



2021

Year in Review



AustCham Lao, We Connect for Growth!

LINFOX INTERNATIONAL GROUP



Linfox International Group is Asia Pacific region's largest privately-owned logistics company. Linfox business operates more than 600,000 square metres of warehousing and 8,300 vehicles across 7 countries with more than 11,000 people delivering sophisticated supply chain services to a wide range of the world's largest and most successful companies.



"The region's **MOST TRUSTED** logistics provider"

The values, purpose, systems and technology behind the people, fleet and facilities make Linfox one of the safest and most efficient logistics companies in Asia Pacific.

Wherever Linfox operates in the world, team members share a common vision to become the region's most trusted logistics provider.



-  LAOS
-  THAILAND
-  VIETNAM
-  MALAYSIA
-  INDONESIA
-  HONG KONG
-  INDIA



7

countries



600,000

sqm warehousing



8,300

vehicles



11,000

people

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Patron's Report

I enjoyed participating in one of the 'Mate to Mate' conversations on Facebook. This initiative was a great way to share different perspectives on conducting business in Laos and navigating the ongoing challenges associated with COVID.

Since its inception, AustCham has played an important role advocating for policy settings that encourage foreign investment and a level playing for businesses.

I congratulate AustCham for its work leading the Financial Sector Working Group and the AustCham President's remarks at the 13th Lao Business Forum. The Forum shows that public-private dialogue can deliver real outcomes. For example, new rules around foreign currency reflect the recommendations of the Working Group.

High quality foreign investment can help improve social, environmental and governance standards. I was pleased to see AustCham promoting Corporate Social Responsibility (CSR) through the Lao CSR Awards and supporting diversity and inclusion in the workplace.

AustCham's success this year demonstrates the Chamber's resilience. I particularly would like to thank the President, Carli Renzi, and the outgoing Executive Director, Alessia Monarco, for their dedication and professionalism.

I express my sincere appreciation for the contributions of the Chamber's members – gold, silver and bronze – which make AustCham Laos a diverse and thriving business chamber.

As we end the year, there are positive signs of the region opening up and steps towards economic recovery.

I am confident the strong collaboration between the Embassy and AustCham will continue.

I wish AustCham Laos continued success in 2022.

Paul Kelly

Australian Ambassador to Lao P.D.R.

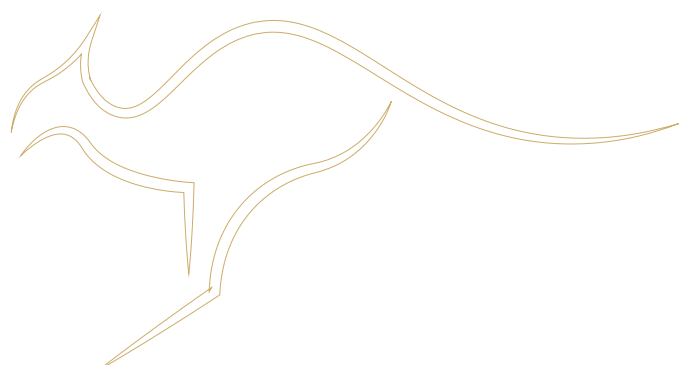
I presented my credentials in February, taking on the role as Australia's Ambassador to Laos and the Patron of AustCham Laos. While it has been an unusual year, I have enjoyed getting to know AustCham's Board and Members, as well as understanding more about the work of the Chamber.

I know that many businesses have been doing it tough this year. Long periods of lockdown have taken their toll on businesses, families, and individuals.

We were fortunate to start the year with the Embassy's annual hosting of AustCham Sundowners, where we showcased Australian alumni in the business community. Many will be disappointed that Sundowners could not continue in the COVID context and I look forward to its return next year.

I have been really impressed with the range of interesting events that AustCham has organised for members – in person when it was possible to do so and online.

AustCham events provide key information for all those doing business in Laos, offering training and essential skills to businesses and entrepreneurs, as well as exploring market trends and opportunities in different sectors.



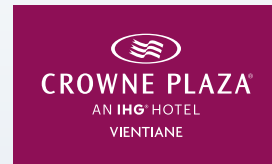


AustCham Lao Sponsors

GOLD SPONSORS



Mekong Timber
Plantations Ltd



SILVER SPONSORS



Milsearch



BRONZE SPONSORS



Thank you to our SPONSORS!



AustCham Lao Board of Directors 2021



Carli Renzi

President
ANZ Bank



Scott MORGAN
Vice President / Linfox Logistics



Marion RIMANIOL
Treasurer / Phu Bia Mining Limited



Xoumaitri PANYANOUVONG
Board Director / Dominion (Lao)



Troy MEDYNSKI
Board Director / Crowne Plaza Hotel



Carolyn MCKEOWN
Board Director / Milsearch Lao



Alistair BROWN
Board Director / Civitas Lao



Stephen (Steve) GIMPEL
Board Director / Phu Bia Mining Limited



Troy NOSKOFF
Board Director / BFL



Luke MCWHIRTER
Board Director / Burapha-Agroforestry

Representative to The Australian Embassy



Hannah WURF
Australian Embassy in Lao PDR

Advisors



Viboon SITHIMOLADA
SS International



Nalongded LUANGLATH
Muanson Company



Nanthala SALICHANH
ANZ

Thank you

Kristy NEWBY
President
DFDL

Nanthala SALICHANH
Board Director
ANZ

Mette BOATMAN
Board Director
Civitas

Kristy SCHMIDT
Board Director
MEG

Viboon SITHIMOLADA
Board Director
Ortus Mining



President's Report

Dear Members,

On behalf of the Board, thank you for joining AustCham's virtual AGM – would that it could have been in person and discussed with great passion afterwards over an Australian wine at one of our much-missed Sundowner events! It's been my honour to represent our members as President this year and welcome our Patron, His Excellency Ambassador Paul Kelly to Vientiane, along with Embassy AustCham representative, Hannah Wurf.

No surprises, this was another unique and challenging year for the Chamber, and our members alike, with COVID19 significantly impacting our ability to gather face-to-face. But innovation is borne out of necessity and, as we head into year end, it's worthwhile reflecting on the transformative work undertaken by AustCham to continue bringing value to members in virtual Events, such as our Trends and Opportunities in Laos webinars, Mate to Mate live broadcasts and online training sessions. It's remarkable that over the last 12 months, we have held 35 events with over 1,000 attendees. I'm pleased to share that despite the year of upheaval, we have had renewals of over 70 companies, and welcomed an additional 4 members to silver and bronze status.

Working with the new Government of Laos as Prime Minister Phankham Viphavanh took the reins, AustCham focused heavily on advocacy work, specifically on foreign exchange rules, tax transparency, digitization and contract enforceability as chair of the Financial Services Working Group. We authored position papers on seven issues which feed through the Lao Business Forum (LBF) program of work that the Lao National Chamber of Commerce and Industry (LNCCI) coordinates with the Prime Minister's Office and all line ministries. It's worth a mention that AustCham was the first and only foreign chamber in Laos to ever co-chair a working group, and our foundations at the 13th LBF have paved the way for greater connections between foreign invested businesses in Laos and the Government.

Building on this momentum, AustCham brought our ideas on ways to amplify the voice of existing foreign investors in Laos to other foreign chambers, and proudly shared in the creation of the first cross-chamber business confidence survey for Laos, launched in November. The results of this survey will be presented in a quarterly report and eventually, an index, and provide a much-needed ongoing data point and guide on areas of focus for the Government to improve the business environment and attract investment.

As a Board, AustCham spent time early in 2021, debating and agreeing the Purpose, Values and Strategy for the Chamber, with my thanks to AustCham Director, Alistair Brown who facilitated. This process started with speaking to Members, as well as prospective members and recent non-renewals so we could have a strong understanding of expectations, needs and what role the Chamber could play in meeting these. It was clear we needed to reconnect to our Australian roots and reaffirm that our Members were central to everything the Chamber does. To this end, the Board committed to ensuring space for traditional Australian activities, celebrating sport and key cultural holidays as well as our inclusivity, responsible business conduct and foreign investor business advocacy priorities locally. This was a subtle, but important, shift in our strategy.

At this AGM, I'd like to highlight that we are voting on changes to the Constitution that affect Board Directorships. The changes are designed to simplify the voting process and provide greater continuity at year end. The concern is that the Constitution currently causes considerable flux at each year end as all Directors require reappointment at the same time. The amendments to the Constitution are designed to provide some certainty of continuing Directors as well as accountability for execution on the longer term vision through these continuing Directors. These changes have been mooted for the last two years, however before putting to the vote, we prioritised our first license renewal since Law changes that govern Board composition and in particular, the nationality of Directors. I can confirm that we now have Ministry of Industry and Commerce (MOIC) endorsement of AustCham's approach to Board appointments (as well as glowing feedback on AustCham more generally) and a new five-year license supporting this.

As many of you know, I will be leaving Laos early next year. I just want to share how grateful I feel to all of you – Members, and the team of Directors – for making my time here so memorable. In particular, I'd like to call out Vice President, Scott Morgan, who has always been there to step in, advise – and even offer up his office – for AustCham. I could not have been President this year without Scott's rock solid support and pragmatism.

I would also like to extend a sincere thanks to our outgoing Executive Director Alessia, for her agility, hard work and efforts over the past year. Together with Kinoy, she has done a tremendous job to continuously deliver high quality events and drive value for members in extremely tough conditions with limited resources. I know how frustrating it's been for her to plan months ahead for some of AustCham's marquee events, such as our Business Delegation with the Australian Ambassador to Savannakhet, ANZ Ball and Golf Day, only to have lockdown measures throw preparations out the window. I also want to share that as our public event plans were parked during lockdown, she took the opportunity to upgrade back-office systems which were well overdue. This included updating our financial and event software, to better link our member base and activities to our financial records and reporting.

Carli Renzi

AustCham Lao President



STAY ON TOP OF AN EVER CHANGING WORLD

As your business needs evolve, it pays to have a partner with the right connections. Access global expertise and a world of opportunities with Asia, Australia and New Zealand's #1 institutional bank for relationships.

anz.com/institutional

No.1 Relationship Strength Index in the Peter Lee Associates Large Corporate & Institutional Relationship Banking surveys, Australia 2014-2021 and New Zealand 2010-2021. No.1 Overall Relationship Quality in the Greenwich Associates Asian Large Corporate Banking studies, 2017-2021. © Australia and New Zealand Banking Group Limited ABN 11 005 357 522 and/or used under licence. "ANZ", ANZ's logo and ANZ's colour blue are trademarks of ANZ.





Treasurer' report & Reviewed financials

Another challenging year amidst the COVID-19 pandemic for AustCham Lao and its members with this year again a number of cancellation of AustCham Lao's key events in compliance with COVID-19 restrictions in place and lower membership renewals as our members took measures to reduce discretionary expenses.

AustCham Lao generated lower revenue of LAK 667.3 million (2020: LAK676.5 million) as a result of fewer revenue generating events being held throughout the year and lower Membership renewals. AustCham Lao has continued to focus on minimum discretionary spending as initiated in previous year. For the period ending 30 June 2021, total expenses amounted to LAK 716.6 million (2020: LAK720.2 million), a reduction on prior year owing mainly to reduced event and operating expenditure.

The Board determined some time ago that the Chamber should keep 12 months of forward operating expenses in a cash reserve. As at June, the Chamber holds over 12 months of forward operating expenses in cash which is in line with the Board's preferences. The balance sheet is in a strong position with accumulated funds of LAK612.1 million.

As at 30 June 2021, AustCham Lao boasts 77 members, including 5 Gold Sponsor Members; 7 Silver Sponsor Members; and 12 Bronze Sponsor Members.

Disclosures AustCham Lao employs two paid staff members. The Board of Directors of AustCham Lao provide services on a voluntary, unpaid basis. As in the two years prior, the Board has appointed VDB Loi as the independent accountant and reviewer of our financial statements for the period ending 30 June 2021. This is the second year that AustCham Lao has reported in Lao Kip, and in reviewing the prior period some discrepancies in the methodology for Accounts Receivable were noted resulting from prior year changes in methodology for revenue recognition, and found to overstate Accounts Receivable for the period ended 30 June 2020. As a result, AustCham Lao have worked with VDB Loi to restate carried forward Accounts Receivable and Accumulated Fund Balance on the balance sheet for the period started 1 July 2020 to reflect an accurate Opening financial position and Closing position at 30 June 2021. The Treasurer notes that the Balance Sheet statement for the period ending 30 June 2020 has not been restated from the 2020 AGM reports to maintain consistency in the reported numbers.

Sincerely yours,

Marion Rimaniol

AustCham Lao Treasurer



The Australian Chamber of Commerce Lao P.D.R.

Statement of Financial Position for the Financial Year Ended 30 June 2021

	Note	2021 (LAK)	2020 (LAK)
Assets			
Non-current assets			
Property, plant and equipment	4	9,082,543	38,337,051
Current assets			
Account receivables	6	900,000	279,179,807
Cash and cash equivalents	7	756,097,475	733,557,309
Payment	8	18,758,732	50,690,640
Deffered expense	5	8,126,500	
		783,882,707	1,063,427,756
Total assets		<u>792,965,250</u>	<u>1,101,764,807</u>
Liabilities and Accumulated Fund			
Current Liabilities			
Account payables	9	11,361,600	21,071,150
Deferred revenue	9	169,519,500	116,390,000
Accumulated fund		<u>612,084,150</u>	<u>964,303,657</u>
Total liabilities and accumulated fund		<u>792,965,250</u>	<u>1,101,764,807</u>



The Australian Chamber of Commerce Lao P.D.R.

Statement of Income and Accumulated Fund for the Financial Year Ended 30 June 2021

	Note	2021 (LAK)	2020 (LAK)
Income			
Non-current assets			
Membership fees	10	468,688,793	484,084,207
Events revenue	10	160,334,109	186,700,400
Other revenue	12	38,248,414	5,710,584
Other revenue - selling of fixed assets	12	15,027,000	
Total revenue		<u>682,298,316</u>	<u>676,495,191</u>
Costs and expenditures			
Cost of events	13	40,836,640	97,463,553
Personel Costs	14	550,389,143	438,498,180
Operating expenses	15	140,372,733	184,218,374
Total costs and expenditures		<u>731,598,516</u>	<u>720,180,107</u>
Surplus / (Deficit) of revenue over costs and expenditures		<u>(49,300,200)</u>	<u>(43,684,916)</u>
Accumulated fund brought forward		661,384,350	1,007,988,573
Accumulated fund carried forward		<u>612,084,150</u>	<u>964,303,657</u>



2021

YEAR IN REVIEW

Advocacy Consultation
with the Lao Government

6



35

Total Number of Events

Members

70



1,000+

Participants

Newsletters to
Members

12



260+

Lao PDR Snapshots

Networking
Events

5



6

Seminars

Webinars

12



1

Board Meeting
Strategy Day

Reports, Info and
Updates

30



12

Board Meetings
& Minutes

Training courses

7



4

Workshops

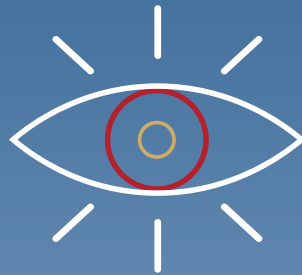


AustCham Mission



OUR PURPOSE

Support the interests of the international and Lao business community, sharing Australian values.



OUR VISION

Be the preferred international business chamber in Laos



OUR VALUES

Excellence
Independence
Diversity
Respect
Integrity

AustCham Lao, We Connect for Growth!



OUR PILLARS

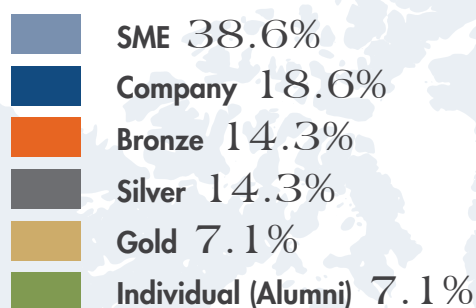
- Promote and support business development and foreign investment
- Represent and influence the business environment
- Enhance the reputation and awareness of the chamber
- Provide development and capacity building of the business community
- Promote and support Corporate Social Responsibility
- Deliver now and plan for the future



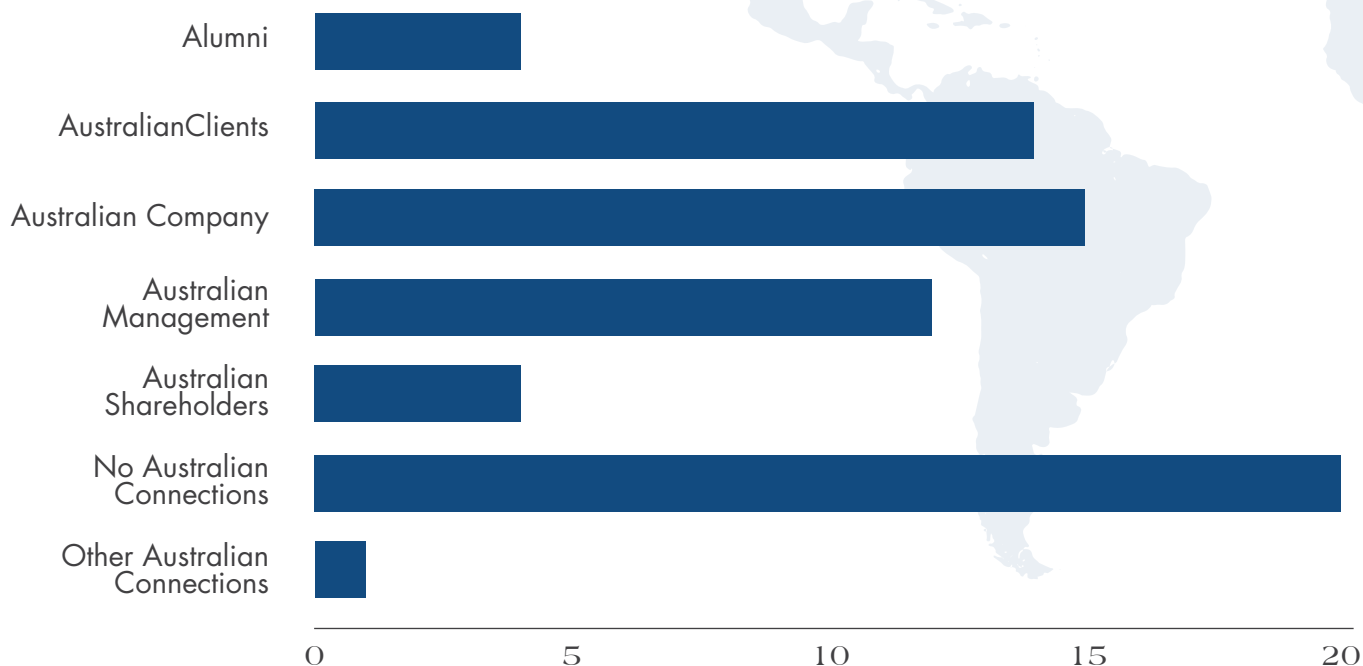
Members Demographics



AUSTCHAM LAO MEMBERS CLASSIFICATION

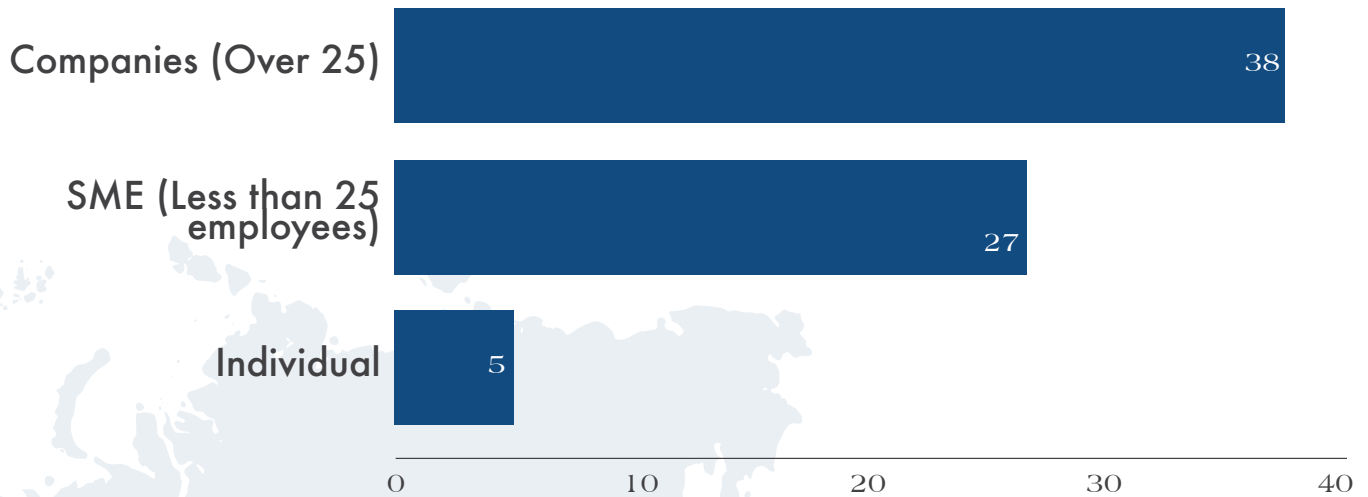


AUSTCHAM LAO MEMBERS PROFILE

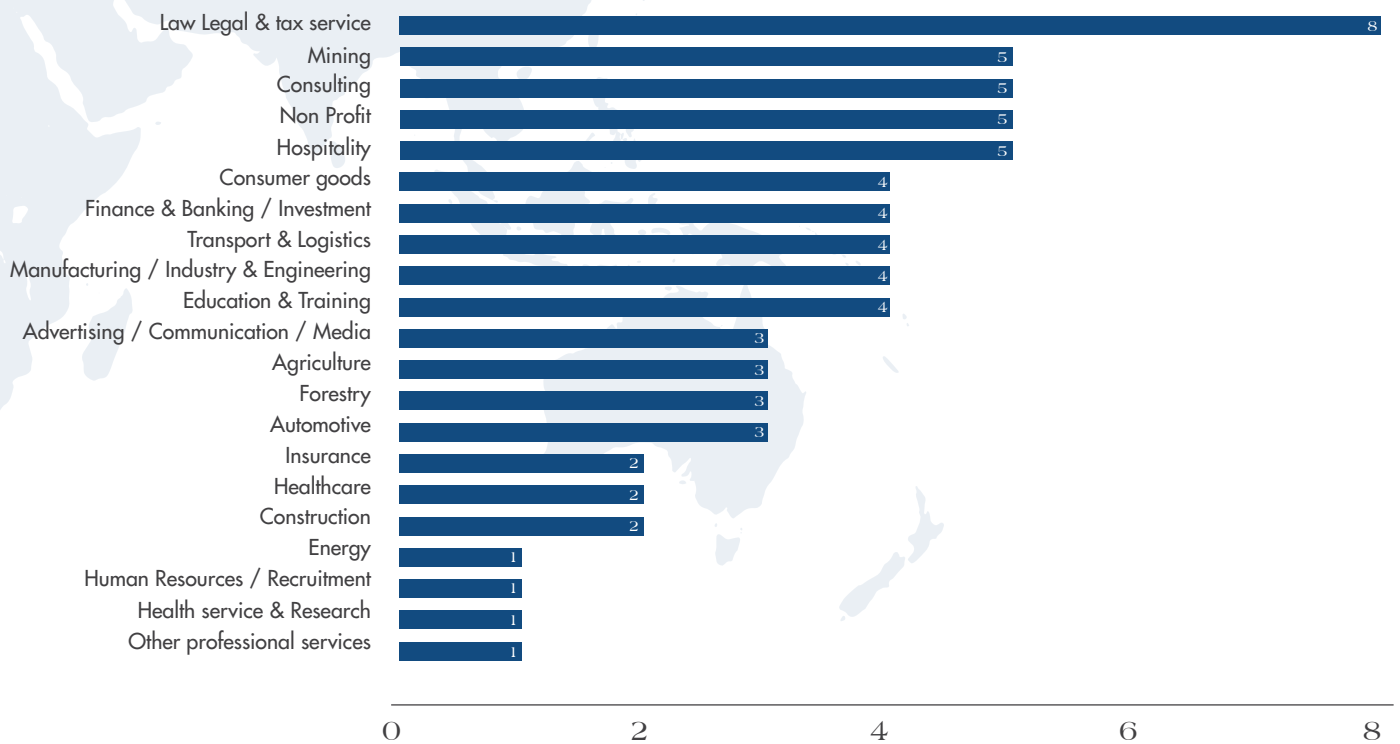




AUSTCHAM LAO MEMBER SIZE (N. EMPLOYEES)



AUSTCHAM LAO MEMBER CLASSIFICATION PER SECTOR





Environmentally and socially responsible
mining that supports the
Government and people of Laos.





Business Briefings

AustCham Lao Business Briefings are panel discussions that reflect the key needs of the membership and are relevant for the larger business community. These panel discussions provide unique insights from diverse leaders and experts on a wide range of topics.

ECONOMIC OUTLOOK 2021

Economic Outlook for the Lao PDR and other Asian economies impacted by the COVID-19 and what to expect for 2021

TUESDAY, FEBRUARY 9
9.00AM - 10.30AM
CROWNE PLAZA, VIENTIANE

Moderated by
Carli Renzi
Country Head ANZ Laos

with the exclusive participation of

Nicola Pontara
Country Manager World Bank Lao PDR

Khoon Goh
Head of Research Asia ANZ

Asia & Lao PDR Economic Outlook
Feb 9

WEBINAR IN HUMAN RESOURCES MANAGEMENT

Talent Acquisition and Retention in Laos in a Covid 19 Era

13th MAY
10.00AM - 11.00AM
ZOOM WEBINAR

Moderated by
Keovisouk Dalasane
President and Managing Director, Lao PDR

Metta Chantanalong
HR Manager Lao PDR

Siphone Phamavanh
Country HR & Compliance Affairs Manager Lao PDR

"Staff are the company's most precious resource and retaining experienced employees is crucial to its success."

FEES FOR Lao Members: 120K LAK Non-Members: 180K LAK
REGISTRATION: austcham@austchamlaos.org

Webinar in Human Resources Management
May 13

Webinar, Leadership Lessons from a Year of COVID
May 7

**WEBINAR
CHANGE TO AUSTRALIAN
RESIDENCY RULES FOR EXPATS**

29TH June, 14:30-15:30 and 17:00-18:00

Webinar Australian Residency Tax Changes & Tax Implications for Expats
June 29



ASIA & LAO PDR ECONOMIC OUTLOOK 2021

February 9
Crowne Plaza

This webinar provided details on the economic outlook for Lao PDR and other Asian economies impacted by COVID-19 and what to expect in the coming months.

Moderator: Carli Renzi, Country Head ANZ Laos & AustCham Lao President



- **NICOLA PONTARA**, presented the main findings of the Economic Monitor of Lao PDR and potential and growth scenario for 2021
- **KHOON GOH**, discussed the Asian regional economic outlook and what financial markets are telling us about the broader global landscape.



AustCham Lao

Flagship events - Trends and Opportunities in Laos

AustCham Lao supports its members with market-leading insights on trends and opportunities that materially impact sectors, or business broadly, in Lao PDR. Each panel discussion is followed by an interactive Q&A live session.

Impact of the Regional Comprehensive Economic Partnership in Laos, Feb 18	New Frontiers of Insurance, Feb 18	New Horizons for the Healthcare System, July 16
Activating Smart Cities, underpinned by 5G, in Laos Sept 16	China-Lao Railway, the Inside Track! Oct 29	Renewable Energies Sector Roadmap, Nov 11



HIGHLIGHT



CHINA-LAO RAILWAY, THE INSIDE TRACK!

October 29
Webinar

The event analysed and covered different aspects of the railway, its operations, and opportunities for local and foreign businesses

Moderator: Hannah Wurf, Second Secretary,
The Australian Embassy

Speakers:

- **Dr. Bounta Onnouvong**, Director-General of the Transport Department, presented on regional transport agreements and how the railway fits in Laos' broader connectivity agenda
- **Mr. Sombath Southivong** from the World Bank explained the railway specifics and put forward some of the policy reforms proposed by the World Bank
- **Mr. Sakhone Philangam** introduced us to the Thanaleng Dry Port and how it will operate in relation to railway freight.
- **Mr. Kaz Patafta**, Director of McDonald Patafta and Associates, covered the regulatory side and the 'soft infrastructure' needed to develop a rail sector.



Legal Webinar Series

AustCham Lao has teamed up with its Member Tilleke & Gibbins and fellow Australian Chamber of Commerce in Cambodia and Myanmar to host a series of webinars on the latest legal hot topics across the three jurisdictions.

Intellectual Property in Cambodia, Laos and Myanmar, February 2



Data Privacy in Cambodia, Laos, and Myanmar

March 30

AUSTCHAM LEGAL WEBINAR SERIES WITH TILLEKE & GIBBINS

E-Commerce Law Cambodia, Laos and Myanmar

Tuesday, August 31, 2021 10:00 - 11:30 a.m. (ICT) | 9:30 - 11:00 a.m. (MMT)

E-Commerce Laws in Cambodia, Laos and Myanmar
August 31

AUSTCHAM LEGAL WEBINAR SERIES WITH TILLEKE & GIBBINS

Employment Law in Cambodia, Laos, and Myanmar

Wednesday, November 10, 2021 10:00 - 11:30 a.m. (ICT) | 9:30 - 11:00 a.m. (MMT)

Employment Law in Cambodia, Laos and Myanmar
November 10



BOART LONGYEAR™



Boartlongyear Drilling Services Laos
Mark Starky (Operation Manager)

Tel: +856 20 22216066

Email: MStarky@boartlongyear.com

Unit 15, Banphonthan, Sayetha District Vientiane Lao PDR, PO Box 6681, Tel: +856 21 266110

www.boartlongyear.com



Networking Events

AustCham Lao Sundowners are our most popular networking events. Sundowners are the perfect opportunity for our members and partners to connect and expand their business network, mingling in a truly Australian style.

Australia in Laos
Sundowner,

March 4



Phu Bia Mining Sundowner
April 7

Aussie Wine & Business e-Connect
(Online), June 2, 9, 16



HIGHLIGHT



AUSTRALIA IN LAOS SUNDOWNER

March 4
The Australia Embassy to Lao PDR

AustCham Lao works closely with The Australian Embassy to support Australian business interests in Laos and strengthen two-way Australia-Laos trade and investment relationships.

In 2021 our Sundowner in collaboration with the Australian Embassy presented the theme – 'Embracing Australia in Laos' – which featured Australian high quality products, alumni, and economic development programs.



Workshop & Training Courses

AustCham Lao's workshops are constructive and engaging sessions where participants can hear from experts, contribute by sharing their experience, their issues and obtain clear answers, while our training focuses on developing capacity and soft skills.

WORKSHOPS

- **Social Media Channels for Laos 1:**
Audience, Types of Content, and Purpose,
April 23
- **Social Media Channels for Laos 2:**
Creating Effective Content for Various
Social Media Platforms
June 11
- **How to Analyse Data Collected by
Facebook to Generate Sales Leads**
September 24



Google Ads for Business: Why and How to Use it!
August 13

TRAINING



- **Training in Leadership:**
Elevating Human Performance,
February 26



- **First Aid and CPR Training**
March 26

- **Virtual Negotiation Skills,**
May 27



- **Presentation Skills**
July 30
- **English for Writing Better Reports**
(6 weeks course), *September 21*
- **Introduction to Design Thinking,**
November 12
- **Lao Language Course for Business,**
November 24

“PRUCOVID-19 Carefree Plus”

Protection you need by Prudential Laos

PRUCOVID-19 Carefree Plus

Keep your family protected with
a new normal insurance solution



more than

31,000

Lives Assured

more than

100

claims

total payment amount of

500,000,000

LAK

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

About Prudential Laos

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

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



Corporate Social Responsibility

AustCham Lao strives to promote the importance of being socially responsible when doing business and aims to foretell trends in future government standards for the business environment.

AustCham seeks to foster strong ties with the community and to demonstrate the contribution the Australian business community makes to development in Laos.

AustCham Lao Strategic objectives:

- Build the capacity and knowledge of our members and non-members on Corporate Social Responsibility
- Encourage further adoption of Corporate Social Responsibilities measures
- Contribute back to the community



HIGHLIGHT



RESPONSIBLE BUSINESS CONDUCT FORUM

March 18
Crowne Plaza

The Australian Chamber of Commerce and the Office of the Embassy of Canada co-hosted the second Responsible Business Conduct Forum to raise awareness of local and international best practice in corporate social responsibility (CSR) and to support the Lao government's campaign to promote "quality investment".

The RBC Forum, which attracted more than 80 participants, saw business leaders share their experiences in implementing CSR activities with members of the Lao private sector, government officials, development partners, international organisations, and civil society. Sectors of focus for the full-day event included tourism, hospitality, mining, agriculture, and forestry.



Meetings with the Australian Ambassador

As Patron of AustCham, Mr. Paul Kelly, Australian Ambassador to Lao PDR values the opportunity to hear from AustCham Lao members about their business and the investment climate in Laos.



Navigating the Business Culture of Laos as a SME,

March 12

Briefing with AustCham's Sponsors

August 13

HIGHLIGHT



NAVIGATING THE BUSINESS CULTURE OF LAOS AS A SME

March 12

The Australian Recreational Club

At this briefing, Australian SMEs shared their experience and gave feedback on how to navigate Lao Business Culture, especially during the Covid-19 era. The panellists also addressed the challenges they are facing operating in a "Covid-19" Market during this open dialogue with the Ambassador.





ພິງສະຫວັນ ປະກັນໄພ (ເອພີເອ)
PHONGSAVANH INSURANCE (APA)

About Phongsavanh Insurance (APA) Co., Ltd.

- Phongsavanh Insurance (APA) Co., Ltd., also known as APA Insurance, was officially launched in 2016.
- It is part of the Phongsavanh Group of Companies and the first **100% privately-owned** composite insurer in the Lao PDR.
- A composite insurer is licensed to sell both general insurance and life insurance.
- **Mission:** To be the preferred and trusted innovative Insurance Company in Laos.
- **Vision:** To create a reputation of professional insurance Company with customer core values at the heart of its operation and to deliver first class service in all our actions with clients.
- Our head office is located in Kamphaengmueang Rd, Thatluang Tai Village, Xaysettha District, Vientiane Capital, Lao P.D.R.

Our business:

- We provide bespoke products which meet customers need to protect individuals, SMEs, Corporate and valuables.
- We have successful partnership distribution business models with Banks, Brokers, Agents, direct sales and Digital.
- We provide the coverage of more than **25,000 policies** nationwide and more than **43%** of embassy, **50%** of all international schools and **20%** of NGOs in Laos that trusting us to protect them.
- We are the first insurer who launch the Cancer and Critical Illness Insurance in Laos.
- We also be the first insurer to design bespoke EV car insurance and provide daily allowance when car repair for motor insurance.
- We collaborate with LOCA (first online taxi in Laos) to launch the first "Pay as you go" motor insurance in Laos.

"Your trusted and innovative insurance partner"

Our product:

Phongsavanh Insurance (APA) has a comprehensive and market-leading product range available to local consumers and expatriate residents:



Health insurance: Customer can use the APA Medical Card without payment in advance in panel hospital / clinics. We have a package available for individuals, family and group of business.



Personal Accident cover: Accidental death, total permanent disablement, medical expense during work time and private life 24 hours.



Property insurance protect customer's property from fire which can be financial devastating, let we take care.



EZY Life Insurance, low-cost with a fixed premium of 550,000 LAK/year, the coverage increases every year with maximum coverage of LAK 100,000,000.



Motor insurance cover customer during the driving with peace of mind when accident happened from them to third party against claims for damages and loss.



"The first specialist Cancer and Critical Illness Insurance" in Laos. This enables you to only focus on recovering from Cancer and Critical Illness Insurance and we will take care of all financial worries (with maximum coverage up to LAK 300 million). Health check up is not required and this insurance plan covers expenses in both Laos and Thailand.

*You're not just another customer...
We're not just another Insurer...*

We also provide others several type of insurance products

Please find more information at Email: info@apa.com.la,

Facebook page: Phongsavanh Insurance, Website: www.apa.com.la

Information Please Call

1677



Community Events

AustCham Lao is also active socially and in the community organising fundraising and family events.



• Easter Egg Hunt

April 3

Yoga Classes in support of Vientiane Rescue

May - June

HIGHLIGHT



EASTER EGG HUNT

April 3
Landmark Mekong Riverside Hotel

More than 130 people joined AustCham's Easter Egg Hunt, an event that aimed to provide a networking environment for members with their families, while promoting 3 of our valued sponsors from the education sector.

The day's highlight was the Easter Egg Hunt, followed by many kids activities, water games in the pool and delicious food available in the gourmet corner.



SPONSORS: Vientiane International School, International School of Laos, The Australian International School



ADVOCACY



We aim to be the voice of our members on key issues advocating for policy outcomes that will benefit our members, the economy and the community. We offer support by connecting businesses with Government officials through specific events, formal dialogue and meetings.



- Public-Private Meeting with Lao Security Commission, on actions to take after the Private Sector Working Group
January 14
- Public-Private meeting the Director General of Bank Of Laos, on actions to take after the Private Sector Working Group
January 18
- The 17th Trade and Private Sector Working Group Meeting,
February 4
- 13th Lao Business Forum
July 28
- Private Public Consultation on Dematerialisation and Digital Agenda,
October 7
- The 18th Trade and Private Sector Working Group Meeting,
November 10



13TH LAO BUSINESS FORUM

July 28
National Convention Centre

The 13th Lao Business Forum (LBF) reviewed progress on public private dialogue to improve the business environment in Laos. AustCham, represented by its President Carli Renzi, co-chaired the Financial Sector Working Group (FSWG) and was invited to raise issues discussed at the FSWG at LBF in the presence of the Lao Prime Minister, H.E. Mr. Phankham Viphavanh, and more than 400 participants, representing domestic and foreign businesses, public sector agencies, as well as the international diplomatic community and development partners.

Issues raised by AustCham Lao at this LBF's edition included the parallel exchange market and foreign exchange regulation



Mate to Mate Interviews

Mate to Mate is AustCham's interview series on hot topics for the business community. The interviews are broadcast live on our Facebook and LinkedIn pages to facilitate a live Q&A where viewers have the chance to ask their questions.

Mate to Mate, Covid-19 Business Response Series

May/July

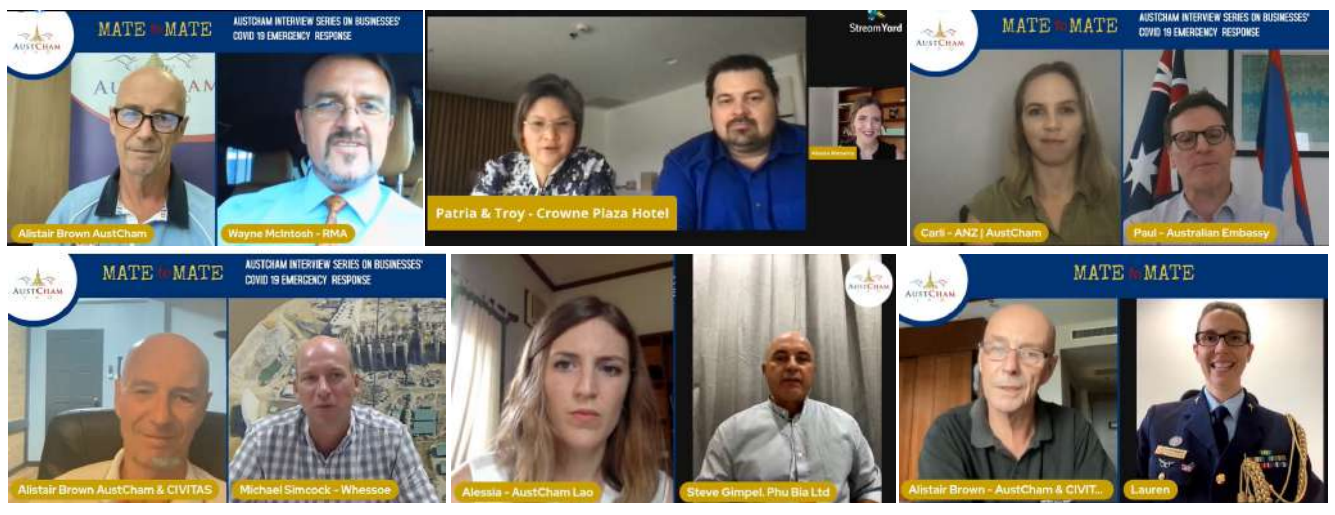
Mate to Mate, Inclusion and Diversity at The Workplace

August-September

Mate to Mate, Business Interviews

November - ongoing

MATE to MATE





- SINCE 2008
- LEADING LAO PDR LAW FIRM
- CORPORATE & COMMERCIAL
- FOREIGN INVESTMENT



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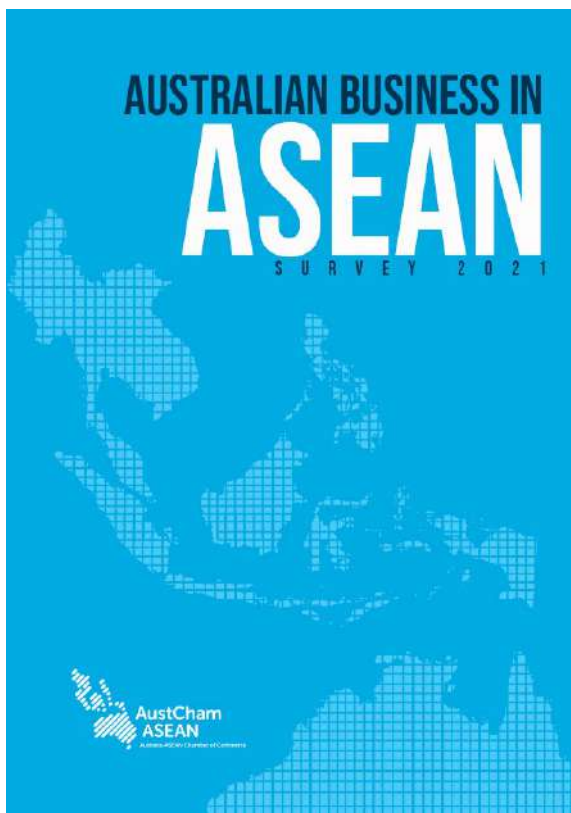
House No. 558, Unit 26,
Ban Saphanthong Kang,
Sisattanak District, Vientiane, Lao PDR

mpalawyers.com



Surveys

In collaboration with Austcham ASEAN, we launched Australian Business in ASEAN surveys to identify the issues faced by our members and help decision makers to take action.



AustCham ASEAN Australian Business in ASEAN Survey

August

Joint Chamber Business Survey,
designed to monitor foreign
investor sentiment and show
trends impacting international
investments in Lao PDR

November





Key findings of the AustCham ASEAN Survey

In ASEAN

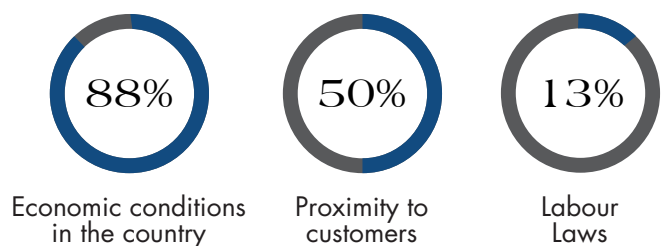
- In COVID 19 times, Australia's closed borders have reduced trade and deal making for one third of respondents, and close to 45% of businesses continue to experience ongoing disruption to their operations.
- COVID-19 has also presented an opportunity for a sizeable minority, particularly businesses in environmental services, consumer goods and marketing/media/communications. Rising tensions between China and other countries over the last year have left Australian businesses uncertain about commercial prospects in ASEAN, though respondents tend towards pessimism.
- When it comes to non-tariff measures, Australian business is more unanimous. 63% of respondents identified measures that frustrate their trade and investment efforts in ASEAN.

IN LAOS

HIGH IMPACT BUSINESS CHALLENGES



TOP GROWTH DRIVERS



■ 2021 ■ 2020



The Team



Alessia MONARCA
Executive Director



Sithisak SOPHA
Administration

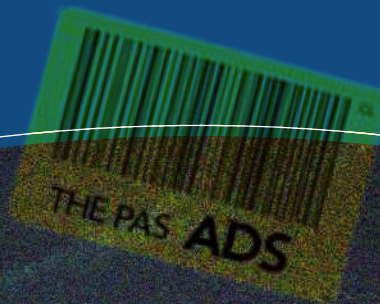
Thank you



Clemence FOURNIER
Executive Director



Souphaluck SITHIPANYA
Administration



ອອກແບບທຸລະກິດຂອງທ່ານ ກັບພວກເຮົາ

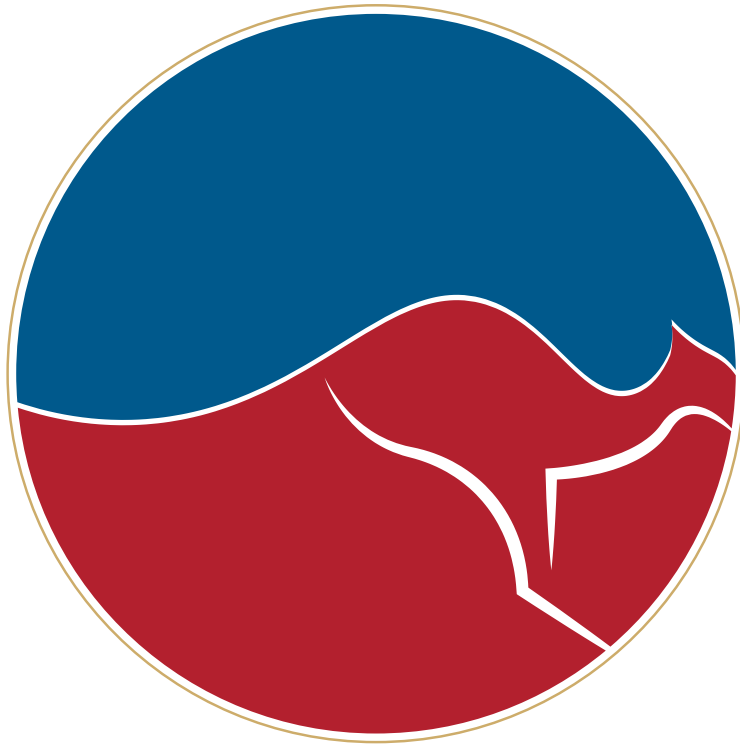
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