to include the name and signature of the disposal task supervisor certifying that the explosives have been expended. The expenditure of explosives is to be cross referenced to UXO destroyed on site.

10.6. Progress Reports

Copies of routine progress reports sent from the clearance worksite to the organisations' headquarters are to be kept with clearance worksite documentation. Details of the requirements for routine progress reports are included in section 6.1 above.

10.7. Miscellaneous Documentation

Other information that is to be kept on clearance worksites includes:

- a. Medical details of clearance personnel. The requirements for this are included in [Chapter 16 of NS, 'Medical Support to UXO Clearance Operations'](#).
- b. A copy of the SOPs of the clearance organisation undertaking the task.
- c. Frequencies, channels or telephone numbers, for personnel or organisations that will provide assistance in an emergency.

11. Management of Training Records

Details of the requirements for the management of training records are included in [Chapter 3 of NS, 'Training and Qualifications'](#). This includes training providers carrying out core competency training having to prepare reports for each individual undergoing the training, and for copies of all core competency training reports to be forwarded to the NRA to permit the details to be included in the training and qualifications section of the database.

12. IM Requirements for Explosive Detection Dog (EDD) and Mechanical Operations

There are certain IM requirements for EDD and mechanical operations that are to be complied with. Details are included in the sections below. There is no current requirement to report this information to the NRA.

12.1. EDD Operations

Clearance organisations employing EDD are to maintain records for each EDD to record important details concerning the health and work of the EDD. The records provide the clearance organisation and external QM inspection teams with a continuous written record of the EDD's health and work experience.

Details of the requirements for the maintenance of these records are included in [Chapter 9 of NS 'Explosive Detection Dog \(EDD\) UXO Clearance Operations'](#).

12.2. Mechanical Operations

Clearance organisations employing machines on UXO clearance operations should maintain detailed records of their mechanical and follow-up operations in order to build up a statistical database of information that can be used for operational decision making.

Details of the requirements for the maintenance of these records are included in [Chapter 10 of NS 'Mechanical Operations'](#).

13. Quality Management of IM

The NRA administration section is responsible for the internal checking, and if necessary reviewing, the NRA's internal systems for the management of all documents coming and going out of the NRA.

The NRA operations section is responsible for the QM of the IM system. This should include:

- a. Checking incoming reports for completeness and accuracy and ensuring there is no duplication of information.
- b. Monitoring and evaluating the work of the database section within the NRA.
- c. Conducting independent checks on data entry to ensure the accuracy and completeness of data entry.
- d. Using data from post UXO/mine action activities, (completion surveys, post clearance assessment and evaluations) to provide QC on the reliability and completeness of other IM system components.

Annexes:

- A. Reporting Requirements Matrix.
- B. Operational Information Flow Chart.

**Annex A
Reporting Requirements Matrix**

Ser	Report Name	Purpose	Compiled By	Distribution/Timings
1.	Monthly Progress Report.	Reporting progress with UXO/mine clearance, UXO/MRE and UXO/mine VA activities for the previous month.	UXO/mine action organisations responsible for the activity.	To NRA - by the 22 nd calendar day of the following month.
2.	Technical Survey Report.	To report technical survey results if a task has been identified as requiring clearance but is not going to be done.	Clearance organisation that completed the survey.	To NRA on an 'as required' basis.
3.	Completion Survey Report.	Reporting the release of an area of land through clearance or technical survey.	Clearance organisation responsible for the task.	To NRA - within one month of the clearance or technical survey task being completed.
4.	EOD Roving Task Completion Report.	Reporting the completion of an EOD roving task in a village or locality.	Clearance organisation that carried out the task.	To NRA - within one month of the EOD roving task being completed.
5.	UXO/MRE Activity Report.	Reporting details of completed UXO/MRE activities. See note 1 below.	UXO/MRE organisations.	To NRA – as agreed during the project approval process.
6.	Post Clearance Assessment Report.	Reporting the results of a post clearance assessment.	Clearance organisation responsible for the task.	To NRA - within one month of the PCA being completed. Copies should also be provided to agencies being supported by a clearance organisation.
7.	Initial UXO Clearance Incident Report.	The initial reporting of the details of a UXO clearance incident.	Clearance organisation responsible for the task.	To NRA - first notification within 1 hour, full initial UXO clearance incident report within 24 hours.
8.	Detailed UXO Clearance Incident Report.	The detailed reporting of the circumstances surrounding a UXO clearance incident.	Clearance organisation responsible for the task.	TO NRA - within 14 days of the incident occurring.
9.	UXO/Mine Accident Report.	Reporting details of a UXO/Mine accident involving non UXO clearance personnel.	All UXO/mine action organisations.	To NRA - as required.
10.	UXO/Mine Victim Report.	Reporting details of individual victims of a UXO accident.	All UXO/mine action organisations.	To NRA - as required.
11.	Mined Area Report.	Reporting details of a mined area.	All UXO/mine action organisations See note 2 below.	To NRA - as required.

- Note 1. Due to the variety of activities that may be carried out as part of UXO/MRE, specific requirements for UXO/MRE activity reporting will be determined by the NRA during the UXO/MRE project approval process.
- Note 2. The details included in the 'Mined Area Report' require some investigation of the areas, which are beyond the capability of UXO/MRE or UXO mine VA organisations. UXO/MRE and UXO mine VA organisations are to fill out the general details parts of the report based on the information they receive and forward the incomplete report to the NRA.

Annex B
Operational Information Flow Chart

