LAO PDR NATIONAL UXO/MINE ACTION STANDARDS (NS)



Chapter Two

Accreditation of UXO/Mine Action Organisations

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

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Amendment Record

Management of Lao PDR National UXO/Mine Action Standards(NS) Amendments

The Lao PDR NS series is subject to formal review on a three-yearly basis; however this does not preclude amendments being made within these three-year periods for reasons of operational safety and efficiency or for editorial purposes. As amendments are made to this NS they will be given a number, and the date and general details of the amendment shown in the table below.

As formal reviews of each NS are completed new editions may be issued. Amendments up to the date of the new edition will be incorporated into the new edition and the amendment record table cleared. Recording of amendments will then start again until a further review is carried out.

Number	Date	Amendment Details
1	30 Jun 12	 Section 3, minor changes to paragraphs 1 and 2, removal of the note and the inclusion of a new last paragraph. Section 4, wording changes to first paragraph, second paragraph removed. Section 4, 2, changes to UXO/mine action to be accredited. Section 6, addition of a new sub paragraph a and the inclusion of a note. Section 7, 7.1, 7.1.1 and 7.2. Significant changes to sections 7 and 7.1, section 7.1.1 removed completely; section 7.2 minor changes, inclusion of sections 7.2.1 and 7.2.2. Section 7.4, second sentence to second paragraph concerning highlighting removed, all highlighting removed from sub paragraphs, sub paragraph a wording changed, sub paragraph f wording changed, sub paragraph k removed, note under sub paragraph n amended, new paragraph on documents added, change to a paragraph and removal of two sub paragraphs referring to time limits, adjustments to the paragraphs concerning issuing of letters of accreditation. Section 10, changes to the first and second paragraphs, sub paragraphs a and b and the inclusion of a new sub paragraph a added, changes to (new) sub paragraph c. Section 12.1, new sub paragraph a added, changes to (new) sub paragraph c.

Accreditation of UXO/Mine Action Organisations

1. Introduction

The Lao PDR National Regulatory Authority (NRA), as the authority for the control and regulation of UXO/mine action within Lao PDR, is responsible for ensuring that UXO/mine action organisations operating within Lao PDR have the necessary capabilities to safely, effectively and efficiently conduct UXO/mine action activities. This is achieved through accreditation of UXO/mine action organisations.

Accreditation is the process used to establish and confirm the quality of UXO/mine action organisations and to formally recognise them as competent to plan, manage and conduct UXO/mine action activities accordance with the Lao PDR National UXO/Mine Action Standards (NS). Accreditation provides credibility to UXO/mine action organisations and gives confidence in the capabilities of these organisations to funding agencies, the NRA and the beneficiaries of UXO/mine action.

2. Scope

This chapter describes the process and requirements for gaining and maintaining accreditation to plan, manage and conduct UXO/mine action activities in Lao PDR.

3. Statutory Requirements

The document **Resolutions of the Lao PDR Government on National Strategic Plan for the UXO Programme in the Lao Peoples Democratic Republic 2003 – 2013** provided the initial framework for the establishment of the NRA with the responsibility for the accreditation and oversight of all UXO/mine action operators in Lao PDR.

In addition, Article 2 of the **Prime Minister's decree 33/PM of 17 Mar 04** on the establishment of the NRA for the UXO Programme in Lao PDR stated:

"The National Regulatory Authority will have the following responsibilities:

3. The accreditation and oversight of all UXO/Mine Action operators."

These statutory requirements have been superseded by more recent decrees; however the authority of the NRA for accreditation and oversight of UXO/mine action operators remains unchanged. Refer to **Prime Minister's decree 406/PM dated 8/11/2011**.

4. Authority for Accreditation

Accreditation for UXO/mine action in Lao PDR is to be carried out solely by the NRA and separate to any other approval processes required by the Government of Lao PDR (GOL) or the NRA. Such other processes include those to obtain operations permits, business licences or other formal agreements that may exist to work in Lao PDR.¹

4.1. Organisations Requiring Accreditation

The following organisations require accreditation in accordance with these NS for any UXO/mine action operations they intend to carry out in Lao PDR:

^{1.} The rationale for this is that there is such a diversity of organisations and procedures involved in the GOL approval processes that to try and include accreditation with these would just complicate the accreditation process.

- a. GOL organisations, for example UXO LAO, and the Lao PDR Army when they are engaged in humanitarian or development UXO/mine action.
- b. International and Lao Non-Government Organisations(NGOs) and not-for-profit associations.
- c. Commercial organisations operating or intending to operate under their own businesslicence.
- d. Commercial organisations operating or intending to operate in a joint venture or other formal partnership with another organisation, and work under the business licence or existing GOL formal agreement of the partner organisation.
- e. Commercial organisations intending to carry out UXO/mine action as a subcontractor for a prime contractor operating under a business licence or other formal agreement with the GOL.

All organisations seeking to carry out UXO/mine action operations in Lao PDR are to submit an application for accreditation in accordance with these NS to the NRA.

Except in exceptional circumstances, as determined by the NRA, no UXO/mine action operations are to commence until accreditation has been granted.

4.2. UXO/Mine Action Operations to be Accredited

UXO/mine action organisations are to be accredited for each of the types of UXO/mine action operations that they intend to carry out. UXO/mine action operations to be covered are survey, manual UXO clearance, manual mine clearance, mechanical operations (ground preparation, survey or clearance), Explosive Detection Dog (EDD) operations (survey or clearance), UXO/Mine Risk Education (UXO/MRE), UXO/mine Victim Assistance (VA) and Quality Management (QM) of UXO/mine clearance operations.

Note: Accreditation is only required when the UXO/mine action is carried out as a stand-alone or principal activity. When aspects of mine action are carried out as a sub-set of other mine action, and the sub-set element is part of the organisation for the principal activity, and is covered by the same operating procedures, separate accreditation is not required for the subordinate component.

For mechanical and EDD operations each different mechanical asset type or EDD team will be accredited separately.

Headquarters and other support facilities that are integral to the safe and effective conduct of the operations being accredited will also be checked during the accreditation process.

5. General Obligations of the NRA as the Accreditation Body

The general obligations of the NRA as the accreditation body are described below.

5.1. Independence, Impartiality and Integrity

The NRAwill take all reasonable steps to ensure that its personnel engaged in the accreditation of UXO/mine action organisations are free from any commercial, financial or other pressures that might affect their judgement.

The NRA will ensure that its staff involved in the accreditation of UXO/mine action organisations do not engage in any activities that may conflict with their independence of judgement and integrity in relation to their inspection, evaluation or monitoring activities. In particular, staff involved in accreditation will be prohibited from becoming directly involved in organisations that design, manufacture, supply, install, use or maintain services or equipment for UXO/mine action organisations operating, or intending to operate, in Lao PDR.

All interested UXO/mine action organisations have the right to seek accreditation to conduct UXO/mine action activities in Lao PDR. The NRAwill ensure that this accreditation is conducted in an impartial, independent and non-discriminatory manner.

5.2. Confidentiality

The NRAwill ensure the confidentiality of information obtained in the course of its accreditation of UXO/mine action organisations. Proprietary rights will be protected. The NRAwill only release details of accreditation proceedings to those parties directly involved in requesting, processing and monitoring accreditation.

5.3. Maintenance of Records

The NRAwill prepare and maintain records of all assessments and inspections and share these with the organisation involved. All records will be safely stored for a period of at least ten years, held secure and in confidence to the applicant.

5.4. Qualifications of Accreditation Personnel

The NRA will ensure that all personnel carrying out assessments for accreditation have qualifications and experience relevant to the type of accreditation being sought.

Such experience must include practical work within Lao PDR in the sub sector concerned, UXO/mine clearance, UXO/Mine Risk Education (UXO/MRE) orUXO/mineVictim Assistance (VA).

In addition, teams carrying out on-site assessments on clearance organisations are to have available within the team one person with a Level 4 EOD qualification in accordance with **Chapter 8 of NS,Explosive Ordnance Disposal (EOD)**.

6. Basic Considerations for Granting and Retaining Accreditation

The basic considerations for granting and retaining accreditation to conduct UXO/mine action activities within Lao PDR are that:

- a. The organisation must have the relevant approval from the GOL to operate in Lao PDR.
- Note: Relevant approvals include Operations Permits and Business Licences.
- b. The applicant shall be competent to apply the relevant provisions of NS.
- c. Accreditation will only be retained by a UXO/mine action organisation so long as it remains in conformity with NS.
- d. Accreditation will be granted on the basis that the UXO/mine action activities for which accreditation is granted donot change beyond the scope of the original accreditation.

7. The Accreditation Process

Accreditation in Lao PDR follows a two stage process:

- a. A desk assessment of documentary evidence presented by the organisation.
- b. An on-site assessment(s) to confirm that UXO/mine action activities are being carried out in accordance with approved procedures.

On satisfactory completion of stage one provisional accreditation may be granted and on satisfactory completion of stage two, full accreditation may be granted.

7.1. Provisional Accreditation

Provisional accreditation is granted to permit an organisation that has satisfied the requirements of desk accreditation, to commence work in order that an on-site assessment may be carried out.

Provisional accreditation will be granted for a specific period only, normally six months. If at the end of this period an organisation has not undergone an on-site assessment then the accreditation will lapse and the organisation will no longer have the authority to conduct UXO/mine action in Lao PDR.

Provisional accreditation may include certain restrictions and limitations imposed on an organisation by the NRA.

The granting of provisional accreditation will in no way guarantee that an organisation will receive full accreditation.

7.2. Full Accreditation

Full accreditation will be granted to UXO/mine action organisations that satisfactorily meet the requirements of both the desk and on-site assessment.

Full accreditation may include certain restrictions and limitations imposed on an organisation by the NRA.

Any decision on whether on-site assessment is to be carried out will be made by the NRA based on the results of the desk assessment and factors such as the organisations reputation and work record (internationally and nationally), qualifications and experience of management and technical staff, type of UXO/mine action activity to be carried out etc.

In some cases full accreditation may be granted on the basis of the desk assessment only.

7.2.1. Duration of Full Accreditation

The duration of full accreditation depends on the UXO/mine action organisation involved:

- a. GOL organisations engaged in humanitarian or development UXO/mine action will have no time limit placed on their accreditation.
- b. International and Lao NGOs and not for profit associations. Accreditation will be granted for the period of the organisation's current project agreement with the GOL. Extensions may then be obtained by a letter of request to the NRA with extensions being linked to periods of project agreement extensions.

c. Commercial organisations. Accreditation will be granted for a one year period. Extensions of up to one year may then be obtained by a letter of request to the NRA.

Extensions to accreditation will be contingent on meeting the NRA's current requirements for accreditation and may be subject to restrictions or limitations imposed by the NRA.

Notwithstanding the above, full accreditation for Explosive Detection Dog (EDD) teams is limited to 6 months after which time further accreditation testing is required in accordance with Chapter 9 of these NS.

7.2.2. Retention of Accreditation

Retention of accreditation is contingent on UXO/mine action organisations remaining in conformity with the requirements of section 6 above.

The NRA retains the right to suspend or terminate an accreditation in accordance with the provisions of this chapter of NS.

7.3. Application for Accreditation

The UXO/mine action organisation is to submit an application for accreditation to the NRA. The application is to state the type of accreditation applied for and include the required documentary evidence.

The form of the application for accreditation, and guidance on the documentary evidence to be provided with the application, are included in the NS Support Document**NRA Accreditation Procedures for Lao PDR**.

7.4. Assessment of the Application

The NRA will confirm receipt of the application and accompanying documentation from the UXO/mine action organisationwithin five working days and commence the assessment of the application. The NRA may request the applicant to provide additional information.

The assessment for full accreditationwill, where applicable, cover <u>all</u>the key areas shown below:

- a. Current approval to work in Lao PDR for example operations permit or business licence.
- b. Proposed organisational structure in Lao PDR, including arrangements for the use of sub-contractors and joint ventures.
- c. Formal qualifications and experience of key management and technical staff.
- d. Previous experience in UXO/mine action.
- e. Mechanical, EDD, UXO/MREor UXO/mine VA capabilities of the organisation as applicable. When accreditation is for UXO/MRE or UXO/mine VA activities provide copies of any project plans.
- f. Standard Operating Procedures (SOPs) for the UXO/mine action accreditation is being applied for. SOPs must be provided for accreditation for survey, manual UXO clearance, manual mine clearance, mechanical operations, EDD operations and QM of UXO/mine clearance.

- g. Quality Management System (QMS).
- h. Information Management (IM) systems.
- i. Supportingheadquarters and facilities to be established.
- j. Human resourcemanagement procedures, including an equal employment opportunities policy ensuring equitable employment regardless of age, gender, race, ethnicity, religion, disability or social status.
- Note: When the safe and efficient conduct of a task requires certain minimum physical characteristics, then it is acceptable to include these minimum characteristics in any selection criteria for recruitment, training and promotion.
- k. Equipment capabilities and support arrangements (excluding mechanical, which should be covered under sub paragraph e above).
- I. Logistic management system.
- m. Occupational Safety and Health (OSH) policy.
- n. Insurance or other arrangements to ensure appropriate assistance and compensation to victims of occupational injuries and diseases.
- Note: UXO/mine action organisations are as a minimum, to comply with the requirements laid down in Articles 55 and 56 of the Labour Law (Amended), 27 December 2006 in respect to assistance and compensation to victims of occupational injuries and diseases.
- o. Other UXO/mine action accreditation held by the organisation.

Documents are to be provided in Lao language.

Desk assessment of the application will be against an objective checklist, which is included in the NS Support Document**NRA Accreditation Procedures for Lao PDR**.

The results of the desk assessment will be notified to the UXO/mine action organisation concerned within 20 working days of the NRA receiving all required documentation properly completed.

If the desk assessment is satisfactory the NRA will either:

- a. Issue a letter of provisional accreditation to permit an organisation to commence work pending an on-site assessment being carried out.
- b. Issue a letter of full accreditation on the basis of the desk assessment only.

The letter of accreditation will include the terms and conditions of the accreditation.

If the NRA is not satisfied that all the requirements for accreditation have been met, the UXO/mine action organisationconcerned will be formally notified of this within the same time periods indicated above. The reasons why an application is unsatisfactory will be provided and the applicant will be given the opportunity to take corrective action.

If the applicant is unable or unwilling to take the necessary corrective action within a reasonable timeframe, as determined by the NRA, the application will be terminated and the applicant informed that no further consideration will be given to the application.

7.5. On-Site Assessment

The purpose of the on-site assessment is to confirm that management practices and operational procedures proposed by the UXO/mine action organisation are being applied in a safe, effective and efficient manner.

The on-site assessment may be carried out by the NRA or a representative organisation acting on the NRA'sbehalf. The assessment may include:

- a. Visits to management, administrative and support offices or facilities.
- b. Observation of training.
- c. Practical testing of operational assets.
- d. Inspection of equipment.
- e. Observation of the field testing and evaluation of machines and EDD teams.
- f. Visits to worksites and observation of UXO/mine action activities.

On-site assessment of the application will be against an objective checklist, which is included in the NS Support Document**NRA Accreditation Procedures for Lao PDR**.

If the NRAor its agent is not satisfied that all the requirements for accreditation have been met, the UXO/mine action organisationwill be informed as soon as possible. Deficiencies will be identified and the remedial action discussed and agreed between the NRA and the applicant.

The applicant will then be required, within a reasonable time as determined by the NRA, to carry out the agreed remedial action and demonstrate its full compliance with the NRA requirements. If the applicant is unable or unwilling to do so, the application for accreditation will be terminated.

8. Appeal Process

Any UXO/mine action organisation requesting accreditation or operating under an existing accreditation has the right to appeal decisions made by the NRA. Any such appeal is to be submitted in writing to the Board of the NRA which governs the operation of the NRA.

The submission is to state the grounds for appeal and all evidence to support the appeal. All appeals will be considered on the basis of individual merit.

9. Accreditation of Specific Assets and Activities

Section 7above describes the general assessment conducted as part of the accreditation process. However, the use of some specific UXO/mine action assets and the conduct of some specific UXO/mine action activities require additional assessment. These assets and activities are:

- a. Machines used for mechanical operations.
- b. EDD teams.
- c. UXO/MRE activities.

d. UXO/mine VAactivities.

9.1. MachinesUsed for Mechanical Operations

In addition to the assessment described in section 7 above, there will be assessment of the following elements for machines to be used on mechanical operations:

- a. The suitability of the machine in relation to its operating environment.
- b. For machines to be employed on mechanical UXO clearance, the performance of the machine in disrupting, destroying, detonating or otherwise removing UXO.
- c. The nature of the residual risk, in terms of hazardous items, remaining from the employment of the machineon mechanical UXO clearance and the means and manner of countering this residual risk.
- d. The safety of the machine; in terms of the operator, supervisors and other personnel required to be at the mechanical clearance worksite.
- e. The operational procedures for the employment of the machine; including management, supervisory, logistic and other support systems.
- f. The operational procedures for integrating the machine with other UXO clearance operations such as manual or EDD UXO clearance operations.

9.2. Explosive Detection Dog (EDD)Teams

In addition to the assessment described in section 7 above, there will be assessment of the following elements related to the employment of EDD teams:

- a. The qualifications and operational experience of individual EDD handlers.
- b. The performance of individual EDDon accreditation tests. Details of EDD accreditation testing are included in the**NRA Action Accreditation Procedures for Lao PDR**. A copy of these procedures is included with the NS Support Documents included with these NS.
- c. The operational procedures for employment of the EDD teams; including the management, supervisory and support systems.
- d. The systems for providing appropriate kennelling, veterinarian and other logistic support to the EDD team.
- e. The operational procedures for integrating the EDD teams with other UXO clearance operations such as manual UXO clearance and mechanical operations.

9.3. UXO/Mine Risk Education (UXO/MRE)

All UXO/MRE organisations are to be accredited to operate in Lao PDR. In addition to the assessment described in section 7 above, further assessment will be carried out on any project plans presented by the UXO/MRE organisation. Such assessment will be carried out to ensure that the plan conforms to the design and development criteria included in **Chapter 13 of NS, UXO and Mine Risk Education (UXO/MRE)**.

9.4. UXO/Mine Victim Assistance

All organisations intending to carry out UXO/mine VA in Lao PDR as a stand-alone project are to be accredited to operate in Lao PDR. In addition to the assessment described in section7 above, further assessment will be carried out on any project plans presented by the UXO/mine VA organisation. Such assessment will be carried out to ensure that the plan conforms to the design and development criteria included in **Chapter 14 of NS, UXO and Mine Victim Assistance (VA)**.

10. Review and Modification of an Existing Accreditation

There are four occurrences that will necessitate a review and, if necessary, a modification of an existing accreditation. These are:

- a. Changes to a UXO/mine action organisations key personnel, managerial and technical.
- b. Modification to the operational procedures of one or more of the UXO/mine action activities that an organisation is currently accredited for.
- c. The intention to use UXOdetection equipment that has different working principles to the detection equipment in use when accreditation was obtained.
- d. The establishment by a UXO/mine action organisation of a UXO/mine action capability not already covered by an existing accreditation.

All accredited UXO/mine action organisations are to formally notify the NRA in writing of any proposed changes to their management structure, operational procedures, detection equipment or any intention to establish a new UXO/mine action capability.

The NRA will determine whether a review of an existing accreditation is warranted. If a review is necessary, it may take the form of a desk assessment, an on-site assessment or both. If such a review is conducted, the NRA will further determine whether it is necessary to modify the existing letter of accreditation for the UXO/mine action organisation concerned.

In addition, if the proposed change involves the establishment of a new UXO/mine action capability, the UXO/mine action agency is, where applicable, to provide the NRA with details of the following in relation to the new capability:

- a. Specific activities to be carried out.
- b. Organisational structure.
- c. Management and support requirements.
- d. Qualifications and experience of key staff.
- e. Operational procedures to be used.
- f. Training requirements.
- g. Results of any evaluations or assessments of the new capability.

10.1. Engagement of New or ReplacementProfessional or Technical Staff

The engagement of new or replacement professionalor technical staff within certain occupational groups constitutes a significant change to an organisations capability to manage UXO/mine action activities. Such occupational groups include:

- a. Personnel responsible for the manufacture and fitting of prosthetic and orthotic devices to UXO victims.
- b. Personnel responsible for the provision of professional medical care to UXO victims. These personnel include those responsible for providing:
 - (1) Surgical care, including amputation surgery.
 - (2) Continued medical care.
 - (3) Physiotherapy.
 - (4) Occupational therapy.
 - (5) Psychological counselling.
- c. Clearance technicians who were trained outside of Lao PDR and are to be employed in an EOD technical advisors or EOD supervisory role where they will have direct control over EOD tasks.

When UXO/mine action organisations intend to engage new or replacement personnel in the occupational groups indicated above, the NRA is to be notified in accordance with the requirements of section 10 above.

11. Restrictions or Limitations on Accreditation

The NRA may apply restrictions or limitations on any accreditation of a UXO/mine action organisation that it considers necessary in the interests of safety or operational efficiency.

12. Suspension or Termination of Accreditation

The NRA has the authority to suspend or terminate the accreditation of a UXO/mine action organisation should it be warranted.

12.1. Suspension of Accreditation

In certain circumstances, the NRA may suspend the accreditation of a UXO/mine action organisation or one or more of its sub-units for a limited period. Typical circumstances may include:

- a. The organisations GOL approval to operate in Lao PDR has expired or been suspended.
- b. Monitoring identifies non-compliance with the requirements of the accreditation agreements which, while significant, is not sufficiently serious to warrant termination of the accreditation.
- c. Failure by the UXO/mine action organisation to disclose changes to key personnel or operational procedures, or to notify the NRA about the establishment of a new UXO/mine action capability.

Any decision to suspend the accreditation of a UXO/mine action organisation, or one of its sub-units due to the circumstances in b and c above, will only be made if other efforts to resolve the problem are unsuccessful.

Suspension of accreditation will be formally notified to a UXO/mine action organisation by the issuing of a Notice of Suspension by the NRA. The Notice of Suspension will include:

- a. The scope of the suspension in terms of sub-units affected.
- b. The reasons for the suspension.
- c. The remedial action to be undertaken.
- d. The timeframe in which the remedial action is to be completed.
- e. The means by which the NRA will assess conformance with the required remedial action.

Whenever possible, the agreement of the UXO/mine action organisation concerned will be obtained as to the necessary remedial action and the timeframe for this action to be carried out.

During a suspension of accreditation a UXO/mine action organisations or sub-unit, depending on the scope of the suspension, will not be permitted to carry out any UXO/mine action activities in Lao PDR.

Once the NRA has confirmed that the required remedial action has been completed, it will formally notify the UXO/mine action organisation that the suspension has been removed.

Failure by the UXO/mine action organisation to complete the remedial action within the required timeframe may result in termination of the accreditation.

12.2. Termination of Accreditation

The NRA may terminate the accreditation of a UXO/mine action organisation if:

- a. The organisations GOL approval to operate in Lao PDR has expired and will not be renewed.
- b. The UXO/mine action organisation requests termination of the accreditation.
- c. The organisation ceases the operation(s) for which accreditation was granted.
- d. The requirements of relevant Lao PDR standards or laws are changed and a UXO/mine action organisation is unable or unwilling to conform to these new standards or laws.
- e. A UXO/mine action organisation that has been issued with a Notice of Suspension fails to complete the required remedial action.
- f. Repeated suspension of the accreditation of a UXO/mine action organisation.
- g. Monitoring reveals non-compliance with the accreditation agreement that is of a serious nature. Serious non-compliance includes:
 - (1) Violations of OSH requirements.

- (2) Repeated failure to apply accredited operational procedures.
- (3) Refusal to allow external inspections by the NRA or its representatives.
- (4) Interference with external inspections by the NRA or its representatives.

Except when requested by the organisation concerned, the termination of an accreditation agreement will only be considered by the NRA in extreme circumstances and only when all other avenues to resolve a deficiency have been exhausted.