

# 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

15 October 2012

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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 4 change to opening paragraph. Section 5.1 page 6, footnote added. Minor changes to text in second and last paragraphs. Section 5.1.1, first three paragraphs combined as two paragraphs with changes to wording, a note added, wording change to sub paragraph e. Section 6, last paragraph removed. Section 6.1, wording change to second paragraph. Section 6.2, complete change to section. Section 6.3, minor changes to the first and third paragraphs. Section 6.3.1, minor change to the first paragraph. Section 6.4, minor change to the first paragraph. Section 6.5.1, complete change to section. Section 6.6, minor changes to each of the three paragraphs. Section 6.7, minor changes in the section. Section 6.8, minor change to the second paragraph, the note after sub paragraph b and to the third paragraph. Section 7, change to the heading. Section 7.1, minor changes to first two paragraphs, inclusion of two new paragraphs. Section 7.2 and 7.2.1, complete change to both sections. Section 7.3, minor changes to both paragraphs. Section 7.4, minor change to the paragraph. Section 8, heading change. Section 8.2.1, sub paragraph c (1), sub paragraph changed and a note added, sub paragraph f minor change. Section 8.2.2, sub paragraphs c, d, l and m with changes. Section 8.3, heading changed, first paragraph changed, last sub paragraph l removed. Section 9, changes to sub paragraphs b and c. Section 10.1, changes to sub paragraph h. Section 10.7, minor change to the first paragraph. Section 11, change to the paragraph. Section 13, change to sub paragraph b. Annex A, changes to text in the matrix. Annex B, changes to the flow chart.

## **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 information management 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](http://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<sup>1</sup> 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.

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1. It is understood that commercial organisation may not know all their tasks four months in advance; however they are still required to submit work plans for the tasks that they know about and can update their work plans as more information becomes available.

- d. October to December.

Work plans are to be submitted to the NRA head office and the NRA provincial office 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**.

UXO/mine action organisations are to notify the NRA head office and the NRA provincial office 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 and must be flexible to allow for changes. Work plans should include provision for emergency tasks and include designated reserve tasks.

Except for commercial UXO clearance, all UXO clearance operations are to be planned and conducted to meet the current priorities of the GOL and the requirements for the planning and management of UXO clearance tasks included in **Chapter 7 of NS, UXO Clearance Operations**.

Note: All land identified for clearance should either be high priority/high value in accordance with Lao PDR's Millennium Development Goal 9; priority in accordance with the current UXO Sector Strategic Plan or some other priority as specified by the NRA.

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

- a. Clearance organisations 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 organisations 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. This should be either area clearance or EOD roving. All land identified for area clearance is required to be put through the survey process included in **Chapter 6 of NS, Survey** so survey is mandatory for area clearance tasks.

- 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. Organisations 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 VAactivities 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. Monitorwork 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 reportingrequirementswithin the Lao PDR UXO/mine action programme.

#### **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 head office and the provincial office in hard copy and electronically (NRA head office only) by the 22<sup>nd</sup> 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. Survey Reporting**

Survey reports are required to be submitted to the NRA in two situations:

- a. If they support land release in accordance with **Chapter 6, Survey**. They are then required to be submitted with Completion Survey Reports.
- b. If land has been surveyed, identified for clearance and for whatever reason is not going to be included on work plans. The results of the survey are to be reported to the NRA provincial offices so a record of the work is kept to avoid duplication of work on the same area. The information is to be reported on the organisation's survey report on an as required basis.

Survey reports that support clearance by an organisation are not required by the NRA.

## **6.3. Completion Survey Reporting**

Completion surveys are to be carried out for all areas of land released for use either through survey or clearance. 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, any other task documentation and submitted to the NRA head office within one month of the land handover being completed. 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 the NRA head office's records remain up to date in terms of areas cleared.

If the cleared land is required for use, then formal hand over of the part area of land should also occur at the same time as the completion survey.

### **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. Roving Task Completion Report**

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

The report is to be completed by the organisation that carried out the task and submitted to the NRA head office 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 head office within one month of the MRE activity being completed. Details of the information to be reported are included in the report form.

### **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 are required to carry out PCA on all areas of land they have released for use for which a Completion Survey Report has been submitted.

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 in the NS Support Document **NRA Quality Management Procedures for Lao PDR**.

Copies of the **Post Clearance Assessment Report** are to be provided to the NRA head office and the NRA provincial office 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/Mine Action Incident Reporting**

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

- a. Initial UXO/Mine Action Incident Report. This report consists of a series of specific facts in order to provide an initial notification of an incident.

- b. Detailed UXO/Mine Action 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/Mine Action Incident Report and Detailed UXO/Mine Action 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 head office and the NRA provincial office:

- c. UXO/mine accidents. The UXO/Mine Accident Report and UXO/Mine Victim Report are to be used.
- d. 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 offices.

- e. 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 provincial office (not to the NRA head office) 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 organisations task numbering system and used in all reports that originate from that organisation.

## **7. IM Responsibilities of the NRA Provincial/District Offices**

### **7.1. Coordination Responsibilities**

NRA provincial/district offices are to establish liaison with local authorities at the provincial and district level to permit the transfer of UXO/mine action related information.

NRA provincial offices 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 either acted on or passed to the NRA head office.

NRA provincial offices are responsible for transferring information received from the NRA head office (work plans, reports etc.), or other sources, to NRA district offices and for keeping NRA district offices informed about UXO/mine action matters at the provincial level.

NRA district offices are responsible for keeping NRA provincial offices informed about UXO/mine action matters occurring at a district level and passing correspondence to the NRA head office through the NRA provincial office.

### **7.2. Information Gathering**

The NRA provincial office is responsible for the establishment of systems and procedures for the collection and reporting of UXO/mine action related information. These systems should use NRA provincial and district office and other local Government 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 available, from villages/communities up through the various levels of provincial government to the NRA provincial office. Information should be actively sought during routine visits by NRA provincial and district staff and other 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.

Information obtained should be dealt with by the NRA provincial office in accordance with section 7.2.1 below. When information received is incomplete the NRA provincial office should take action to follow up the matter to obtain a complete set of information. The NRA provincial office should ensure that when passing on information, data is not inadvertently duplicated.

### 7.2.1. Acting on Information

NRA provincial offices will obtain information from their own province's information gathering (see section 7.2 above), or information will be relayed to them from the NRA head office. NRA provincial offices should 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 copies of UXO/Mine Accident Reports and UXO/Mine Victim Reports to the NRA head office after making comments on any action taken by the NRA provincial office on the report.
- 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 head office after making comments on any action taken by the NRA provincial office on the report.
- c. Spot UXOs or areas of UXO contamination. Pass the information received to the UXO clearance organisation responsible for humanitarian clearance within the province and task the organisation to investigate and either advise on the task, or if the task is straight forward, to deal with it. Further action may be necessary depending on the outcome of the investigation. This will include:
  - (1) Identifying the priority of the task in relation to other tasks already on the provincial work plan. This must take into account the impacts of the UXOs in terms of safety or restrictions on communities.
  - (2) Tasking a clearance organisation to carry out the task or ensuring it is included on future work plans.
  - (3) Notifying the reporting agency or community of the action to be taken and keeping them informed of progress.
  - (4) Monitoring the conduct of the task by the organisation concerned.
- d. Ensure that all reports are actioned and that information on the status of the report is provided to the reporting agency or community.
- e. Keep NRA district offices informed about UXO related activities occurring in their districts.

When contaminated areas have been marked and not prioritised for clearance then the NRA provincial offices 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 Reports**

NRA provincial offices are responsible for monitoring compliance and progress with organisations' 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 head office.

### **7.4. Document Registration and Filing Systems**

NRA provincial offices should establish and implement a document registration process and filing system to enable the management of all documents coming into and going out of the office. 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 Head Office**

### **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.

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) Current priorities of the GOL.

Note: All land identified for clearance should either be 'high priority/high value' in accordance with Lao PDR's Millennium Development Goal 9; 'priority' in accordance with the current UXO Sector Strategic Plan or some other priority as specified by the NRA.

- (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 organisations' 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 NRA provincial offices.
  - g. Monitoring progress with organisations 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 IM sub-section for input into the database.
- d. Forwarding copies of operations routine summary reports to the NRA provincial offices.
- 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 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. Ensuring that operations staff have a good understanding of the contents and capabilities of the NRA database and that the IM 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 IM 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 Information Management (IM) Sub-Section**

Specific responsibilities of the IM 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.

## **9. Custody of UXO Clearance Documentation**

The NRA is the custodian of all original copies of Completion Survey Reports, 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. Survey information.
- c. Land release documentation related to the use of the risk management approach.
- d. Completion survey information including detailed survey information about the land released, and records of UXO located during the work.
- e. Details of the clearance organisation which carried out the task.
- f. A summary of the procedures and equipment used to clear or survey the released land.
- g. Copies of QM checks conducted during the task.
- h. 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 survey or clearance 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. Visitor's 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.

Visitor's 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 and support staff. 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 (except in the case of basic clearance operator training, which may be reported as a group on one report), 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 EDDs 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 IM sub-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 clearanceassessment and evaluations) to provide QC on the reliability and completeness of other IM system components.

**Annex A  
Reporting Requirements Matrix**

<b>Ser</b>	<b>Report Name</b>	<b>Purpose</b>	<b>Compiled By</b>	<b>Distribution/Timings</b>
1.	Monthly Progress Report.	Reporting progress with UXO/mine clearance, UXO/MRE and UXO/mineVA activities for the previous month.	UXO/mine action organisations responsible for the activity.	To NRA* - by the 22 <sup>nd</sup> calendar day of the following month.
2.	Survey Report.	To report 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 provincial offices on an as required basis.
3.	Completion Survey Report.	Reporting the release of an area of land through survey or clearance.	Clearance organisation responsible for the task.	To NRA - within one month of the land handover 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 2 below.	UXO/MRE organisations.	To NRA - within one month of the MRE activity being completed.
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 3 below.	To NRA* - as required.

Note 1. NRA\* = Means to NRA provincial offices as well.

Note2. 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 3. 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**

