



KINGDOM OF CAMBODIA
NATIONAL RELIGION KING

DEMAND FOR GOOD GOVERNANCE PROJECT
World Bank-IDA-Grant No H4410-KH

1st QUARTERLY PROGRESS REPORT 2011

Support to the Arbitration Council

ABBREVIATIONS AND ACRONYMS

AC	Arbitration Council
ACF	Arbitration Council Foundation
AC/F	Arbitration Council and Arbitration Council Foundation
AusAID	Australian Agency for International Development
AWP	Annual Work Plan
DFGG	Demand for Good Governance
EOI	Express of Interest
IDA	International Development Agency
ILO	International Labour Organization
MEF	Ministry of Economy and Finance
MOI	Ministry of Interior
MOLVT	Ministry of Labour and Vocational Training
MONASRI	Ministry of National Assembly-Senate Relation and Inspection
NGOs	Non-Governmental Organisation
NZAID	New Zealand Agency for International Development
OWSO	One Window Service Office
PCC	Project Collaboration Committee
PCO	Project Coordination Office
PRC	Procurement Review Committee
RNK	Radio National Kampuchea
RFP	Request for Proposal
SAC	Secretary of Arbitration Council
SAG	Stakeholder Advisory Group
TOR	Terms of Reference
WB	World Bank

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SECTION I: PROJECT PROGRESS REPORT

A. Project Introduction

The Arbitration Council (AC) Sub-Component of the DFGG Project aims at improving the dispute resolution services delivered by the AC, and to expand these services throughout the country and into a broader range of industrial sectors. To this end, the AC Sub-Component plans to use DFGG funds for strengthening the AC governance structure; providing critical capacity building to arbitrators and staff; developing strong and wide partnerships with relevant stakeholders and partners; implementing a targeted outreach and communication strategy, including improved media relations; and providing necessary training and capacity building for the AC's stakeholders throughout the country. Importantly, the AC Sub-Component provides for the development and implementation of strategies, which will help the Arbitration Council to become a sustainable institution into the future.

A. 1. Project Background

Good governance is a critical challenge facing Cambodia in its efforts to sustain economic growth, reduce poverty and attain the Cambodia Millennium Development Goals. Accordingly, the Royal Government of Cambodia (RGC) gives prominence to improving governance in its Rectangular Strategy 2004-2008, the Governance Action Plan, and the Decentralization and De-concentration Strategic Framework. One important initiative of RGC in this regard is the planned Demand for Good Governance (DFGG) Project, which will be supported by grant financing from the International Development Association (IDA) and Australian Agency for International Development (AusAID).

The development objective of the DFGG Project is to promote good governance in Cambodia in order to sustain economic growth and poverty reduction. As elsewhere, efforts to improve governance in Cambodia have focused predominantly on supply-side instruments (e.g., more effective public administration and financial management, delivery of public services, etc.). While these are necessary and useful, better and more lasting results will be achieved if complemented by increased social accountability (i.e., more demand-side engagement).

The DFGG Project aims to improve governance quality in Cambodia by building the capacities of institutions, and supporting programs/projects and coalitions, that promote, mediate or address demand for good governance in the context of a few key areas in RGC's reform agenda. This will result in more effective design, implementation and monitoring of key reforms, and more transparency, accountability and responsiveness of the state to citizens.

A. 2. Project Development Objective

The overall objective of the AC Sub-Component of the DFGG Project is to contribute to an effective governance environment for private sector development by enhancing the extent to which a well-functioning labour arbitration system builds workers' and employers' confidence that labour disputes will be resolved effectively and fairly.

A. 3. Project Component

As the sub-components of DFGG project, Arbitration Council comprises of four components and activities to be implemented during the lifetime of the DFGG Project. Those are:

Component 1: Institutional Integrity and Sustainability: Independence, Credibility, Sustainability

Key Activity 1: *Selection/ recruitment of arbitrators:* assess the need for the appointment of additional arbitrators.

Key Activity 2: *Arbitration Council governance:* maintain and strengthen appropriate governance structures including the ACF Board of Directors, Representatives of the Arbitration Council, Regular Arbitrator Meetings, Arbitrators' Retreat and Arbitrator Working Groups.

Key Activity 3: *Sustainability:* develop and implement strategies that will help to ensure the AC's institutional and financial sustainability in the long term.

Component 2: Labour Dispute Resolution

Key Activity 1: *Resolution of Labour Dispute Cases:* continue the AC/Fs core work of conciliating and arbitrating labour disputes.

Key Activity 2: *Capacity Building of AC/F and SAC:* undertake training and other activities to develop the legal and administrative capacity of Arbitrators, ACF and SAC staff.

Key Activity 3: *Expansion of Arbitration Council Services:* aim to expand AC's dispute resolution services throughout the country and into a broader range of industrial sectors.

Component 3: Partnerships and Stakeholder Outreach and Training

Key Activity 1: *Establishing and maintaining partnerships:* develop and maintain relationships with key partners as well as with other relevant organizations and institutions

Key Activity 2: *Dissemination of publications and other information to raise stakeholder awareness:* produce, publish and disseminate arbitral awards and other relevant information in order to raise stakeholder awareness and ensure transparency.

Key Activity 3: *Media relations and promotion:* use media tools to promote AC/F to a wider audience

Key Activity 4: *Stakeholder training*: continue to run trainings for relevant stakeholders to promote awareness of the AC and the labour dispute resolution process.

Key Activity 5: *Enhancing the Enabling Environment for Implementation of the Memorandum of Understanding on Improving Industrial Relations in the Garment Industry*: works with partners to facilitate the implementation of the MoU signed by Garment Manufacturers Association of Cambodia (GMAC) and six major union federations and confederations, in which parties and their members agree to binding arbitration by the Arbitration Council for labour rights disputes.

Component 4: *General Operation and Project Management*

Key Activity 1: *Equipment & occupancy*: AC/F will purchase additional equipment and furniture and relocate to a larger space to accommodate the expansion in activities and increased staffing levels under DFGG. ACF will continue to provide managerial, technical and financial support to the Council.

Key Activity 2: *Monitoring and evaluation*: ACF will maintain M&E system; procure and coordinate with consultant/NGO/firm to conduct studies.

B. Summary of Key Activities and Completed Milestones undertaken in Quarter

B1. Outputs

B1.1 Narrative of Key Achievement

Arbitration Council Governance

ACF Board of Directors Meeting: ACF organized a meeting during in this reporting period. This meeting was the 21st Board of Directors Meeting and held on 15 February 2011. In this meeting, ACF management team discussed with the Board of Directors on the progress of the project, financial status, progress of implementation of Memorandum of Understanding involving arbitration on rights dispute in garment industry (MoU) from December 2010 to January 2011..

Regular Arbitrator Meeting: ACF organised two regular arbitrator meetings (RAM) during the reporting period. The first meeting was held on 11 February 2011. Twelve (12) arbitrators, 12 of ACF and all staff members of the Secretariat of the Arbitration Council attended the meeting to be ready for administering and hearing the cases covered by the MoU. During this meeting, it was decided that to prepare for those cases, the AC needed 1) SAC script, which outlines the SAC's explanation of the background to the MoU and the effect of the MoU on the AC process; 2) Q&A for Arbitrators – which outlines the suggested answers to the questions the Arbitration Panel expect from parties; and 3) Internal memorandum on rights disputes and interests disputes. These documents have been used in all cases concerning the MoU. At the meeting, the arbitrators were presented with publications of the Legal Benchbook, a summary of the relevant law and Arbitral Awards of the AC. It is divided into various legal issues that most frequently appeared before the Council.

At the meeting on 26 March 2011, some 10 AC arbitrators 8 SAC and ACF staff discussed various items: solutions for day-to-day operational challenges and strategies to further improve its labour dispute resolution services, upcoming continued legal education sessions for arbitrators, and upgraded communication tools for AC stakeholders.

Meeting of Representatives of the Arbitration Council: During the reporting period, ACF organised two meetings with the Representatives of the Arbitration Council (RAC). First, on 25 January 2011, RAC met to discuss the garment industry MoU, and activities to be carried out by RAC, among other agenda items. At the meeting on 1 March 2011, RAC discussed strategies for further improvement of AC dispute resolution services.

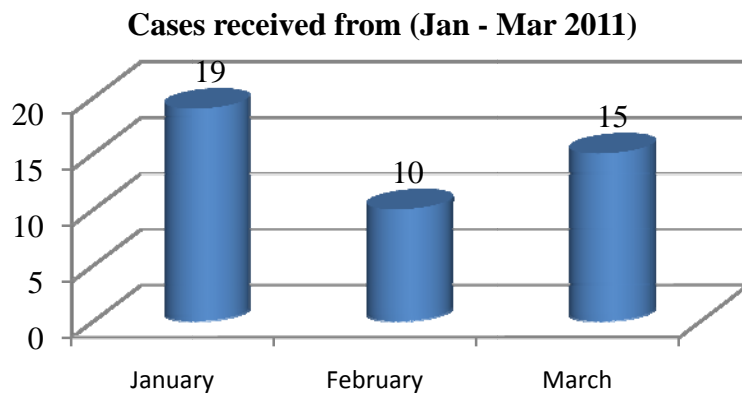
Sustainability

- *Individual Labour Dispute Resolution Program and Other Strategies for AC to Generate Income:* Starting on 14 March 2011, the ACF in partnership with the University of Michigan Business School based in Michigan develop a business plan to carry out individual labour dispute resolution (ILDR) pilot program and other activities that AC/F can generate income for AC financial sustainability. Generally, the pilot ILDR program would allow employers and individual workers to seek the assistance of AC/F to help them resolve individual labour disputes; and parties/customers would be assessed a fee for

such dispute resolution services by AC/F. As a revenue-generating activity, the ILDR program is a part of ACF's overall growth strategy, with the long-term objective of achieving financial sustainability. The field work in Cambodia involving survey and interview will be completed on 8 April 2011 and the final report and presentation of the findings are expected on 27 April 2011.

Resolution of Labour Disputes Cases

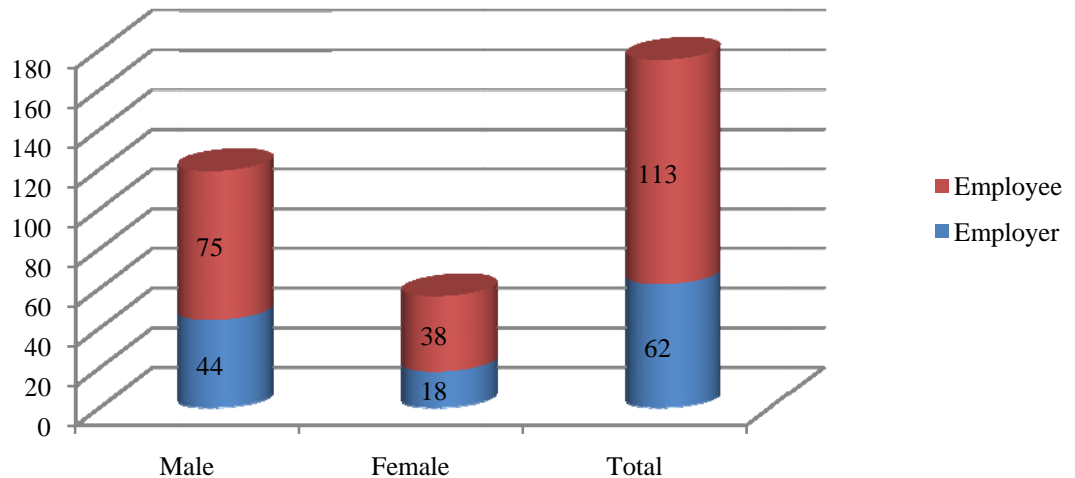
In the first quarter of 2011, the AC received 44 cases of labour disputes (registration numbered: 01/11 - 44 /11). An average, AC received 14 cases per month. However, 26 (59%) out of 44 were cases covered by Memorandum of Understanding involving binding arbitration on rights dispute in the garment industry. In resolving the labour dispute cases in the first quarter of 2011, regardless of their registration dates (as some of the cases were pending from the previous reporting quarter), the AC successfully conciliated 7 cases, and issued the arbitral awards for 24 cases. As of the end of the reporting period, 13 cases were pending at the AC. *(For its results, please see in the B2. Results/Outcomes section)*



Among of 44 cases above, there were 34 enterprises involved in these disputes but some of them appeared more than once. Moreover, there were 16,374 workers involved the disputes. For all of these cases, the AC was able to address them in a speedy and transparent manner. Such AC service reflects the AC's work in responding to needs of the enterprises and workers in dispute resolution.

During in this reporting period, 62 (35%) employers and 113 (65%) employees attended the hearing. Among of 175 participants, 18 (29%) out of 62 were females from employer representatives while 38 (34%) out of 113 were females from employee representatives. Below, this chart indicated the number of employers and employees attended the hearing from January to March 2011. For detail, please see the chart below.

**Arbitration Council - Number of Employer and Employee Representatives
Attending the Hearing (January - March 2011)**



Overall Success Rate on Labour Disputes Resolution

From May 2003 to 31 March 2011, the AC has received a total of 1,022 cases. To monitor the progress of the dispute resolution through arbitration process, ACF conducts the case follow-up for the outcome of the cases it has received, through phone calls to the relevant dispute parties after 60-90 days of awards issued (at the end of each quarter). In addition, ACF used the database system in order to track the implementation of awards. As results, the success rate of the dispute resolution at the AC from May 2003 to the end of March 2011 is at 70.52%. The ACF considers a successful outcome to be one where the Arbitration Council has either:

- a) facilitated an agreement between the parties to settle the dispute;
- b) issued an award which (even if it was opposed) has been fully or substantially implemented to resolve the dispute; or
- c) issued an award which (although it was opposed) has formed the basis for a post-award settlement between the parties and which resolves the dispute.

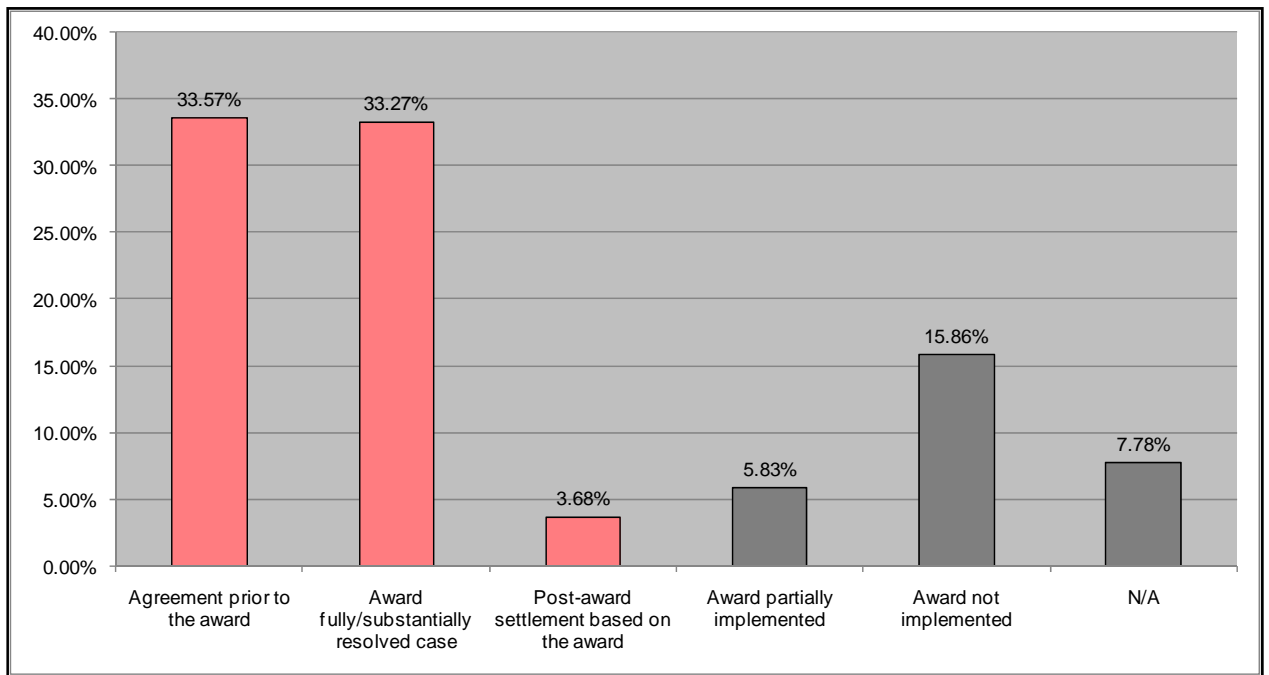
Using this outcome-based analysis, the implementation rates for all cases received by the Arbitration Council up through the current reporting period are presented below.

Outcomes through case 145/10		
Outcome	% of cases	# of cases
Agreement prior to the award	33.57%	328
Award fully/substantially resolved case	33.27%	325
Post-award settlement based on the award	3.68%	36
Award partially implemented	5.83%	57
Award not implemented	15.86%	155
N/A	7.78%	76
Total	100%	977

Success rate = 70.52%

- = Cases settled by agreement prior to an award (33.57%)
- + Cases where the award was fully or substantially implemented to resolve the case (33.27%)
- + Post award settlement based on the award (3.68%)

The highlighted categories combine to make a **success rate of 70.52%**, as can also be seen in the graphic representation below.



The N/A category in the graphic representation above refers to the cases where the Arbitration Council decides to close the case, such as non-appearance of parties or strike or lockout during the Arbitration Process.

Capacity Building of AC/F and SAC

During this reporting period, ACF has organised a number of capacity building sessions for AC/F and SAC staff:

- *Training for legal staff on 17 January 2011:* ACF’s Legal staff reviewed two arbitral awards written by Mr. Arnold Zack and discussed with him the topics that arise frequently before the AC. The session focused on 1) the principles for statutory

interpretation, 2) the burden of proof, and 3) legal principles for decision making on matters not governed by a specific law.

- *Training on arbitral award drafting on 22 January 2011:* Arbitrators of the AC, ACF and SAC's staff received training on arbitral award writing from Mr. Arnold Zack, US arbitrator and mediator, professor of law at Harvard School of Law and President of the ADB Asian Development Bank. The trainer and participants reviewed two awards selected by the ACF Legal Services Department. The session discussed the structure of the arbitral award and tips on how to write an arbitral award that is accepted by both parties to the case. After completion of the training, all trainees reported that they obtained an additional knowledge on award drafting and it is very helpful for them to improve the current jobs.
- *In-house training on strategic planning – part I:* On 23 February 2011, Ms. KIM Sonya conducted a session on strategic planning for management of the Arbitration Council Foundation. The management managed to assess the existing and future strengths, weaknesses, threats and opportunities as well as visions, mission and values. This is a series training, from which ACF management are expected to produce a strategic planning document to drive the development of the organization.
- *Legal Benchbook:* During the reporting period, ACF published the Legal Benchbook for internal use by arbitrators. The Legal Benchbook is a summary of the relevant law and Arbitral Awards of the AC. It is divided into various topics that frequently appeared before the Arbitration Council.
- *Exposure visit to the Philippines:* On 20-26 February 2011, Mr. Bun Vuthy, Monitoring and Evaluation Coordinator, was invited by DFGG Project Coordination Office (PCO) and attended with each DFGG implementing agencies to have an exposure visit to the Manila, Philippines. The exposure visits program aimed to help enhance the DFGG program implementation in Cambodia by expanding the implementers' knowledge of various local governance initiatives that adopt social accountability mechanisms. As results, M&E coordinator had learnt mostly the best practices from different institutions such as Ateneo School of Government, Department of Interior and Local Government (DILG), Municipality of Cabaio-Nueva Ecija, Quezon City Hall, Civil Society Advocates, Pasig City Hall, Office of the Ombudsman, and Department of Social Welfare and Development (DSWD). He observed that the success implementation their projects due to the good partnership between local government, private sectors and civil society organizations. In addition, media was played very important role to share information to the people for all levels in both national and local level.
- *Training in Sweden:* On 19-26 January 2011, Ms. Sou Sorphea, Director of legal Services Department, was invited by Mannheimer Swartling Law firm to attend the training on Human Rights Tool Box. During the training, she learned about the case handling strategies and cooperate social responsibility. She also had a chance to visit the Bar Association in Sweden, among other agencies.

- *In-house training on strategic planning – part II:* After the first part was conducted on 23 February 2011, Ms. KIM Sonya conducted part II of the session on strategic planning for management of the Arbitration Council Foundation on 9 March 2011. The management managed to assess the existing and future strengths, weaknesses, threats and opportunities as well as visions, mission and values. This is a series training, from which ACF management are expected to produce a strategic planning document to drive the development of the organization. Part III is expected to be conducted in April 2011.
- *Training on photography and newsletter writing:* At the ACF request, Mr. Dustin Barter, Media and Communications Consultant for Oxfam Australia, conducted a two-hour training session on photography and newsletter writing for all ACF and SAC staff members on 10 March 2011. The training was part of ACF plan for ACF, especially the communications staff, to do their work more effectively and also aimed at building relationship with the media and communication expert so we could share our knowledge and experience related to the media and communications related work of ACF.
- *Procurement Training:* Ms. Chhen Vanny has attended the procurement training organized by World Bank and Ministry of Economy and Finance from 24-26 April 2011 at Siem Reap Province.
- *In-house training on how to use Outlook efficiently:* On 29 March 2011, Mr. Teng Chesda, ACF Legal Officer, shared with ACF and SAC staff his knowledge about how to use Microsoft Outlook more efficiently. The focus was on how to organise emails, meetings and tasks using Outlook. Mr. Teng has good knowledge about web technology and computer software. He expected to share his knowledge more often so staff could do their work more effectively.

Establishment and Maintaining of Partnership

- *Attending conference in Thailand:* On 9-11 January 2011, Mr. Sok Lor, ACF Executive Director, attended Partner Economic Crisis/ IFI Conference in Bangkok, Thailand. Speakers from various countries around the world presented issues concerning labour-management relations such as privatization and trade union response, labour flexibility in subcontracting and temporary work, social welfare legislation, and development of labour rights requirements.
- *Factory visit:* On 21 January 2011, ACF staff and Mr. Zack paid a visit to Cambo Handsome, a garment factory located on the outskirts of Phnom Penh. The visit gave ACF staff the opportunity to get hands-on experience in the production of a garment factory. Mr. Y Samphy, Manager of Training & Communications; Mr. Bun Vuthy, Monitoring & Evaluation Coordinator; Mr. Thong Sophymakara, Translation & Legal Education Officer; and Ms. Sonya Kim, ACF Legal Advisor had a chance to also discussed with the Corporate Social Responsibility (CSR) team about how labour-management relations work at Cambo Handsome. It is important that ACF and SAC staff and arbitrators of the AC make factory visits since a majority of cases before the AC come from garment sector.

- *Meeting with Better Factories Cambodia (BFC) and Community Legal Education Center (CLEC):* On 21 and 25 January 2011 respectively, ACF met with BFC and CLEC's labour programme to maintain and strengthen the existing partnership and discuss possible opportunities to work together to encourage effective implementation of the garment industry MoU on binding arbitration by the AC. ACF agreed to monitor and evaluate the implementation of the MoU and shared the results with the two organisations working in industrial relations in Cambodia and in turn, CLEC and BFC agreed to share any information they have related to the MoU and work with their partners and stakeholders to encourage the effective implementation too.
- *Project Collaboration Committee Meeting:* On 22 February 2011, PCC meeting was organized at the Ministry of Labour and Vocational Training between ACF and PCC members, leadership of the Ministry of Labour and Vocational Training. The participants discussed the opportunities for ACF and the Ministry to cooperate with each other in the implementation of the garment industry MoU on binding arbitration by the AC and the future joint training for labour inspectors and conciliators of the Ministry. The participants from the Ministry agreed that the MoU was essential for improved industrial relations in Cambodia and that the Ministry would do what it can to contribute to the implementation of the MoU. Regarding the joint training, it was agreed that ACF and the Ministry would organized joint training to build capacity of the labour inspectors and conciliators in Phnom Penh as well as in other provinces across Cambodia. It was expected that three training sessions would be organized in May, June and July 2011, respectively. ACF also expects that this joint collaboration further strengthens its relationship with MoLVT, which will contribute to the long-term institutional sustainability of AC.
- *Partnership with Australian Volunteers International (AVI):* ACF hosted a meeting with the project manager of AVI's Macquarie University PACE International on 28 February 2011. The manager, Ms. Anna Trahair, received good reporting about ACF from Ms. Angelica Niolausson, a legal intern from Macquarie University, who interned with ACF in September-October 2010. Ms. Trahair expressed her support for the work of ACF and said that she had and would look for opportunities to expand the partnership with ACF.
- *Partnership with Integrating Human to Quality (IHQ):* During the reporting period, ACF worked very closely with IHQ to help the latter prepare for their activities under the DFGG Partnership Grants. That includes giving feedback to the feedback form for collecting suggestions from AC users and planning for its training activities.
- *Partnership with American Center for International Labour Solidarity (ACILS):* Under the partnership, ACF helped ACILS with their preparation for their new project. It was agreed that ACILS would help promote binding arbitration by the AC and in return ACF would, where necessary, provide trainers and support to their project staff.
- *Stakeholder Advisory Group Meeting:* ACF organised 2nd Stakeholder Advisory Group Meeting (SAG Meeting) at InterContinental Hotel on 04 March 2011. In attendance at the

meeting were almost all SAG members, including 3 each from GMAC and CAMFEBA, union federations and Ministry of Labour and Vocational Training. Also present at the meeting were (1) leaders from the most active labour unions in Cambodia such as Mr. Ath Thorn, President of Cambodian Labour Confederation, Mr. Rong Chhun, President of Cambodian Confederation of Unions, and Vong Sovann, President of Cambodian Confederation of Trade Unions and (2) leaders from organisations working in the field of labour matters such as Mr. Ken Loo Chee Chien, Secretary General of GMAC, Mr. David John Welsh, Country Director of American Center for International Labour Solidarity (ACILS) and Mr. Tuomo Poutiainen, Chief Technical Advisor of Better Factories Cambodia (BFC). The purpose of the meeting was to inform and discuss the labour dispute resolution by the AC, implementation of the MoU, and future financial sustainability of the AC.

- *Partnership with the Ministry of Labour and Vocational Training (MoLVT):* During the reporting period, ACF worked with MoLVT to plan partnership activities. It was decided that the two institutions would organise joint training on 24-25 May, 14-15 June and 12-13 July 2011 for MoLVT conciliators and inspectors from all over Cambodia so that they are more capable of settling labour disputes, contributing to industrial peace in Cambodia.
- *Partnership with The Asia Foundation (TAF):* In March 2011 under the partnership with TAF, ACF provided comments on the Non-State Actor grants, especially the partnership grants component of it. The following comments were given to TAF: 1) increasing the level of understanding among employers and workers (especially employers) on the garment industry MoU and binding arbitration, e.g. submission of letters of objection to binding awards by ERs, 2) increasing the level of awareness and understanding about AC and labour dispute resolution process among employers and workers outside of garment industry and outside of Phnom Penh and Kandal (as mentioned in our baseline study), and 3) increasing the level of awareness and understanding about AC and labour dispute resolution process by local authorities (police, etc.).
- *Partnership with Australian Business Volunteers (ABV):* On 14 March 2011, ACF's management met with representatives from ABV to discuss, among other matters, the possibility for ACF to apply for a media and communications consultant to assist in the implementation of ACF's media and communications strategies. ABV representatives welcomed the request and suggested that if a six-month assignment suited the need of ACF, ABV would be delighted to consider the application. ABV praised ACF for the positive impact of its work on industrial relations as well as on Cambodia as a whole.
- *Partnership with VIDA:* On 16 March 2011, ACF's management members met with Ms. Georgina Houghton, the Regional Coordinator for the VIDA and AYAD volunteer programs (based in Hanoi) and Mr. Michael Young, the Regional Operations Manager based in Australia. The partnership meeting focused on the possibility for ACF to seek a media and communications consultant through VIDA. Considering the positive impact of the work of the AC supported by ACF, Ms. Houghton and Mr. Young welcomed the application from ACF and encouraged it to start the process as soon as possible.

- *Partnership with Garment Manufacturers Association of Cambodia (GMAC) and Cambodian Federation of Employers and Business Associations (Camfeba):* During the reporting period, through the joint project with University of Michigan's Ross School of Business to study the possibility of individual labour dispute resolution program and other strategies for AC to generate income, ACF and four students of the university discussed the possibility with three representatives of GMAC and Camfeba in separate meetings. Mr. Som Chamnan and Sandra D'Amico of Camfeba and Mr. Kenloo Chee Chien of GMAC welcomed the project and said if the results come out as planned, it serve as reliable platform for individual dispute resolution in Cambodia with the credibility the AC has gained since the establishment in 2003.

Production of Training Video and Public Service Announcement

During the reporting period, ACF worked closely with Women's Media Centre of Cambodia (WMC) to work on the production of a training video and PSA. The shooting of the PSA was finished. Post-production test was also conducted with ordinary citizens and is expected to be conducted with AC stakeholders in April 2011. The PSA should be ready for broadcasting in the second quarter of 2011. Scripts for the training video was drafted and discussed and was expected to be finalised in late March 2011. The production of the two broadcast media tools were planned to be completed in mid May 2011.

Development and Publication of Other Tools

- *Database and website:* The database of Arbitration Council is fully functional. In addition, AC's website is also accessible and downloadable such as arbitral awards, and other related legal documents. As part of regular maintenance, ACF is contracting an IT company to maintain and improve the website and database.
- *Publication of arbitral decisions (awards and orders):* All arbitral awards of the AC are published on the website of the Arbitration Council and available in hardback series Compilation of Arbitral Awards and Orders. Copies of all the compilations are now available at ACF warehouse and libraries and have been distributed to the members of the AC community. In addition to these, all arbitral awards of the Arbitration Council are also downloadable from the website at www.arbitrationcouncil.org.
- *Publication of regulations related to labour matters:* In partnership with the Ministry of Labour and Vocational Training, ACF published 500 copies of the Compilation of Labour Regulations during the reporting period and share them with the members of the AC community and officials of the Ministry of Labour and Vocational Training.
- *Legal Benchbook:* During the reporting period, a legal tool was also published and delivered to arbitrators. The Legal Benchbook is a summary of the relevant law and Arbitral Awards of the AC up to June 2009. It is divided into key topics for easy reference, to assist the Arbitrators when deciding on labour disputes at the AC.

Media Relations and Promotion

- *DFGG Forum:* Handbooks on labour dispute resolution and the AC, leaflets on case preparation and presentation in AC hearing, Q&As, AC brochures, Annual Report and

other information materials were distributed to participants in the 2nd Annual DFGG Forum, which was organised at Chaktomok Hall on 27 January 2011.

- *Production of training video and PSA:* During the reporting period, ACF worked closely with Women's Media Centre of Cambodia (WMC) to work on the production of a training video and PSA. The shooting of the PSA was finished. Post-production test was also conducted with ordinary citizens and is expected to be conducted with AC stakeholders in April 2011. The PSA should be ready for broadcasting in late early May 2011. Scripts for the training video was drafted and discussed and was expected to be finalised in late March 2011. The production of the two broadcast media tools were planned to be completed in mid May 2011.
- *IR in Press updates:* ACF reviewed and shared news article with AC family members and stakeholders as usual during the reporting period. During this reporting period, demand for reinstatement of unionists involved in the nation-wide strike for pay raise remained in the news. In addition, development of draft trade union law, strikes and garment benefit talks also made the headlines.
- *Newsletter – 4th Quarterly 2010:* In January 2011, ACF produced, have the newsletter for 4th quarterly newsletter printed and delivered to AC members and stakeholders. The issue contained the following articles:
 - Statistics about labour dispute resolution at the AC
 - Labour, management talk solution on collective bargaining agreement
 - Commitment to increase the AC's capacity to resolve labour disputes
 - Representatives of employers and unions learn about garment industry MoU and labour arbitration process; many unaware of MoU
 - Implementation of garment industry MoU could promote profits and wages
 - AC secretariat prepare for administering labour dispute cases covered by garment industry MoU
- *E-newsletters:* Starting in January 2011, ACF produced three issues of a monthly e-newsletter in its effort to communicate the results of the AC dealing with cases that involve the garment industry MoU on AC binding arbitration. The e-newsletters are circulated over e-mails to a broad range of the AC stakeholders and partners on a monthly basis. It is intended that, with sufficient information about the impact of the MoU provided by ACF, the employers and unions aspire to continue on their commitments to submit their disputes to AC binding arbitration beyond October 2011 – currently the temporary closing date for the MoU.

Stakeholder Trainings

- *Training for trainee lawyers:* On 19 January 2011, Arbitrator *Ann Vireak* and Mr. *Arnold Zack*, US mediator and arbitrator, provided training for 64 trainee lawyers on labour dispute resolution and the AC and the role of courts and arbitration in the enforcement of the arbitral award of the AC. The trainee lawyers became well aware of the AC and labour dispute resolution and the complementary role of arbitration to courts in labour

dispute resolution and became interested in learning more of the process. Mr. *Ang Engthong*, Dean of the Lawyer Training Center, asked that the AC permit the students to observe the AC hearings where appropriate.

- *Seminar on role of courts and arbitration in labour dispute resolution:* ACF in cooperation with the Ministry of Justice organised a seminar on “Role of Courts and Arbitration in Labour Dispute Resolution” at *Himawari Hotel Apartments* on 20 January 2011. Presided over by the Minister of Justice, the seminar was well attended with approximately 50 sitting judges and prosecutors from all over Cambodia. Mr. *Kong Phallack*, Arbitrator and Chairman of the Representatives of the Arbitration Council (RAC), presented labour dispute resolution and the AC. Mr. *Arnold Zack*, US mediator and arbitrator, Professor of Law at Harvard University and President of ADB Administrative Tribunal, spoke about the history and development regarding the role of courts and arbitration with respect to labour dispute resolution. In his opening remarks, His Excellency *Ang Vong Vathana*, Minister of Justice, said it was important that courts and arbitrators to work closely to ensure smooth implementation of the historic MoU by the Garment Manufacturers Association of Cambodia and six major unions on binding arbitration by the AC. Her Excellency *Chan Sotheavy*, Secretary of State of the Ministry of Justice, courts would follow the procedures set out in the Code of Civil Procedures and enforce binding arbitral decisions. When asked what courts should do when the arbitral decision was non-binding and brought to courts, Mr. *Zack* recommended that judges should review the decisions of the arbitrator and endorse it where appropriate.
- *Roundtable on garment industry MoU:* On 21 January 2011, 25 employee and employer representatives and labour and management persons from local garment enterprises met at *Himawari Hotel Apartments* to discuss possible solutions to strike and to building trust in each other for good-faith implementation of the garment industry MoU on binding arbitration by the AC. As results, participants agreed that to prevent illegal strikes that could negatively affect the commitments of the signatories of the MoU to strengthen the industrial relations in Cambodia, it is important that both local unions and union federations and employer representatives and enterprises cooperate with each other and disseminate the information about the MoU and its benefits among workers. In another point, participants also concluded that in order to build trust in each other for good-faith implementation of the MoU, parties need to put public interests of all workers first. They need to have a reliable mechanism for communication and mutual understanding between management and workers and their representatives.
- *Orientation Session on MOU to GMAC and Union Federation Representatives:* On 22 February 2011, Ms. *Sou Sorphea*, Director of Legal Services Department with the Arbitration Council Foundation, and Ms. *Bo Chanveasna*, Chief of the Secretariat of the Arbitration Council, gave a presentation on labour dispute resolution process and AC’s role in the implementation of the garment industry MoU on binding arbitration by the AC for more than 100 worker and employer representatives. The presentation at Koh Pich Conference Hall was given as part of the seminar organized by the ILO to raise awareness and understanding of the garment industry MoU on binding arbitration by the AC signed by GMAC and six union federations and confederations on 28 September 2010.

Enhancing the Enabling Environment for Implementation of the Memorandum of Understanding on Improving Industrial Relations in the Garment Industry

- *Facilitating the implementation of the garment industry MoU on binding arbitration by the AC:* During this reporting period, the ACF has been working with an agency on a prospective assignment to facilitate the environment for the implementation of the MoU. *The Memorandum of Understanding on Improving Industrial Relations in the Garment Industry involves, among other things, binding arbitration on rights dispute by the Arbitration Council.* This MoU has the potential to help further stabilise industrial relations in the garment industry. Along with opportunities, new challenges and risks emerge as a result of the MoU. The ACF has identified these challenges and risks which relate to, among other things, the level of awareness and understanding about the MoU by concerned employers and workers/unions and unrealistic expectation on the Arbitration Council alone in ensuring the MoU is implemented successfully.

Study to Quantify the AC Service Value and Other Studies

The Study to Quantify the AC Service Value is under procurement process. The procurement is undertaken by the International Procurement Agency (CKP), pending pre-contract negotiation with the applicant. During this period, ACF with support of a World Bank representative, worked closely to the applicants in order to finalise the research methodology of the study. ACF and applicant agreed to have a meeting with World Bank representative in late April 2011 in order to seek for further clarification in term of research methodology. ACF and the consultant are discussing to finalise the methodology of the study. ACF anticipates that such methodology will be finalised in the second quarter of 2011.

B.1.2 Summary Table to Measure the Achievements of PIP

+ Current Quarter Activities

No.	Key Activities	Activities for the Current Quarter of the proposed Project Implementation Plan (PIP)	Achievements in the Current Quarter (briefly description)	If not Achieved in the Current Quarter, the Reasons/Constraints:
Component 1: Institutional Integrity and Sustainability				
1.1	<i>Selection/ recruitment of arbitrators</i>	1.1.1 Assess the need for additional arbitrators		No need for additional arbitrator is determined at this time
1.2	<i>Arbitration Council governance</i>	1.2.1 ACF Board of Directors	Completed for 1 st quarter 2011. ACF organised 1 st meeting was held on 15 February 11.	
		1.2.2 Representatives of the AC	Completed for 1 st quarter 2011. <ul style="list-style-type: none"> • 1st was held on 25 Jan 11 • 2nd was 11 Feb 2011 • 3rd was 01 March 2011 	

		1.2.3 Regular Arbitrator Meetings	Completed for 1 st quarter 2011. <ul style="list-style-type: none"> • 1st was held on 11 Feb 11 • 2nd was held on 26 March 2011 	
		1.2.5 Arbitrator Working Group	Completed for 1 st quarter 2011 on Evidentiary Guideline	
1.3	<i>Sustainability</i>	1.3.1 Study to quantify the AC value		In progress: ACF and Daniel, World Bank's representation were discussing about the research methodology on the study to Quantify the AC Service Value since it was quite complicated. However, The negotiation was still on the process.
		1.3.2 Procure and produce draft sustainability strategy (including individual labour disputes by AC), with Phase 1 on preparing preliminary note on sustainability issues and options and Phase 2 on finalising the strategy based on further information from the Study to Quantify AC value		Delayed. ToRs being updated.
		1.3.3 Conduct in-house strategic planning exercise and generate updated strategy from the exercise and a note on sustainability issues.		In progress: Some in-house training on the following dates. <ul style="list-style-type: none"> • Strategic planning training was held on 23 Feb 11 • 2nd session was held on 9 Mar 11
		1.3.4 Update AWP 2011 based on the outputs of strategic planning (including a note on the sustainability issues), the draft sustainability strategy phase 1, and the results of the study to quantify AC value		Note on AC sustainability being developed. ACF plans to update AWP 2010 in June 2011 after the DFGG mid-term review is complete. ACF anticipates discuss and finalise with WB its key priorities under DFGG project.
		1.3.5 Sustainability & Fundraising consultant (procure the consultant and the consultant raises funds.)		Delayed. Due to delay of the Study to quantify AC value.
Component 2: Labor Dispute Resolution				
2.1	<i>Resolution of Labour Dispute Cases</i>	2.1.1 Hearing labour dispute	Completed for 1 st quarter 2011: AC received 44 cases.	
		2.1.2 SAC admin support to AP	Completed for 1 st quarter 2011. Three SAC staff were being supports the AP such as case registration, contact to the	

			parties (hearing date, award issues ...) and so on.	
		2.1.3 ACF legal support to AP	Completed for 1 st quarter 2011. Legal Service department keeps supports to the AP such as MoU on Rights and Interest Disputes prepared to assist the Arbitrators for analysis the MoU cases.	
2.2	<i>Capacity Building of AC/F and SAC</i>	2.2.1 Develop tool benchbooks	Completed for 1 st quarter 2011. Legal Benchbook, 2nd Edition, 2010 was published and distributed to the Arbitrators during the RAM on 11 Feb 11 (completed since Feb 11)	
		2.2.2 Continued professional education: international trainers and external training abroad	Completed for 1 st quarter 2011. <ul style="list-style-type: none"> • 17 – 22 Jan: Arb. Anold Zack, US trainer delegation delivered training sessions to AC/F and SAC. 	
		2.2.2 Continued professional education: In-house training	Completed for 1 st quarter 2011. <ul style="list-style-type: none"> • One on one meeting organised • 10 Mar 11: Training on photography and newsletter writing • 29 Mar 11: In-house training on how to use Outlook efficiently 	
		2.2.3 Exchange visits & international conferences	Complete for 1 st quarter 2011. <ul style="list-style-type: none"> • 9-11 Jan 2011: Partner Economic Crisis/IFI Conference, Bangkok, Thailand • 19-26 Jan 	

			<p>2011: Developing a Human Rights Tool Box: An International Session for Practicing Lawyers, Stockholm, Sweden.</p> <ul style="list-style-type: none"> • 20-26 Feb: DFGG exposure visit to Philippine • 24-25 Feb 2011: 2nd AMA Conference - Rediscovering Mediation in the 21st Century, Kuala Lumpur, Malaysia 	
		2.2.4 SAC capacity building	<p>Completed for 1st quarter 2011. SAC received in-house training delivered by AC such as</p> <ul style="list-style-type: none"> • 8 Feb: Effective presentations 	
2.3	<i>Expansion of AC services</i>	2.3.1 Mobile teams at regional, provincial level (partnership, outreach and training, mobile hearing, etc)		In-progress: Depending on demands. Most cases from provinces preferred to have hearing at AC office based in Phnom Penh.
Component 3: Partnerships and Stakeholder Outreach and Training				
3.1	<i>Establishing and maintaining partnerships</i>	3.1.1 DFGG Project Collaboration Committee	<p>Completed for 1st quarter 2011.</p> <ul style="list-style-type: none"> • 22 Feb 11: ACF organises a PCC meeting. 	
		3.1.2 Stakeholder Advisory Group	<p>Completed for 1st quarter 2011.</p> <ul style="list-style-type: none"> • 4 Mar 11: ACF organises a meeting. 	
		3.1.5 Membership in professional bodies		In progress: ACF builds good relationship with other bodies.
		3.1.6 Establish and maintain institutional relation with other dispute resolution bodies and other organisations		In progress: ACF builds good relationship with other bodies.
3.2	<i>Disseminate publications and other information to raise stakeholder awareness</i>	3.2.1 Website and database maintenance and improvement	Completed for 1 st quarter 2011. AC website (Khmer and English versions) is maintenance and	

			update regularly.	
		3.2.2 Publication of arbitral award		In progress: AAs were being compiled.
		3.2.3 Development and publication of other tools		In progress: They are being developing such as Annul Progress Report, Monthly reports.
		3.2.4 AC library		In progress: Library is open for the public from Monday to Friday during working hours.
3.3	<i>Media relations and promotion</i>	3.3.1 Media & communication consultant		It was delayed
		3.3.2 Soap operas		It will start once PSA complete.
		3.3.3 Produce and broadcast public service announcements		1 st PSA was already shot.
		3.3.4 Radio Talk Shows		ACF has not received any requests to attend this program yet.
		3.3.5 Annual media campaign		N/A. Media and communication consultant will work on this once he/she is recruited.
		3.3.6 Media briefing		N/A. Media and communication consultant will work on this once he/she is recruited.
3.4	<i>Stakeholder training (including trainings on binding arbitration)</i>	3.4.1 Employees/employers in Phnom Penh	<p>Completed for 1st quarter 2011.</p> <ul style="list-style-type: none"> • 21 Jan 2011: Roundtable discussions with reps of employer associations and local enterprises and union federations on implementation of garment industry MoU at Himawari Hotel. • 22 February 2011: LDR and AC and information sharing re adjustments to AC process following MoU at Koh Pich. • 26 March 2011, Arbitrator Kong Phallack provided 	

			training on labour dispute resolution at the AC to more than 20 worker representatives from various factories in Phom Penh	
		3.4.6 Judges (student or sitting judges)	Completed for 1 st quarter 2011: <ul style="list-style-type: none"> 20 Jan 11: Arb. Anold Zack provided a training to sitting judge on Court vs Arbitration 	
		3.4.8 Lawyer students	Completed for 1 st quarter 2011: 18 Jan 11: Arb. Anold Zack provided a training to lawyers students on History of Arbitration	
3.5	<i>Enhancing the Enabling Environment for Implementation of the Memorandum of Understanding on Improving Industrial Relations in the Garment Industry</i>	3.5.1 Contract with the International Labour Organisation (ILO) to facilitate the implementation of the MoU signed by Garment Manufacturers Association of Cambodia (GMAC) and six major union federations and confederations, in which parties and their members agree to binding arbitration by the Arbitration Council for labour rights disputes.		ACF issued request for proposal to ILO on 11 February 2011. ILO has one month from then to submit the proposal. ACF is waiting to receive the proposal at the moment.
		3.5.2 Under DFGG NSAC grants, IHQ to work with ACF to promote binding arbitration throughout activities conducted under the grant.		In progress: ACF is working with IHQ. One session were provided in Mar 11 by IHQ.
		3.5.3 Inform parties of changes in AC process pursuant to effectiveness of MoU	Completed for 1 st quarter 2011: It was through its AC newsletters (monthly and quarterly)	
Component 4: General Operations and Project Management				
4.1	<i>Equipment and occupancy</i>	4.1.1 Salary	Completed for 1 st quarter 2011. Salaries were paid to all staff.	
		4.1.2 Occupancy	Completed for 1 st quarter 2011. AC office have space enough for operations such as two hearing	

			rooms, space for staff, arbitrators	
		4.1.3 Supplies	Completed for 1 st quarter 2011.	
		4.1.4 Equipment	Completed for 1 st quarter 2011	
		4.1.5 Contractual services	Completed for 1 st quarter 2011	
4.2	<i>Project monitoring and evaluation</i>	4.2.1 Maintain M&E system	Completed for 1 st quarter 2011. M&E system was maintained in order to keep records the data/information.	
		4.2.2 Result output monitoring on monthly and quarterly basis (case receive, success rate, legal toolkits, capacity building, material produce and disseminate, etc)	Completed for 1 st quarter 2011. Those results were consolidate into the monthly and quarterly report	
		4.2.3 Coordinate with PCO in conducting evaluation studies of outcome indicators (i.e., institutional capacity, staff capacity building, number of partnership formed, etc.)	Completed for 1 st quarter 2011. ACF always made a good cooperation with PCO in baseline study.	
		4.2.4 Implement and update GGF and RMM	Completed for 1 st quarter 2011. It was already sent PCO.	

B.1.3. Summary Table to Measure the Achievements of Key Milestones + Current Quarter Activities

No.	Activities for the Current Quarter of the proposed Key Milestone	Achievements in the Current Quarter (briefly description)	If not Achieved in the Current Quarter, the Reasons/Constraints:
1	Complete study to quantify AC value		<ul style="list-style-type: none"> - ACF sent a request to bank for NOL to increase in budget for assignment on 25 Jan.2011. Bank NOL on 28 Jan 2011. Bank NOL on 28 Jan 2011. - On 23 Feb, ACF sent WB again to review the revised methodology. - CKP is expected to send the draft contract for ACF's review and then award the contract to the selected Consultant within the first week of March 2011. - 11 Mar 11, ACF, CDRI and Daniel had a meeting to discuss the concern of the Research Methodology - 16 Mar 11, CDRI sent the revised Research Methodology but not yet finalized and plan to have a meeting in late April 11

2	Implement and update GGF for 1 st Quarter 2011	Completed for 1 st quarter 2011	
3	Update complaints-handling mechanism	Completed and uploaded into AC website by 14 Jan 2011	
4	Organise and conduct meetings/ trainings on the implications of binding arbitration for AC stakeholders		ACF organized roundtable discussion between the representative of employers and workers by 21 Jan 2011
9	Convene governance session of AC for 1 st half 2011		The first BoD meeting conducted on 15 February 2011. Representatives of Arbitration Council held its 2 nd meeting on 25 January 2011. RAM held its first 2011 meeting on 11 February 2011. 2 nd SAG meeting was held on 4 March 2011 RAM held its second meeting on 26 March 2011
11	Conduct awareness raising and knowledge building trainings for AC stakeholders, for 1 st half 2011		<ul style="list-style-type: none"> • Lawyer students were trained by Anold Zack on 18 Jan 11 • Seminar on the role of court and arbitration with sitting judges by Anold Zack on 20 Jan 11 • Roundtable discussion among representative of employers and work on 21 Jan 2011
12	Conduct awareness raising and knowledge building trainings for AC stakeholders, for 1 st half 2011		It'll start from July 2011
13	Conduct media briefing on labour dispute resolution and AC		It was delayed. AC plans to conduct the briefing for high-profile cases that the media and public wish to be briefed.
14	Form and maintain partnership		On going
15	Develop draft strategy on long term sustainability (including on individual labour dispute resolution by AC)		Strategic planning training was conducted on 23 Feb 11. Draft note sustainability strategy to be developed in March 2011.
16	Produce and broadcast public service announcements		Production in progress, with Women Media Center.
17	Produce and distribute training video		Production in progress, with Women Media Center.
20	Contract International Labour Organization to promote MoU on Improving Industrial Relations in the Garment Sector and binding arbitration by the AC		Procurement in progress.
21	Implementation of an agreed information and training campaign on the MoU and its importance including the production of printed materials, media tools, and training packages targeted to the needs of different stakeholder groups		In progress. ACF issued request for proposal to ILO on 11 February 2011. ILO has one month from then to submit the proposal. ACF is waiting to receive the proposal at the moment.

B.1.4.Outputs Indicators¹

No.	INDICATORS	1 st QUARTER 2011		REMARKS
		AWP Target	Actual	
1	Number of Training Programs (This refers to only training which is/are provided/organised by AC/F to its stakeholders)	Actual Value	4	<ul style="list-style-type: none"> 18 Jan 11: Arbitrator Ann Vireak provided training to the 40 lawyer students (12 females) on Labour Dispute Resolution and AC. 18 Jan 11: Arbitrator Arnold Zack, US arbitrator, provided a training on "History of arbitration in the US, how it works and role of court v. arbitration in terms of history of court recognition of the arbitration system and their role in enforcement of arbitral awards" to 40 Lawyer Students (12 females). 20 Jan 11: Arbitrator Kong Phallack provided training to Sitting Judge on the labour dispute resolution and AC to 72 participants (19 females). 20 Jan 11: arbitrator Arnold Zack provided training on the Court of court Vs the Arbitration to 72 participants (19 females).
<i>a</i>	<i>Total number of participants</i>	<i>Actual Value</i>	224	
<i>b</i>	<i>% female</i>	<i>Actual Value</i>	62 or (28%)	
2	Number of Workshops/Seminars (This refers to only training which is/are provided/organised by AC/F)	1	1	<ul style="list-style-type: none"> 21 Jan 11: ACF organised training to Employees & Employers representatives on implementation of MoU (3 females out of 30 participants attended).
<i>a</i>	<i>Total number of participants</i>	<i>Actual Value</i>	30	
<i>b</i>	<i>% female</i>	<i>Actual Value</i>	10%	
3	Number of Study Tours	0	3	<ul style="list-style-type: none"> On 20-26 Feb 11: PCO organised a DFGG Exposure visit to Philippine in order to see good practice of ANSA project. Jan 11: Sok Lor, ACF Executive Director, attended the conference in Bangkok (Thailand) on Partner Economic Crisis /IFI. Feb 11: Director of Legal Department attended the training on Developing a Human Rights Tool Box
<i>a</i>	<i>Total number of participants</i>	<i>Actual Value</i>	3	
<i>b</i>	<i>% female</i>	<i>Actual Value</i>	33%	

¹ These output indicators are counted from 1st quarter 2011 and onward since they are just started developing this template. However, the results of outputs indicators in 2009 and 2010 will be reported in 2nd quarter 2011.

				An International Session for Practicing Lawyers at Sweden
4	Number of Arbitration Meetings conducted (including retreats)	6	6	<ul style="list-style-type: none"> 15 Feb: Board of Director meeting: There were 7 participants (1 female) 11 Feb, and 26 Mar: Regular Arbitrators Meeting (RAM): There are 48 participants (15 females). 25 Jan, 1 Feb, and 2 Mar: Representative of the Arbitration Council (RAC) Meeting: There were 15 participants (3 females).
a	<i>Total number of participants</i>	<i>Actual Value</i>	60	
b	<i>% female</i>	<i>Actual Value</i>	28%	
5	Other event (specify)	Actual Value	N/A	N/A: There is no any event in this reporting period.
a	<i>Total number of participants</i>	<i>Actual Value</i>		
b	<i>% female</i>	<i>Actual Value</i>		
6	Consolidating the process of selection of arbitrators completed (Yes or No)	Yes	Yes	
7	Working Group formed (Yes or No)	Yes	Yes	<p>The working consists of arbitrators and legal service department staff. Each number of working group is shown below:</p> <ul style="list-style-type: none"> Conflict of Interest: 3 males and 4 females Evidentiary Guideline: 3 males and 4 females
a	Total members in the working group	Actual Value	13	
b	% female	<i>Actual Value</i>	62%	
8	Administrative and legal support to Arbitration Panels given (Yes or No)	Yes	Yes	SAC and LSD regularly provide supports to the AP once case received until the day of arbitral award issued.
9	Development of legal tools and systems for legal and industrial relations research done (Yes or No)	Yes	Yes	Legal Service Department staffs are on the progress to develop legal tools and systems and research all related industrial relations documents. These tasks are regularly updated.
10	Creating legal bench books and a legal research database completed (Yes or No)	Yes	Yes	<ul style="list-style-type: none"> Legal Benchbook, 2nd Edition, 2010 was published and distributed to the Arbitrators during the RAM on 11 Feb 11 (completed since Feb 11) Legal Benchbook on Termination, work suspension, individual vs collective and Maternity and associated benefits are being developed.
11	'Project Collaboration Committee established (Yes or No)	Yes	Yes	

12	Conducting an Annual National Industrial Relations Conference (Yes or No)	Yes	No	N/A: It is going to conduct in 4th quarter.
13	Establishing an Stakeholder Advisory Group (Yes or No)	YES	YES	It was established since 2010. There is a meeting in 1 st quarter 2011 among of them in order to provide the progress on collective labour dispute resolution especially the implementing MoU.
14	Maintaining the AC website (Yes or No)	Yes	Yes	AC website is regularly maintained in both Khmer and English version.
15	Publishing and disseminating AC awards (Yes or No)	Yes	Yes	All AC awards are regularly sent to parties and available on its website.
16	Media and promotional tools			
<i>a</i>	<i>Number of AC soap operas</i>	1	N/A	The soap opera is not started implementing yet in this reporting report.
<i>b</i>	<i>Number of public service announcements</i>	2	1	1 st PSA is being shot in 1 st quarter 2011 by contracting to Women Media Center (WMC). The 2 nd PSA will start producing once the 1 st PSA completed.
<i>c</i>	<i>Dispute resolution training video prepared (Yes or No)</i>	Yes	Yes	Video training is being prepared by contracting to WMC.
<i>d</i>	<i>Use of training video in training</i>	Yes	No	Video training is being developed and finalised by WMC. It will be used in ACF trainings when available.
<i>e</i>	<i>Broadcasting public service announcement</i>	N/A	N/A	It was expected to broadcast in late 2011 once it is completed.
17	DGFF Framework Document completed (Yes or No)	Yes	Yes	
18	Complaint Handling System established (Yes or No)	Yes	Yes	
	<i>Number of complaints received</i>	<i>Actual Value</i>	0	There is no complaint received in this reporting period since CHM was already disseminated and upload to AC's website.
19	Improved financial management system launched (Yes or No)	Yes	Yes	It was improved and being used by Financial Department.
20	Number of staffs benefited by POC/PMG systems	N/A	N/A	It is not applicable for ACF.
	<i>% female</i>	N/A	N/A	
21	M&E System established (Yes or No)	Yes	Yes	M&E Database system was installed in 1 st quarter 2011. It is being used.
22	Baseline Survey conducted	N/A	N/A	Baseline study was already completed since 2010.

23	Financial Management System fully functional (Conical Hat software)	N/A	N/A	ACF is using the existing financial system called Sun Accounting System.
24	Procurement Management System efficiently tracks the :			
<i>a</i>	<i>On-going contracts</i>	<i>Actual Value</i>	2	<ul style="list-style-type: none"> • Women Media Center: PSA • KPMG: Financial Audit
<i>b</i>	<i>Completed contracts</i>	<i>Actual Value</i>	0	There is no completed contract in this reporting period.
25	M&E system in place	Yes	Yes	M&E system is being used in order to monitor the progress of the project such as case registered, success rate on collective labour dispute resolution and so on.

Details of Training Programs (1st Quarter 2011)

No.	Topic of the Training Program	Number	Number	Total Number of
		Male	Female	Participants
1	History of arbitration in the US, how it works and role of court v. arbitration in terms of history of court recognition of the arbitration system and their role in enforcement of arbitral awards (For Lawyer Students)	28	12	40
2	Labour dispute resolution and AC (For Lawyer Students)	28	12	40
3	Labour dispute resolution and AC to sitting Judge from various provinces in Cambodia	53	19	72
4	Role of court v. arbitration (For Sitting Judge) from various provinces in Cambodia	53	19	72

Details of Workshops/Seminars (1st Quarter 2011)

No.	Topic of the Workshop	Number	Number	Total Number of
		Male	Female	Participants
1	Implementation of MoU to Employees and Employers representative.	27	03	30

C. Provisional Results Indicators

No.	Indicators	Baseline	2009		2010		2011		Total		
			Target Value	Actual Value	Target Value	Actual Value	Target Value	Actual Value (1 st Quarter 2011)	Target Value	Actual Value (until that particular quarter)	% achievement (until that particular quarter)
Project Outcome Indicators											
<i>Core Indicators (to be aggregated at the overall DFGG level)</i>											
1	Number of labor dispute cases handled by the AC	148	5% increase (or 155 cases)	180 cases (16.3% higher)	10% increase (or 163 cases)	145 Cases (or appx 10% lower than target for 2010)	10% increase (or 163 cases)	44 cases (as at 1 st quarter 2011)	481 cases (as at end of 4 th quarter 2011)	369 cases (as at 1 st quarter 2011)	77%
2	% of labor dispute cases successfully resolved through AC process	approx. 68% [2008]	Actual value	69.04 % (or 1.04% higher)	Actual value	70.11% (as at 4 th quarter 2010)	Actual value	70.52% (as at 1 st quarter 2011)	Actual value	70.52% (as at 1 st quarter 2011)	It was increased approximately 1.48% if compare to 2009
3	% of union and employer group representatives and other stakeholders that report a high confidence in the independence, credibility and effectiveness of the AC	72% [2010]	-	N/A	40%	72% (as Baseline study in 2010)	-	N/A	N/A	N/A	N/A: It plans to conduct the follow-up evaluation in 2012
Outcome Indicators for Each Component											

Component 1 – Institutional Integrity and Sustainability:

Objective: To ensure the independence, credibility and sustainability of the AC

Core Indicators (to be aggregated at the overall DFGG level)

4	% of AC, SAC, and ACF staff that report an increased understanding and institutional capacity to perform their respective roles in the labor arbitration and dispute resolution processes	To be calculated in YR 1	-	N/A	- (70% by mid 2011)	N/A (The baseline value to be confirmed by PCO)	-	N/A (The baseline value to be confirmed by PCO)	N/A	N/A	N/A: PCO in MOI through contracted research agency in consultation with ACF
5	% of union and employer group representatives that report high confidence in institutional capacity of the AC to undertake labor dispute resolution	78% [2010]	-	N/A	2.5 % increase by 2011	To be calculated in mid-2011	-	N/A (It will be follow-up in 2012 since it's just finished the baseline study in 2010.	N/A	N/A	N/A: It plans to conduct the follow-up evaluation in 2012
6	% of AC, SAC, and ACF staff that report an increased effectiveness of the AC process	To be calculated in YR 1	-	N/A	- (70% by mid 2011)	-	-	N/A (The baseline value to be confirmed by PCO)	N/A	N/A	N/A: PCO in MOI through contracted research agency in consultation with ACF
7	% of union and employer group representatives and other stakeholders that report a high confidence in the independence, credibility and effectiveness of the AC	72% [2010]	-	N/A	40%	72% (as Baseline study in 2010)	-	N/A	N/A	N/A	N/A: It plans to conduct the follow-up evaluation in 2012
8	Expert rating (%) of quality of awards given by the AC	To be calculated in mid 2011	-	-	60%	N/A (Results will be provided	-	N/A (Auditing is in progress)	60%	N/A	N/A: The results will be provided in 3 rd quarter

9	Revenue generated through tri-partite contributions by AC as % of operating costs	US\$ 217,529 (total amount under commitment to raise during DFGG project cycle] [2008]	2.5%	12% above target (or \$ 56,005.62)	5% OF US\$ 62,705.12 (or 34.5 K)	in June 2011 when the audit is complete .) US\$ 28.2 K (or 82% above target)	10%	\$ 37.6K (67% above target), as the target value of 2.5% in 1st quarter 2011)	17.5%	67% above target as at 1 st quarter 2011	2011. N/A
<u>Component 2 – Labour Dispute Resolution:</u> <u>Objective:</u> To increase the AC’s capacity to resolve labour disputes across the country											
<u>Core Indicators (to be aggregated at the overall DFGG level)</u>											
11	Number of labor dispute cases handled by the AC	148 [2008]	5% increase (or 155 cases)	180 cases (16.3% higher)	10% increase (or 163 cases)	145 Cases (or appx 10% lower than target for 2010)	10% increase (or 163 cases)	44 cases (at 1 st quarter 2011)	481 cases (as at end of 4 th quarter 2011)	369 cases (as at 1 st quarter 2011)	77%
12	% of labor dispute cases successfully resolved through AC process	approx. 68% for Garments + PNP [2008]	Actual value	69.04 % (or 1.04% higher)	Actual value	70.11% (as at 4 th quarter 2010)	Actual value	70.52% (as at 1 st quarter 2011)	Actual value	70.52% (as at 1 st quarter 2011)	It was increased approximately 1.48% if compare to 2009
<u>Component 3 – Partnerships and Stakeholder Outreach and Training:</u> <u>Objectives:</u>											

1. To establish and maintain partnerships to strengthen AC/F											
2. To improve stakeholders' awareness and understanding of the AC and of how to resolve labour disputes											
Core Indicators (to be aggregated at the overall DFGG level)											
16	Number of partnerships between AC and SIs and NSAs established or continued under the project – disaggregated by type 1 and 2 ²	16 [2008]	Actual Value	20 partners	Actual value	25 partners	Actual value	27 partners (as at 1 st quarter 2011)	Actual value	27 partners	N/A: 11 partners (69%) increased if compared to Baseline data.
17	% of relevant stakeholders (including AC, ACF, MOLVT, ILO, partner agencies involved, etc.) rating high effectiveness of the partnerships established under project	To be calculated in YR 2	-	N/A	-	N/A	-	N/A	N/A	N/A	N/A: PCO in MOI through contracted research agency in consultation with ACF
18	Number of new or existing partnerships for which AC/ACF (i) expresses interest, (ii) makes a concrete plan, and (iii) takes the first steps to continue engagement beyond life of project.	To be calculated in YR 4	-	N/A	-	N/A	-	N/A	N/A	N/A	N/A: It will be calculated in year 4 of project.
19	% of union, employer organization representatives aware of AC and labor arbitration process (Baseline and periodic evaluations will capture sectors beyond Garments, and areas beyond Phnom Penh)	41% [2010]	-	N/A	10% increase by 2011	(To be calculated in follow-up evaluation by mid 2011)	-	N/A	N/A	N/A	N/A: It plans to conduct the follow-up evaluation in 2012
20	Level of understanding (as % scoring high on rating scale) of labor arbitration process among union and	52% [2010]	5% increase	N/A	5% increase	N/A	-	N/A	N/A	N/A	N/A: It plans to conduct the follow-

	employer organization groups										up evaluation in 2012
<u>Component 4 – General Operations and Project Management:</u> <u>Objective:</u> To provide managerial and technical support to AC											
<i>Core Indicators (to be aggregated at the overall DFGG level)</i>											
21	ACF undertakes independent monitoring through NSAs	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
22	ACF uses information from independent monitoring through NSAs to take management and/or corrective actions	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
23	AC/ACF_(i) expresses interest, (ii) makes a concrete plan, and (iii) takes the first steps to undertake new or continue existing DFGG activities beyond the life of the project.	To be calculated in YR 4	-	-	-	-	-	-	-	N/A	N/A

C.1 Results/Outcomes

A Case study: *Agreement reached following four sessions*

Parties in the case 121/10- New Archid have negotiated in good faith and successfully resolved their dispute following four sessions at the Arbitration Council (AC).

In this case, the two parties expressed deep thanks and admired the Arbitration Panel comprised of Ms. Seng Vuochhun, Mr. Nhean Somunin, and Mr. Liv Sovanna, for their efforts in mediating the agreement.

“I really admire arbitrators’ effort in resolving our disputes successfully and independently. Arbitrators tried their best and encouraged the parties to negotiate until we reached an agreement. I very much appreciate that,” said Mr. Bun Tha, former Administration Manager and the employer representative in this case during his time at New Archid.

Mr. Uth Sitha, president of the local union at New Archid Garment in this case, said arbitrators work so hard to solving the case. “They seek and provide various solutions for us until we reach agreement.”

The Arbitration Panel gave various options for the parties’ consideration. The Panel also invited parties to agree on a common policy that could ensure the reduction in workplace disputes.

The disputing parties were actively and faithfully engaged in finding solutions and considered the options proposed by the Panel. They requested the AC to adjourn the hearing, so that they had more time to try each option proposed by the Panel. Then both parties informed the Council of the smooth implementation of each option.

In this case, Cambodian Union Federation (CUF), the claimant, demanded deduction of the union contribution fee. The Arbitration Panel conducted four mediation sessions on 17 November 2010, 3 December 2010, 14 January 2011, and 3 March 2011. The disputing parties accepted and implemented the AC-mediated solution and faithfully and successfully implemented it in their workplace. Covering the first quarter of 2011, there are 7 cases disputing parties reach agreement with the assistance from the Arbitration Panel. However, this case is a special case with four hearings.

D. Partnership and Learning Summary

D. 1 Partnership Activities

The Arbitration Council and the ACF built on their experiences and to develop a strong and wide partnership with all relevant stakeholders and partners, which were essential in developing program content, including diversity of views, and building overall support and sustainability for the DFGG Project. **During this reporting period, two partners are established, University of Michigan Ross School of Business and University of Michigan Law School.** In total, there were 27 partners (including 2 MoU partners from state institutions and 2 MoU partners from non-state institutions). Please see details as following:

No.	(A) Name of Partner Organization	(B) Brief Description of Partnership	(C) Highlight how this partnership supports DFGG objectives at the project and IA level:	(D) Key Outcomes to date	(E) Key Challenges in Maximizing the Value of this Partnership	(F) What is the Agreed Division of Labor for 2011 and how does this address (F)	(G) Contact Details: Primary Contact Person Tel: Email Office Address:	(H) Type of Partnerships (Commercial or non commercial)
1	Ministry of Labour and Vocational Training (MoLVT)	i) Training and capacity building; ii) Organising of National Industrial Relations; i) Consultation where necessary; ii) Project Collaboration Committee; iii) Seconded staff working on case management at AC	Partnership between ACF and MoLVT is vitally important for the work of the Arbitration Council. First both the MoLVT and AC are empowered by law to resolve labour disputes. The former by conciliation and the latter	<ul style="list-style-type: none"> Three officials of MoLVT are seconded to assist the Arbitration Council in case management. MoLVT conciliators received training on conciliation techniques from US experts in arbitration 	Funding necessary to support staff seconded from MoLVT to assist the AC in case management is not covered by DFGG.	There is no need to discuss division of work between ACF and MoLVT. The framework for partnership seemed clear to both sides. Besides, ACF could consult with MoLVT leaders when necessary.	H.E. Seng Sakda, Director-General of General Department of Labour of Ministry of Labour and Vocational Training Tel: 012 666 658 Email: seng_sakda@yahoo.com <u>Office Address:</u> N°. 3, Confederation de la Russie 12156 Phnom Penh, Cambodia. Tel: 023 884 375. E-Mail : mlvt.gov@camintel.com	Non-commercial

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		v) Others as appropriate.	by arbitration. Both must work closely with one another if they want to ensure effective resolution of labour disputes.	<p>and mediation in March 2010 and Australian arbitrator in September 2010.</p> <ul style="list-style-type: none"> • H.E. Seng Sakda and AC delegation exchanged Cambodia lessons and experience with US arbitrators in May 2010. • Chief of Secretariat of the Arbitration Council interned with Fair Work Australia, an arbitration and conciliation 				

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				institution, in November-December 2010. <ul style="list-style-type: none"> • Project Collaboration Committee met in April and August 2010. • ACF consulted with MoLVT and organised National Industrial Relations Conference 2010, on 1 October 2010. 				
2	Ministry of National Assembly - Senate Relations and Inspection (MONASRI)	i) Assist to disseminate the Role, Duties and Achievements of AC through Land Law	This partnership helps promote the awareness and feasibility of the Arbitration Council	N/A: The two organisations have not organised an event inappropriate for effective distribution of	The beneficiaries of the projects of MONASRI and ACF seem different with	MONASRI and ACF have not discussed this yet.	Mr.Sat Samrith, MONASRI Project Manager, Tel: 012 580 116 Email: samritsat@yahoo.com <u>Officer Address:</u> # 126 St.3 Sangkat Tunlebasak,	Non-commercial

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		<p>Dissemination Forum and Complaint Handling mechanism ;</p> <p>ii) Help to distribute AC 's IEC materials in LLD Forum;</p> <p>iii) Exchange experiences in complaint handling management.</p>	<p>beyond garment industry. It could also enable MONASRI and ACF to improve their complaint handling management through exchanges of experience and therefore bring their provision of public services to the next level.</p>	<p>the promotional materials. However, representatives of both organisations did provide feedback to each other for improvement of project implementation at various forums such as MONASRI's stakeholder advisory group meeting.</p>	<p>those of ACF being workers and employers and their professional organisations and those of MONASRI being Cambodian farmers living in the rural areas.</p>		<p>Khan Chum Ka Moun, Phnom Penh, Cambodia. Tel : (023) 221 416 (023) 221 491 (023) 213 571. Fax : 023 221 416</p>	
3	Radio National Kampuchea (RNK)	<p>i) Promote ACF and its programs in all events and activities organized by the RNK;</p> <p>ii) Provide trainings to ACF staff on</p>	<p>This partnership helps promote the awareness and feasibility of the Arbitration Council through RNK radio programmes</p>	<p>RNK sent its journalists to report about the National Industrial Relations 2010 held on 1 October 2010 at Raffles Hotel Le Royal. ACF's</p>	<p>RNK's Talkback Programme targets general public. Target audiences of the ACF programme should be</p>	<p>RNK and ACF have not discussed this yet.</p>	<p>Mr. Thlork Mab, RNK Project Coordinator. Tel: 012 857 183 Email: thlork.mab@gmail.com</p> <p><u>Office Address:</u> St. 20 Preah Kossamak, Street 106, Sangkat Wat Phnom, Khan Daun Penh, Phnom Penh 12202, Cambodia Telephone: 855 (0) 23 722869.</p>	Non-commercial

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		<p>specific issues related to the RNK DFGG project;</p> <p>iii) Air Talkback Radio and Spots that are part of the DFGG;</p> <p>iv) Air information about Law Dissemination campaign by ACF;</p> <p>v) Distribute IEC materials related to DfGG;</p> <p>vi) Send reporters to cover some DfGG activities upon request by ACF.</p>	<p>under DFGG. Listeners of the Talkback Programme and AC stakeholders could also learn of labour dispute resolution process and their labour rights according to law.</p>	<p>Executive Director was also invited to speak at the Talkback programme in 28 June 2010 on Labour Dispute Resolution Process in Garment Industry.</p>	<p>workers and employers covered by the Cambodian labour law. It would be more effective if RNK and ACF could work together to establish a separate programme exclusively for ACF to target its appropriate audiences.</p>		<p>Fax: 855 (0) 23 427319, 855 (0) 23 723610</p>	
4	Australian Institute of Mediators and	i) Coordination of conferences	This partnership	None. ACF tried contacting	Distance and lack of fund	IAMA and ACF have not	Mr. Peter Shears, CEO of Australian Institute of Mediators	Non-commercial

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	Arbitrators (AIMA)	<ul style="list-style-type: none"> and events; ii) Exchange of publications and information; iii) Exchange of expertise; iv) Cooperation in research and development programs and training. 	<p>corresponds well with <i>Strategy 3</i> set out in Component 3.1 of ACF Project Proposal. Coordination of conferences and events, exchange of publications and information, exchange of expertise, cooperation in research and development programs and training all would enable improvement in knowledge and skills of arbitrators and therefore provide even better quality</p>	<p>IAMA a few times in 2009 and 2010 but there were no response.</p>	<p>on IAMA side may contribute to the challenges in maximizing the value of this partnership. Another challenge could also have to do with staff turnover on both sides.</p>	<p>discussed it yet.</p>	<p>and Arbitrators Email: ceo@iama.org.au</p>	

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			services to users.					
5	Integrating Human to Quality (IHQ)	i) Selection of worker and employer representatives for the project ii) SWOT analysis to identify and work with the selected unions to develop their communication strategy with their audiences, union members, other unions and the management iii) Development of training strategies iv) Promotion of binding arbitration by the Arbitration	This partnership expanded the outreach of ACF to educate worker and employer representatives about labour dispute resolution process. It also contributes to the promotion of binding arbitration by the AC.	<ul style="list-style-type: none"> ACF and IHQ worked together to select worker and employer representatives for training. IHQ consulted ACF in the development of the tools for SWOT analysis to identify and work with selected unions to develop their communication strategy with their audiences, union members, other unions 	Sustainability of the partnership may be an issue. IHQ was selected to partner with ACF under NSAC grants of DFGG, for only a limited period of time.	Division of work was clearly discussed between ACF and MoLVT during the formation of the project. ACF and IHQ will work together for their project to continue into 2012 and beyond.	Ms. Ann Vireak, IHQ Executive Director Tel: 012 471 476 Email: vireak@ih2q.org <u>Office Address:</u> #85E, St.172 Phnom Penh. Tel: 023 214 670, 016 346 061, 077 577 550. E-mail, : info@ih2g.com	Non-commercial

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		Council v) Training on binding arbitration by the Arbitration Council vi) Promotion of CBA		and management <ul style="list-style-type: none"> IHQ developed their training strategies in consultation with ACF. 				
6	The Asia Foundation (TAF) through NSAC grants:	i) Training on topics related to labour law and industrial relations; ii) Establishment of a one-stop shop for information about labour dispute resolution; iii) Production and dissemination of a guide to labour dispute resolution;	This partnership expanded ACF's outreach efforts to educate worker and employer representatives about labour dispute resolution process. It could also contribute to emerging projects that together bring about industrial relations and effective	<ul style="list-style-type: none"> TAF organised a forum in which ACF was invited to display its products. TAF consulted the ACF for the next round of NSAC grants. Integrating Human to Quality (IHQ) was selected under the partnership grants to 	N/A	TAF would inform ACF of the announcement of the next round. ACF would share it with potential partners.	Mr. Gavin Tritt, TAF Country Representative Tel: 023 210 431 Email: gtritt@asiafound.org <u>Office Address:</u> The Asia Foundation – Cambodia, House No. 59 Oknha Peich (St 242) Phnom Penh, Cambodia Tel: + 855 (23) 210-431 Fax: + 855 (23) 217-553 Email: tafcb@asiafound.org	Non-commercial

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		iv) Award Compliance Monitoring; v) Facilitating better organisation and increased stakeholder capacity in areas where unions and/or employer organisations are inactive or non-existent; vi) Formation of an independent Industrial Relations (IR) Society; vii) Formation of a labour law review journal.	enforcement of, and compliance with, the labour law. Last but not least, it could improve access to information about labour law and labour dispute resolution in Cambodia.	partner with ACF.				
7	East-West Management Institute	i) Sharing lessons and	This partnership	<ul style="list-style-type: none"> ACF organised 	N/A	Both EWMI and ACF	Mr. Steven Austermler, Legal Education Advisor	Non-commercial

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	(EWMI)	<p>experience in production of broadcast media tools;</p> <p>ii) Others as appropriate.</p>	<p>aims to improve staff capacity to perform their work better.</p>	<p>the mock arbitration organised at Pannasastra University of Cambodia (PUC) in September 2010, in consultation with EWMI.</p> <ul style="list-style-type: none"> • ACF staff learned from EWMI staff production of broadcast media tools since the latter was experienced in production of Scale of Justice. • ACF trained EWMI's sponsored Legal Clinic 		<p>would welcome each other's request for exchanges of lessons learned and experience.</p>	<p>Tel: 012 304 496 Email: austermiller@ewmi-praj.org</p>	

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				students in alternative labour dispute and labour dispute resolution.				
8	Royal Academy for Judicial Profession and Lawyers Training Center	i) training on labour dispute resolution ii) others as appropriate.	This partnership aims to educate future Cambodian judicial professionals such as attorneys-at-law, court clerks, prosecutors and judges in labour dispute resolution and raise their understanding about alternative dispute resolution. This could result in	None. Royal Academy of Judicial Profession could not recruit new students until early 2011.	N/A	N/A. Royal Academy of Judicial Profession agreed to invite ACF to provide guest lecturers for their new students every year.	Mr. Ang Eng Thong, Dean of Lawyers Training Center Tel: 016 851 213 Email: ltc@online.com.kh Mr. Pen Vibol, Assistant of President of Royal Academy for Judicial Professions Tel: 012 445 332 Email: vibool@yahoo.com Office Address: <i>No. 17, Chakrey Nhek Tioulong (St. 466), 12301, Phnom Penh , Tel & Fax: 023 726 173</i>	Non-commercial

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			favourable conditions for the AC to resolve labour disputes outside of court system and therefore provide a reliable platform for workers and enterprises to settle their disputes.					
9	Cambodian Federation of Employers and Business Associations (CAMFEBA) and Garment Manufacturers Association of Cambodia (GMAC)	i) Training on labour dispute resolution, case preparation before the AC; ii) Capacity building for employer representatives responsible for labour	i) Training on labour dispute resolution, case preparation before the AC; ii) Capacity building for employer representatives responsible for labour	This partnership aims at educating representatives of enterprises about labour dispute resolution process and case preparation at the AC. Increased capacity of the	Various training sessions on labour dispute resolution and case preparation were organised for officers of enterprises in partnership with GMAC and	ACF would continue providing training for union officers. GMAC and CAMFEBA would assist ACF in inviting the representatives of their members to the training. GMAC also	Mr. Kaing Monika, External Affairs Manager Tel: 012 602 222 Email: kaing@gmac-cambodia.org Mr. Som Chamnan, Executive Manager Tel: 012 722 371 Email: som_chamnan@camfeba.com CAMFEBA: No. 44A, Street 320, Sangkat Boeung Keng Kang	Non-commercial

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		dispute resolution	dispute resolution	representatives, users of AC services, is essential for effective dispute resolution by the AC.	CAMFEBA.	agreed to provide venue and coordinate the sending of invitation to its members in 2011.	<p>III, Khan Chamkar Morn, Phnom Penh, Cambodia. Tel: (855) 23 222 186 Fax: (855) 23 222 185 Email: camfeba@camfeba.com</p> <p>GMAC: No. 175 Jawahar Nehru Blvd (Street 215) Phnom Penh, Kingdom of Cambodia Tel: (855) 23-301 181 Fax: (855) 23-882 860 info@gmac-cambodia.org</p>	
10	Labour Union	<p>i) Training on labour dispute resolution, case preparation before the AC;</p> <p>ii) Capacity building for union members</p>	<p>This partnership aims at educating union officers about labour dispute resolution process and case preparation at the AC. Increased capacity of union officers, users of AC services, is essential for effective dispute resolution by</p>	<p>Various training sessions on labour dispute resolution and case preparation were organised in partnership with a number of active labour union federations and confederation.</p>	N/A	<p>ACF would continue providing training for union officers. Union federations and confederations would assist ACF in inviting their local unions to the training.</p>	<p>Mr. Ath Thorn, President of C.CAWDU Tel: 012 998 906 Email: thorn.clc@gmail.com</p> <p>Mr. Som Aun, President of Cambodian Labour Union Federation (CLUF) Tel: 012 866 682 Email: som_aun@yahoo.com</p> <p>Mr. Vong Sovann, President of Cambodian Workers Labour Federation Union (CWLFU) Tel: 012 785 890 Email: cctu@online.com.kh</p>	Non-commercial

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11	American Center for International Labor Solidarity (ACILS)	i) Training on labour dispute resolution, case preparation before the AC; ii) Others as appropriate	the AC. This partnership aims at educating staff of ACILS and union officers about labour dispute resolution process and case preparation at the AC. Their increased capacity, users of AC services and their supporters, is essential for effective dispute resolution by the AC and more broadly, improved industrial relations in Cambodia.	Various training sessions on labour dispute resolution and case preparation were organised for ACILS staff.	N/A	ACF would continue providing the training upon request by ACILS.	Mr. David John Welsh, ACILS Cambodia Country Director-Lawyer Tel: 077 222 020 Email: dwelsh@solidaritycenter.org	Non-commercial
12	Australian Volunteers International (AVI)	i) Volunteers from Australia to	This partnership allows	In partnership with Australia's Macquarie	N/A	ACF and AVI agreed to continue	Mr. Anna Trahair, AVI Program Manager PO Box 350 (71 Argyle Street)	Non-commercial

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		ACF; ii) Others as appropriate	Australian students, professionals and experts to learn of Cambodia's labour mediation and arbitration and from AC experiences and ACF staff to get fresh perspectives about how work should get done, thereby improving their performance. Capacity building is a big component in ACF proposal for DFGG grants, for this would enable AC/F to provide quality services to Cambodia.	University, AVI recruited Ms. Angelica Nikolausson, a law student at the university, to intern with ACF's Legal Services Department in September-October 2010.		selecting a law student from Macquarie University to intern with ACF. Both agreed to expand this partnership by getting an intern for outreach activities. AVI also was exploring the possibility for ACF staff to exchange at Macquarie University.	Fitzroy VIC 3065 Ph: +61 3 9279 1843 Fax: +61 3 9419 1098 Email: ATrahair@australianvolunteers.com Mr. Y Samphy, ACF Manager of Training & Communications Tel: 016 937 776 Email: sy@arbitrationcouncil.org	
13	Better Factories Cambodia (BFC)	i) information dissemination;	ILO's Better Factories	• ACF contributed to	N/A	ACF and BFC would continue	Mr. Tuomo Poutianen, BFC's Chief Technical Advisor	Non-commercial

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		<p>ii) consultation with each other in event organizing;</p> <p>iii) Others as appropriate</p>	<p>Cambodia monitors and reports on working conditions in more than 200 Cambodian garment factories according to national and international standards, including their compliance with awards of the Arbitration Council. This partnership contributes to the effectiveness of the AC dispute resolution and ensures that enterprises and workers in Cambodia can live up to both national and international labour</p>	<p>the development of the Joint Garment Training Directorate initiated by BFC.</p> <ul style="list-style-type: none"> • ACF discussed with BFC AC sustainability issues and effective implementation of the garment industry MoU concerning binding arbitration by AC. • ACF informed BFC staff of the adjustments to AC process following the garment industry MoU concerning binding 		<p>working together on a case-by-case basis. Both organisations are regular partners since the establishment.</p>	<p>Email: poutiainen@ilo.org</p> <p>Mr. Sok Lor, ACF Executive Director Tel: 012 212 515 Email: lsok@arbitrationcouncil.org</p>	

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			standards.	arbitration by AC. <ul style="list-style-type: none"> BFC contacted ACF from time to time for assistance in arbitral awards of the AC. 				
14	ILO Labour Dispute Resolution Project (ILO-LDRP)	i) Cooperation and relationship building with Ministry of Labour Vocational Training ii) Consultation with each other on various issues related to LDR and IR in Cambodia iii) Cooperation in provision of training related to labour law and industrial	ILO Labour Dispute Resolution Project (ILO-LDRP) assisted in the establishment of the AC and supported it until 2009 when ACF received the grants from the World Bank's DFGG. This partnership contributes to the increased party credibility in the AC dispute resolution	<ul style="list-style-type: none"> ILO-LDRP organised training of trainers on collective bargaining for legal educators of labour union federations, in which ACF trainer taught on the topic of legal framework for collective bargaining in Cambodia on 25 August 2010. ACF consulted 	ILO-LDRP is to be concluded by the end of 2010.	ACF has started seeking DFGG fund for the AC component to contract the ILO to continue the work ILO-LDRP did for improved industrial relations, part of which was the garment industry MoU concerning binding arbitration by the AC.	Mr. John Ritchotte, Specialist in Labour Administration and Labour Relations of ILO Sub-Regional Office for East Asia Email: ritchotte@ilo.org Mr. Sok Lor, ACF Executive Director Tel: 012 212 515 Email: lsok@arbitrationcouncil.org	Non-commercial

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		relations iv) Others as appropriate.	services. ILO-LDRP had a great deal of experience in industrial relations in Cambodia.	from time to time with ILO-LDRP regarding the appointment of new arbitrators of the AC. • ACF regularly disseminated information about the work of the Arbitration Council to ILO-LDRP.				
15	ILO Worker Education Project (ILO-WEP)	i) Consultation with each other on various issues related to LDR and IR in Cambodia ii) Sharing contact list of worker unions iii) Other as appropriate.	ILO-WEP has good relationship with labour unions both inside and outside Cambodia. ACF partnership with this project allows ACF to have easy access to labour unions which play an	• ILO-WEP helped promote awareness of, and understanding in, the garment industry MoU concerning binding arbitration by the AC among labour unions. • ACF regularly disseminated	N/A	Nothing concrete was agreed on for 2011. However, both ACF and ILO-WEP agreed to contribute to any project collaboration.	Mr. Yim Serey Vathanak, ILO-WEP National Project Coordinator Email: yim@ilo.org Mr. Y Samphy, ACF Manager of Training & Communications Tel: 016 937 776 Email: sy@arbitrationcouncil.org	Non-commercial

No.	(A) Name of Partner Organization	(B) Brief Description of Partnership	(C) Highlight how this partnership supports DFGG objectives at the project and IA level:	(D) Key Outcomes to date	(E) Key Challenges in Maximizing the Value of this Partnership	(F) What is the Agreed Division of Labor for 2011 and how does this address (F)	(G) Contact Details: Primary Contact Person Tel: Email Office Address:	(H) Type of Partnerships (Commercial or non commercial)
			important role in labour relations. The ultimate goal of the AC is to improve labour relations in Cambodia.	the arbitral award announcements to ILO-WEP.				
16	Community Legal Education Center's Workplace Relations Group (CLEC-WRG)	i) Joint training; ii) Consultation with each other on development of programs and industrial relations; iii) Others as appropriate.	CLEC-WRG is one of the most outstanding programmes for labour relations. Currently it has been working closely with unions and union federations. ACF partnership with CLEC-WRG expands ACF outreach to workers and unions about the labour law, labour dispute resolution and the AC process.	<ul style="list-style-type: none"> • CLEC-WRG helped promote awareness of, and understanding in, the garment industry MoU concerning binding arbitration by the AC among labour unions. • ACF regularly disseminated the arbitral award announcements to ILO-WEP. • ACF conducted training for 	N/A	ACF and CLEC-WRG will continue to work together to provide training for labour unions and union federations. They also will disseminate information about development of programs and industrial relations to each other.	<p>Mr. Moeun Tola, CLEC-WRG Programme Coordinator Tel: 012 921 961 Email: tola@clec.org.kh</p> <p>Mr. Y Samphy, Manager of Training & Communications Tel: 016 937 776 Email: sy@arbitrationcouncil.org</p> <p>CLEC-WRG: #54, St. 306, Sangkat Boeung Keng Kang 1, Phnom Penh Cambodia.</p>	Non-commercial

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				<p>legal staff of American Center for International Labour Solidarity (ACILS) and advocates of labour advocates from unions and union federations in February, and June 2010.</p>				
17	Fair Work Australia (FWA, formerly known as Australian Industrial Relations Commission or AIRC)	<p>i) Exchange visits, study tour ii) Internship iii) Others as appropriate</p>	<p>This partnership allows for exchange of skills and experiences in labour mediation and arbitration between the AC and industrial relations players in Cambodia and FWA, which has had more 100 years of</p>	<ul style="list-style-type: none"> A commissioner of FWA paid a one-week visit to Cambodia in September-October 2010. Among other things, he discussed legal issues and arbitration techniques with AC arbitrators and legal support 	N/A	<p>FWA will send its commissioner to share his/her experience in Cambodia, upon ACF request. ACF can send its delegation to exchange at FWA.</p>	<p>Mr. Michael Gay, FWA Commissioner Tel: +61 4 1931 8049 Email: gay.c@fwa.gov.au</p> <p>Mr. Y Samphy, ACF Manager of Training & Communications Tel: 016 937 776 Email: sy@arbitrationcouncil.org</p>	Non-commercial

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			<p>experience in the field. Improved capacity of AC arbitrators contributes to effective resolution of labour disputes and better industrial relations.</p>	<p>staff, trained labour conciliators of the Ministry of Labour and Vocational Training in conciliation skills, guest lectured on arbitration in Cambodia and Australia for more than 100 law students, and spoke at the National Industrial Relations Conference 2010 organised by ACF.</p> <ul style="list-style-type: none"> • A delegation of four people consisting of an AC arbitrator, ACF Communications Officer, Director of 				

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				<p>Legal Services Department, and head of Secretariat of the Arbitration Council went on a two-week internship with different departments of FWA in November-December 2010.</p> <ul style="list-style-type: none"> • Commissioner Michael Gay offered to provide legal audit of the decisions of the AC free of charge. 				
18	Royal University of Law and Economics (RULE)	<p>i) Training on labour dispute resolution and industrial relations; ii) Others as appropriate.</p>	This partnership allows ACF to educate law and business students at the university about labour dispute	Five training sessions were conducted for law students in 2010.	N/A	ACF agreed to give guest lecture to RULE students, upon request from any professor there.	<p>Ms. Buoy Thida, RULE Professor of Law Tel: 012 499 977</p> <p>Mr. Sok Lor, ACF Executive Director Tel: 012 212 515 Email: lsok@arbitrationcouncil.org</p>	Non-commercial

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			resolution, the AC process and industrial relations. These students are also prospective users of the AC services when they enter the workforce.				RULE: Preah Monivong Boulevard, Sangkat Tonle Bassac, Phnom Penh, CAMBODIA.	
19	Pannasastra University of Cambodia (PUC)	i) Training on labour dispute resolution and IR; ii) Co-host events, training iii) Others.	This partnership allows ACF to educate law and business students at the university about labour dispute resolution, the AC process and industrial relations. These students are also prospective users of the AC services when they enter the workforce.	<ul style="list-style-type: none"> • ACF conducted training on labour dispute resolution for PUC law students in 2010. • PUC and ACF co-organised a mock arbitration in September 2010. 	N/A	ACF agreed to give guest lecture to PUC students, upon request from any professor there.	<p>Mr. Kong Phallack, Dean of PUC Faculty of Law Tel: 012 712 255 Email: phallacklaw@gmail.com</p> <p>Mr. Sok Lor, ACF Executive Director Tel: 012 212 515 Email: lsok@arbitrationcouncil.org</p> <p>Information Office (PUC Main Campus). Tel: (855) 23 990 153 Fax: (855) 23 218 909 Email: info@puc.edu.kh 92-94No. 92-94, Maha Vithei Samdech Sothearos (South of Royal Palace) Phnom Penh, Cambodia</p>	Non-commercial
20	University of Cambodia (UC)	i) Training on labour	This partnership	None in 2010.	N/A	ACF agreed to give guest	Available upon request.	Non-commercial

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		<p>dispute resolution and IR;</p> <p>ii) Co-host events, training;</p> <p>iii) Others.</p>	<p>allows ACF to educate law and business students at the university about labour dispute resolution, the AC process and industrial relations. These students are also prospective users of the AC services when they enter the workforce.</p>			<p>lecture to UC students, upon request from any professor there.</p>	<p>Mr. Sok Lor, ACF Executive Director Tel: 012 212 515 Email: lsok@arbitrationcouncil.org</p>	
21	Australian Business Volunteers (ABV)	<p>i) Volunteers from Australia to ACF</p> <p>ii) Others as appropriate.</p>	<p>This partnership allows for recruitment of Australian experts to exchange their experiences and skills with AC arbitrators, employer and worker representatives, other players in industrial relations in</p>	<p>Upon request from ACF, ABV recruited Commissioner Michael Gay of Fair Work Australia (FWA) to pay a one-week visit to Cambodia. Among other things, he discussed legal issues and arbitration techniques with</p>		<p>ABV Country Representative and his staff had high opinion of the work of AC/F and agreed to support future application from the latter for Australian volunteers.</p>	<p>Mr. Bruce-Hunte Todd, ABV In-Country Manager Tel: 012 707 078 Email: icm@abv-cambodia.org</p> <p>Mr. Y Samphy, ACF Manager of Training & Communications Tel: 016 937 776 Email: sy@arbitrationcouncil.org</p>	Non-commercial

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			Cambodia and interested public.	AC arbitrators and legal support staff, trained labour conciliators of the Ministry of Labour and Vocational Training in conciliation skills, guest lectured on arbitration in Cambodia and Australia for more than 100 law students, and spoke at the National Industrial Relations Conference 2010 organised by ACF.				
22	Volunteering for International Development from Australia (VIDA) and Australian Youth Ambassadors for Development (AYAD)	i) Legal advisors from Australia to ACF ii) Others as appropriate.	This partnership allows Australian students, professionals and experts to learn of	VIDA recruited an Australian legal expert to work with ACF until late 2011.	N/A	VIDA has high opinion of the work of AC/F and agreed to support future application from the latter for Australian	Mr. Song Kim Hour, In Country Manager for VIDA and AYAD Tel: 012 706 699 Email: hours@online.com.kh Ms. Sou Sorphea, ACF Director of Legal Services	Non-commercial

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			Cambodia's labour mediation and arbitration and from AC experiences and ACF staff to get fresh perspectives about how work should get done, thereby improving their performance. Capacity building is a big component in ACF proposal for DFGG grants, for this would enable AC/F to provide quality services to Cambodia.			volunteers.	Tel: 012 478 671 Email: ssou@arbitrationcouncil.org	
23	Cambodia Center for Human Rights– Cambodian Business & Human Rights (CCHR-CBHR)	i) Provision of training related to labour dispute resolution ii) Giving	This partnership allows ACF to reach out to employers and workers outside garment	ACF provided comments on the implementation and development of CCHR-CBHR	N/A	ACF agreed to participate in the project by providing feedback and speak at future forums	Mr. Chak Sophy, CCHR-CBHR Project Coordinator Tel: 012 663 516 Email: chak.sophy@cchrcambodia.org Mr. Y Samphy, ACF Manager of	Non-commercial

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		suggestions on development of the project iii) Others as appropriate	industry regarding education about labour dispute resolution and the AC process. This could contribute to ACF efforts in expanding the LDR services beyond garment industry.	project.		organised by CCHR-CBHR.	Training & Communications Tel: 016 937 776 Email: sy@arbitrationcouncil.org	
24	Mekong University of Cambodia (MUC)	i) Provision of training on labour dispute resolution ii) Observation of AC hearings iii) Others as appropriate.	This partnership allows ACF to educate law and business students at the university about labour dispute resolution, the AC process and industrial relations. These students are also prospective users of the AC services when they enter the workforce.	ACF Legal Advisor gave guest lecture on Arbitration in Practice to MUC law students in September 2010.	N/A	ACF agreed to give guest lecture to UC students, upon request from any professor there.	Dr. Phillip Dews, UMC Deputy Vice Chancellor Email: aseandirectory@hotmail.com Ms. Kim Sonya, ACF Legal Advisor Tel: 077 998 470 Email: skim@arbitrationcouncil.org	Non-commercial
25	Worker Information	i) Dissemination	This	• ACF spoke to		WIC agreed	Ms. Ly Phreak, WIC Programme	Non-

No.	(A) Name of Partner Organization	(B) Brief Description of Partnership	(C) Highlight how this partnership supports DFGG objectives at the project and IA level:	(D) Key Outcomes to date	(E) Key Challenges in Maximizing the Value of this Partnership	(F) What is the Agreed Division of Labor for 2011 and how does this address (F)	(G) Contact Details: Primary Contact Person Tel: Email Office Address:	(H) Type of Partnerships (Commercial or non commercial)
	Center (WIC)	of information related to labour dispute resolution ii) Provision of training on labour dispute resolution to workers working near WIC centers iii) Others as appropriate	partnership allows ACF to reach out directly to garment and textile workers regarding education about labour dispute resolution and the AC process.	workers about labour dispute resolution process at the labour's day event organised by WIC in 2010. • ACF informed WIC staff of adjustments to AC process following the garment industry MoU concerning AC's binding arbitration.		that ACF could organise events for workers at any of their centers and that it would help collect workers for such events. Also, WIC agreed to keep any of ACF's publications and information materials at their centers upon request.	Manager Tel: 012 299 130 Email: phearakly@gmail.com Mr. Y Samphy, ACF Manager of Training & Communications Tel: 016 937 776 Email: sy@arbitrationcouncil.org	commercial
26	University of Michigan Ross School of Business	Conducting study on individual labour dispute resolution by AC/F, for sustainability of AC	This partnership contributes to the development of ACF strategies for the sustainability of the AC.	A 54-page report was written and shared with ACF in late April 2011 as a result of the study about the demand for individual dispute resolution services by AC/F.	N/A	This was a partnership based on need of ACF.	Mr. Keven Burchfield, Assistant Director Email: burchk@umich.edu Mr. Y Samphy, ACF Manager of Training & Communications Tel: 016 937 776 Email: sy@arbitrationcouncil.org	Non-commercial

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27	University of Michigan Law School	Internship with ACF by law students	This partnership allows the University of Michigan Law School students to learn of Cambodia's labour mediation and arbitration and from AC experiences and ACF staff to get fresh perspectives about how work should get done, thereby improving their performance. Capacity building is a big component in ACF proposal for DFGG grants, for this would enable AC/F to provide quality services to Cambodia.	Mr. Julian Brody, a law student at the University, will be commenced as intern with ACF Legal Services Department from 30 May 2011 to 29 July 2011.		This was a partnership based on need of ACF and the University of Michigan Law School. However, ACF receives legal intern from the university almost every year.	Professor Nicholas J. Rine, Clinical Professor of Law Email: nickrine@umich.edu Ms. Chum Charya, ACF Senior Legal Officer Tel: 012 407 859 Email: cchum@arbitrationcouncil.org	Non-commercial

D. 2 Lessons Learnt and Learning Activities

There are four key lessons learnt for the AC under the DFGG project. The first lesson learned from the project concerns the Arbitration Council's success rate. While a success rate is continuing to increase from 70.52% as it was 70.52% in 2010 (including mediated agreements), it also means that approximately 30% of the cases remain unresolved. In particular it would be desirable to improve the implementation of arbitral awards as this would further enhance the credibility of the AC. Though the AC and the ACF themselves have no direct control over implementation of awards, and the causes of non implementation are both nuanced and varied, it anticipates several actions to address this issue. To this end, the ACF has been executing the following strategies:

- starting to assist the employers and workers in implementing the Memorandum of Understanding on Improving Industrial Relations in the Garment Sector signed on 28 September 2010 between the Garment Manufacturers Association of Cambodia (GMAC) and six major union federations and confederations which it states binding arbitration by the Arbitration Council for rights labour disputes from 1 January 2011;
- continuing to improve the skills, capacity, and quality of AC Arbitrators in resolving disputes for parties;
- strengthening cooperation with social partners to promote collective bargaining agreements that provide for binding arbitration by the Arbitration Council;
- strengthening the mediation function at the Arbitration Council through targeted mediation training and exploring a designated mediator pilot project;
- Conducting a study on the feasibility for providing individual labour dispute resolution services by the Arbitration Council;
- improving the capacity of stakeholders' to engage in the arbitral process effectively and raise their awareness of the benefits of binding arbitration through targeted training sessions; and
- continued publication of arbitral awards, allowing third parties to monitor compliance with awards as well as the monitoring of the AC's dispute resolution work by citizens in Cambodia in general.

A second lesson learned is that the Arbitration Council's early successes and continuing achievements are a testament to the strength of alternative labour dispute resolution (ALDR) as the principle method for resolving labour disputes in Cambodia. Challenges, however, remain for the AC/F and for ALDR more generally in Cambodia. The AC/F is part of a larger dispute resolution system in which the Royal Government of Cambodia's Ministry of Labour and Vocational Training plays a vital role, particularly its Department of Labour Inspection (in dispute prevention), Department of Labour Disputes (in conciliation) and Secretariat of the Arbitration Council (in case administration for the AC). The continued success of the AC/F and

progress of ALDR in Cambodia is therefore intimately tied to the functions and development of the Ministry as well.

A third lesson learned is that success and sustainability of the AC can be maximised as a result of partnership with relevant agencies working in labour area. These agencies are the key players in Cambodian industrial relations, and their work impact on the industrial relations landscape as a whole. Such agencies include the International Labour Organization (Better Factories Cambodia, and Workers Education Project), Community Legal Education Center, Worker Information Center, Garment Industry Productivity Center, Union Federations etc. The ACF's partnerships with these agencies have created synergies in advancing stability in the industrial relations in Cambodia. Generally, the partners are in a better position to execute activities that ACF may not due to its neutrality. In that case, it reduces the reliance on ACF to implement them alone, thus allowing ACF to focus on its core function to support the AC. The ACF therefore will continue and advance its partnership with the agencies.

A fourth lesson learned is that the effectiveness of the AC/F and of the labour dispute prevention and resolution system in Cambodia depends to a substantial degree on the knowledge and capacity of stakeholders in the system, and therefore, the road to success must include proper training for both employers and employees. Stakeholder awareness and their knowledge and competence to utilize the Arbitration Council as a forum for resolving disputes and moving the parties employment relationship forward have been a challenge in Cambodia. Surveys of garments workers about their recognition of the Arbitration Council have indicated a need for more extensive outreach efforts; the collective experience of arbitrators, SAC officials and ACF staff in labour dispute cases reveal broad and varied but generally relatively low levels of competence among stakeholders' ability to make use of the arbitral system; and stakeholders themselves have indicated their desire for continued capacity building and training. Efforts by the ACF to educate stakeholders include regular and expanded outreach programmes in the community to educate workers, employers, lawyers, law students, and community members on the structure and proceedings of the Arbitration Council, as well as a website with, and frequent hand-distribution of, published decisions of the Arbitration Council in both Khmer and English.

E. Progress on Specific Grant Covenants

Activity	Responsible Agency	Expected Outputs	Expected Delivery	Result	Others
Submit to World Bank / MEF financial auditors' reports 2011	ACF	Financial auditor's reports 2011	30 June 2011	n/a	
Submit 1 st quarterly report 2011 to World Bank	ACF through PCO	1 st quarterly report 2011	21 April 2011	It was first sent by 26 Apr 11 but it was asked to revise & resent to PCO on 9 June 11 based on new formats.	
Submit 2 nd quarterly report 2011 to World Bank	ACF through PCO	2 nd quarterly report 2011	21 July 2011	n/a	
Submit 3 rd quarterly report 2011 to World Bank	ACF through PCO	3 rd quarterly report 2011	21 October 2011	n/a	
Submit annual report 2011 to World Bank	ACF through PCO	Annual report 2011	15 February 2012	n/a	

F. Gender Mainstreaming Activities (Based on Annual Work Plan)

No	Key Activities	Actual Output (Jan-Mar 11)			Remarks
		Total	F	%	
Proposed Gender Mainstreaming					
1	<i>Recruitment of ACF staff</i>				
	ACF encourages female candidates to apply for positions with ACF: 50% of staff are female	22	13	59%	ACF's female staff is higher than males.
2	<i>Selection of ACF interns</i>				
	ACF encourages female candidates to apply for its internship programmes: At least one female intern will be selected	3	1	33%	A female translator intern is

					recruited for LSD.
3	<i>Capacity Building of AC/F and SAC</i>				
	ACF includes female staff in its capacity building programmes: At least one female will be included in each capacity building programme	25	14	56%	ACF often conducted in-house trainings who also participate by females.
4	<i>Gender focal person</i>				
	ACF nominates female staff member to take the role as gender focal person: One female staff nominated as gender focal person at ACF and ToR for the gender focal person developed	1	1	100%	ToR was already produced. As results, a female staff is nominated as gender focal person in order to take lead.
5	<i>ACF in-house training</i>				
	ACF trains on gender equality: At least one training will be delivered to staff on the topic of gender equality and benefits of promoting gender equality	-	-	0%	A focal gender staff will provide an in-house training to the ACF staff once she received a training that is going to organise by PCO.
6	<i>Hearing at the Arbitration Council</i>				
	ACF track the number of female parties to a dispute at AC hearing: Actual number of female employers workers/union members participating in the hearing process (ACF has no control of whether the parties to dispute parties and their advocates will be male or female.)	175	56	32%	Female participants were always encouraged to participate the hearing if they are involved.
1	<i>Stakeholder training and Conference, and meets and greets events</i>				

	ACF encourages female candidates to participate: 35% of female (both from employers and workers/unions will attend in the training and Conference organised by ACF	111	41	37%	Few training sessions were provided in this reporting period. However, Females are always encouraged to participate.
3	<i>AC awareness raising tools</i>				
	ACF includes women actresses for starring in the production of TV PSA, training video, and soap opera: About 30% - 50% of women actresses will be included in the TV PSA, training video, and soap operas	46	21	46%	1 st PSA is being produced by Cambodian Women Media Center in consultation with AC/F. As results, 21 out of 46 actors were actresses.

G. Issues Raised by Aid Memoire of the World Bank Supervision Mission and Action Taken

Area/	Action/Description	Date		Remarks
		Requested Date (WB)	Completed Date (IA)	
ACF				
1. Disbursement	AC to review 2010 budget and disbursement experience and use this to prepare a more realistic disbursement projection for 2011	By November 15, 2010	31 Dec 2010	<p>Partially completed</p> <p>2011 draft AWP Budget = \$1,000K v. 2010 spend = \$556K (or 61% of budget)</p> <p>Increase justified largely by proposed \$200K contract with ILO, consultancies carried over from 2010 and projections for increased case load.</p>
2. Financial management	AC to work with the consultant to bring the FM system into full operation	Immediately	November 2010	<p>Completed</p> <p>They have received the official FMDM from PCO in late February 2011 and have been implementing its FM system based on the procedures and files set out in the FMDM manual.</p>
	AC to complete FM requirements set out in para 9	Next mission	On going	<p>Partially completed</p> <p>The reference in the AM is para 11, not para 9. ACF reports as follows:</p> <ul style="list-style-type: none"> a. Implemented since November 2010. b. Implemented. c. Implemented. d. In compliance. The physical count of fixed assets will be counted and

				<p>recorded twice a year. ACF will implement on 27 June 2011</p> <p>e. In compliance. ACF has implemented Advance Control Book since November 2011.</p> <p>f. ACF has continued sharing IFRs regularly with the World Bank.</p>
3. Procurement	AC to develop TORs for the ILO to provide appropriate services in relation to awareness raising, stakeholder engagement and sustainability.	By November 30, 2010	15 December	Completed TORs circulated Jan 2011. Awaiting proposal from ILO.
4. Project governance	AC to complete Disclosure Tracking Sheet and submit to the Bank	By November 30, 2010	25 January 2011	Completed Disc. tracking sheet received 21 Oct '10; Updated March '11, largely compliant.
	AC to prepare the overview of their complaints handling mechanisms and submit to the PCO	By December 15, 2010	17 August 2010 ACF disclosed the CHM on its website since 13 January 2011	Completed Circulated by PCO, Jan 2011. On AC website (revised date 13 Jan '11)
5. Risks update	AC to update risk management matrix and incorporate in the final 2011 AWP.	Prior to finalizing 2011 AWP	December 24, 2010	Completed Updated RMM Included in 2011 AWP
6. Annual Work Plan 2011	AC to submit revised draft of the AWP 2011 for review by the Bank task team.	By November 15, 2010	14 January 2011; additional revision on 09 March 2011	Completed Bank NOL for AWP provided, March 2011

H. Complaints Summary

Complaint Received (provide a summary)	Anonymous Complaint (say Yes or No)	Action taken on the Complaint	If no action taken, reasons	Remarks
N/A.	N/A	N/A	N/A	CHM was completed and posted in its website since 14 Jan 11. Furthermore, a suggestion forms and box is available outside the office. AC/F has not received any complaints in this reporting period.

I. Emerging Concerns

There is no significant emerging concern for implementing project activities within ACF during the reporting quarter.

J. Procurement Status

1. Procurement Status

A- Purchased under petty cash/purchase order

- Prepared Request for Quotations for:
 - Printing of ACF newsletters.
 - Migrating service of the old server data to new server
 - Translating of 19 arbitration awards
 - Proofreading of 21 arbitration awards
 - Printing of compilation of labour regulations

B- Procurement of Goods

- **Office equipments:** ACF seeks bank NOL to our request to increasing the budget for lot 2 on Audio Visual Equipment, to US\$6,000.00 from

US\$2,300.00- an increase by US\$3,700.00. This budget will be part of the overall budget of US\$7,500.00 under ACF-G-1, which includes two lots: lot 1 on Laptop Computer and lot 2 on Audio Visual Equipment.

C- Procurement of Services

- **Consulting Firm/NGO**

- **Study to quantify the value of AC service:** ACF was seek bank no objection to increase the budget for the assignment to US\$53,319, from US\$40,000 as originally included in the budget and bank provided the NoL on 28 January 2011. CKP has drafted the minutes of negotiation and draft contract. The research agency is finalising the research methodology in consultation with ACF and the World Bank.
- **Financial Audit:** The World Bank's no objection to the ACF's recommendation to engage KPMG using the SSS method on 17 December 2010. The minute of negotiation was signed for bank prior review on 14 February 2011 and bank has no objection on 18 February 2011 to ACF signing the draft negotiated contract with KPMG with the total contract amount not exceeding the following amount:
 1. USD 3,740.00 inclusive of VAT for the audit of ACF financial statement 2010.
 2. USD 3,740.00 inclusive of VAT for the audit of ACF financial statement 2011.

KPMG will commence the audit field work on 04 April 2011 for the auditing of ACF financial statements 2010.

- **Enhancing the enabling environment for implementation of binding arbitration by AC:** Bank's no objection to the ACF's recommendation to engage ILO using the SSS method on 30 November 2010. The RFP have been prior reviewed by the bank and approved on 01 February 2011, and then ACF sent the RFP to ILO on 10 February 2011 with one month validity. But ILO's request for extension of the validity of the RFP until 08 April 2011. Due to unforeseen circumstances, ILO was not able to submit the proposal per the original deadline. However, with ACF's agreement to extend the validity of the RFP, ILO intends to submit the technical and financial proposal for executing this consultancy within the extended deadline. Bank has no objection on 22 March 2011 to the ACF's request to extend the proposal submission deadline until 08 April 2011.

- **Individual Consultant**

- **Legal Audit Expert:** Based on the negotiation between ACF and the Consultant Commissioner Michael Gay, the assignment is no longer requiring IDA fund. Bank has agreed to ACF to removed the assignment from ACF procurement plan

2011 on 28 January 2011. Irrespective of the proposed removal of the assignment from the ACF procurement plan 2011, the assignment will proceed under a separate arrangement between ACF and Commissioner Michael Gay. ACF will reflect the result of the assignment in our Result Framework under DFGG Sub-Component to support the AC.

- **N/ITA-Sustainability strategy:** This package no.DFGG-CKP-ACF-CQS-S009 Sustainability study which is subjected to handle by IPA, but it was changed from Sustainability study to Sustainability Strategy, the requested of the change have been communicated with the bank to move from IPA to handle by ACF email communicated on 27 January 2011. And the revised procurement plan 2011 was sent to PCO on 21 March 2011 for requesting bank's no objection.
- **Finance and Administration Officer:** The EOI was advertised on the local newspaper on 17 December 2010 and 124 applications have been received. With the World Bank's prior review and no objection, the Procurement Review Committee has invited three candidates respectively for contract negotiation; however, each of the three candidates did not accept ACF's offer due to other employment. The Procurement Review Committee is evaluating other candidates for interview and contract negotiation.
- **Communications Officer (CO):** Procurement Review Committee met with Mr. Vandeth Dararoth on 31st December 2010 on the renewal contract. The Committee decided to extend his contract for another to 04 January 2012 due to his good work performance.

D- Recruitment of local Internship for ACF: Three local interns were recruited.

- **Legal Translation Interns:** The Legal Translation Interns - Mr. Ly Vandy and Ms. Eng Samphy - undertake the internship from 17 February 2011 to 16 June 2011.
- **Legal Data Entry Intern:** The Legal Data Entry Intern to Mr. Koy Tha undertakes the internship from 17 February 2011 to 16 June 2011

E- Discloser Tracking Sheet

- ACF has upload procurement documents on the Arbitration Council website, which include:
 - Procurement plan 2011
 - Procurement manual
 - Tender process
 - Tender result

K. Financial Status

The first quarter 2011, ACF spent US\$123,341.83, which US\$ 115,163.56 of the total expenditure was from International Development of Association (IDA) and another US\$ 8,178.27 was from other donors of ACF. The expenditure of IDA was pre-financed by the Australian Agency for International Development (AusAID). The comparison of the budget plan and actual expenditure for the quarter is shown below:

Expenditure By Categories		Budget	Actual	Depletion Rate	Balance
1A.1	Goods	1,550.00	174.00	11%	1,376.00
1A.2	Consulting Services	40,996.75	11,534.76	28%	29,462.00
1A.3	Training and Workshop	12,544.50	23,919.92	191%	(11,375.42)
1A.4	Incremental Operating Costs	50,585.05	40,584.50	80%	10,000.55
1A.5	ACF Operating Costs	55,966.33	47,128.65	84%	8,837.68
	Total	161,642.63	123,341.83	76%	38,300.80

As shown in the table, the discrepancy between the budget plan and actual expenditure as at US\$38,300.80 which indicated that ACF's expense was at 76% of the total budget plan for the reporting quarter. This under-expenditure was partly due to the delay of procurement of Study to Quantify the Value of the Arbitration Council Services, payment of Production of Broadcast Media and Tools.

SECTION II: INTERIM FINANCIAL REPORT (IFR)

2.1 Financial Report (Discussion of Financial Project Progress Report)

A. Project Balance Sheet

	<u>As of March 2011</u>	<u>As of December 2010</u>
Cash and Cash at Bank		
Petty Cash Float	2,134.77	2,625.13
Bank-AusAID	158,615.87	128,984.99
Bank-Stakeholders	8,044.63	17,256.00
Advance	3,005.00	-
Retension and security	-	-
Deposit	8,709.00	8,709.00
Payable	(1,606.33)	(1,562.65)
	178,902.94	156,012.47
Project Expenditures		
Goods	83,639.88	83,465.88
Consultants' Services	80,487.99	68,953.24
Training	134,152.73	110,232.81
Incremental Operating Costs	298,988.45	258,403.93
ACF Operating Costs	350,061.19	302,932.55
	947,330.22	823,988.41
Total Assets	1,126,233.16	980,000.87
Funds Received from IDA	863,697.74	717,510.74
Fund Received from AusAID	199,785.01	199,785.01
Fund Received from Stakeholders	62,750.42	62,705.12
	1,126,233.17	980,000.87

B. Sources and Uses of Funds by Category
Cambodia: Demand for Good Governance Project
Sources and Uses of Funds by Category
For the quarter ended Mar/31/11

Component 1A		Actual			Budget			Variance			PAD
		Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	
	Opening Balance										
	AusAID Account	128,974.99	128,974.99	-							
	ACF Saving Account	14,626.04	14,626.04	-							
	ACF Current Account	894.41	894.41	-							
	AC Riels-Account	1,735.55	1,735.55	-							
	Advance	-	-	-							
	Deposit	8,709.00	8,709.00	-							
	Payable	(1,562.65)	(1,562.65)	-							
	Petty Cash	2,635.13	2,635.13	-							
	Total	156,012.47	156,012.47	-							
Add	Sources:	153,953.14									
	Receipt of Funds										
	- From IDA	146,187.00	146,187.00	863,697.74							2,341,685.00
	- From AusAID	-	-	199,785.01							200,000.00
	- From Stakeholder	45.30	45.30	62,750.42							217,605.00
	- Other Income (document bidding fees..., etc.)	-	-	-							0.00
	Total Funds Received	146,232.30	146,232.30	1,126,233.17							2,759,290.00
	Total Sources	302,244.77	302,244.77	1,126,233.17							2,759,290.00
Less	Expenditures by Category										
	- Goods and Equipment	174.00	174.00	83,639.88	1,550.00	1,550.00	4,550.00	1,376.00	1,376.00	-79,089.88	119,950
	- Consulting Services	11,534.76	11,534.76	80,487.99	40,996.75	40,996.75	160,262.42	29,462.00	29,462.00	79,774.43	376,313
	- Training and Workshops	23,919.92	23,919.92	134,152.73	12,544.50	12,544.50	93,208.17	-11,375.42	-11,375.42	-40,944.56	446,187
	- Incremental Operating Costs	40,584.50	40,584.50	298,988.45	50,585.05	50,585.05	167,415.22	10,000.55	10,000.55	-131,573.23	908,595
	- ACF Operating Costs	47,128.65	47,128.65	350,061.19	55,966.33	55,966.33	175,415.94	8,837.68	8,837.68	-174,645.25	908,245
	Total Expenditures	123,341.83	123,341.83	947,330.22	161,642.63	161,642.63	600,851.74	38,300.80	38,300.80	-346,478.48	2,759,290.00
	Closing Balance (I)	178,902.94	178,902.94	178,902.95							0.00
	Represented by:										
	Balance at Designated A/C										
	AusAID	158,615.87	158,615.87	158,615.87							
	ACF Saving Account	6,734.05	6,734.05	6,734.05							
	ACF Current Account	174.39	174.39	174.39							
	AC Riels-Account	1,136.19	1,136.19	1,136.19							
	Advance	3,005.00	3,005.00	3,005.00							
	Deposit	8,709.00	8,709.00	8,709.00							
	Payable	(1,606.33)	(1,606.33)	(1,606.33)							
	Petty Cash	2,134.77	2,134.77	2,134.77							
	Total (II)	178,902.94	178,902.94	178,902.94							
	Surplus/(Deficit): (I)-(II)	(0.00)	(0.00)	(0.01)							

C. Uses of Funds by Category and by Sources of Funds
Cambodia: Demand for Good Governance Project
Uses of Funds by Category and by Source of Funds
For the quarter ended Mar/31/11

	Current Quarter				Year to date				Cumulative to date				PAD			
	IDA Grant	Bank - AusAID	Other Donors	Total	IDA Grant	Bank - AusAID	Other Donors	Total	IDA Grant	Bank - AusAID	Other Donors	Total	IDA Grant	AusAID	Stakeholder	Total
Payment by category																
Goods	174.00		-	174.00	174.00		0.00	174.00	83,639.88		0.00	83,639.88	109,950		10,000	119,950
Consulting Services	10,918.26		616.50	11,534.76	10,918.26		616.50	11,534.76	79,124.19		1,363.81	80,488.00	351,313		25,000	376,313
Training, Workshops, Seminars	22,979.92		940.00	23,919.92	22,979.92		940.00	23,919.92	130,126.27		4,026.46	134,152.73	359,187		87,000	446,187
Incremental Operating Costs	35,565.63		5,018.87	40,584.50	35,565.63		5,018.87	40,584.50	261,984.03		37,004.42	298,988.45	732,990	100,000	75,605	908,595
ACF Operating Costs	45,525.75		1,602.90	47,128.65	45,525.75		1,602.90	47,128.65	343,949.72		6,111.48	350,061.20	788,245	100,000	20,000	908,245
Total Payments	115,163.56		8,178.27	123,341.83	115,163.56		8,178.27	123,341.83	898,824.08		48,506.17	947,330.25	2,341,685	200,000	217,605	2,759,290

D. Uses of Funds by Project Activity
Cambodia: Demand for Good Governance Project
Use of Funds by Project Activity
For the quarter ended Mar/31/11

Project Component	Actual			Budget			Variance			PAD
	Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	
1A Support to the Arbitration Council (AC)										
a AC Institutional Integrity and Sustainability	1,460.56	1,460.56	9,250.30	21,520.00	21,520.00	70,263.34	-20,059.44	20,059.44	61,013.04	169,410.00
1 Selection/recruitment of arbitration	0.00	0.00	0.00		0.00	0.00	0.00	0.00	0.00	0.00
2 Arbitration Council Governance	1,392.81	1,392.81	9,182.55	1,520.00	1,520.00	10,263.34	-127.19	127.19	1,080.79	69,410.00
3 Sustainability	67.75	67.75	67.75	20,000.00	20,000.00	60,000.00	-19,932.25	19,932.25	59,932.25	100,000.00
b Labor Dispute Solution	66,188.42	66,188.42	429,558.27	57,451.30	57,451.30	352,797.30	8,737.12	-8,737.12	-76,760.97	999,536.00
1 Resolution of labour dispute cases	51,257.28	51,257.28	333,089.81	53,751.30	53,751.30	259,473.30	-2,494.02	2,494.02	-73,616.51	754,974.00
2 Capacity building of AC/F and SAC	14,931.14	14,931.14	89,208.71	2,900.00	2,900.00	79,324.00	12,031.14	-12,031.14	-9,884.71	208,627.00
3 Expansion of AC services	0.00	0.00	7,259.75	800.00	800.00	14,000.00	-800.00	800.00	6,740.25	35,935.00
c Partnerships and Stakeholders Outreach and Training	14,269.46	14,269.46	102,467.23	25,132.25	25,132.25	124,821.73	-10,862.79	10,862.79	22,354.50	467,770.00
1 ACF support to AC outreach and training	6,341.24	6,341.24	40,214.49	7,407.75	7,407.75	21,478.75	-1,066.51	1,066.51	-18,735.74	112,320.00
2 Establishing and maintaining partnerships	884.00	884.00	14,379.68	250.00	250.00	8,598.34	634.00	-634.00	-5,781.34	39,940.00
3 Dissemination of publications and other information to	1,470.00	1,470.00	34,057.02	5,550.00	5,550.00	27,327.64	-4,080.00	4,080.00	-6,729.38	118,218.00
4 Media relations and promotion	0.00	0.00	2,078.80	6,857.00	6,857.00	51,827.00	-6,857.00	6,857.00	49,748.20	124,380.00
5 Stakeholder training	5,574.22	5,574.22	11,737.24	5,067.50	5,067.50	15,590.00	506.72	-506.72	3,852.76	72,912.00
d General Operations and Project Management	41,423.39	41,423.39	406,054.43	57,539.08	57,539.08	190,099.30	-16,115.69	16,115.69	-215,955.14	1,122,574.00
1 Salaries	18,704.13	18,704.13	133,917.99	22,861.50	22,861.50	80,239.50	-4,157.37	4,157.37	-53,678.49	448,440.00
2 Benefits	2,734.50	2,734.50	12,180.09	3,332.58	3,332.58	7,438.14	-598.07	598.07	-4,741.96	32,743.00
3 Occupancy	11,166.07	11,166.07	85,632.92	12,150.00	12,150.00	43,050.00	-983.93	983.93	-42,582.92	245,400.00
4 Supplies	2,793.84	2,793.84	20,933.66	1,960.00	1,960.00	5,900.00	833.84	-833.84	-15,033.66	32,760.00
5 Equipment	174.00	174.00	57,015.60	800.00	800.00	800.00	-626.00	626.00	-56,215.60	74,750.00
6 Communications and postage	1,492.26	1,492.26	19,563.37	2,435.00	2,435.00	10,605.00	-942.74	942.74	-8,958.37	64,880.00
7 Vehicle and Transportation	259.75	259.75	28,324.49	900.00	900.00	5,380.00	-640.25	640.25	-22,944.49	68,400.00
8 Contractual services	4,098.83	4,098.83	26,702.03	8,100.00	8,100.00	15,020.00	-4,001.17	4,001.17	-11,682.03	69,201.00
9 Project monitoring and evaluation	0.00	0.00	19,910.00	5,000.00	5,000.00	21,666.66	-5,000.00	5,000.00	1,756.66	86,000.00
10 Hospitality (Reception/farewell)	0.00	0.00	1,874.28		0.00	0.00	0.00	0.00	-1,874.28	
Total Project Expenditure	123,341.83	123,341.83	947,330.23	161,642.63	161,642.63	737,981.67	-38,300.80	38,300.80	-209,348.57	2,759,290.00

SECTION III: PHYSICAL PROGRESS, PROCUREMENT & CONTRACT MANAGEMENT

A. Physical Progress Report by Civil Works

**Cambodia: Demand for Good Governance Project
Physical Progress Report by Civil Works
For the quarter ended March 31, 2011
(In US Dollar)**

Not Applicable

B. Contract Monitoring Report
Cambodia: Demand for Good Governance Project
Contract Monitoring Report
For the quarter ended Mar/31/11

Contract		Contract Description	Supplier	Contract Value		Amount Paid		Balance to Be Paid
No.	Date			Curr.	Amount	This period	Accumulative	
A	Goods							
	5-Aug-09	Spare part toshiba photocopy mach	Neeka limited	USD	335.50		335.50	
	19-Aug-09	Message expansion card	Trust Global	USD	108.00		108.00	
	12-Oct-09	Spare part toshiba photocopy mach	Neeka limited	USD	149.60		149.60	
107325	28/Aug/09	Office Vehicle 4x4 (Ford Everest)	UNOPS	USD	25,249.28		25,249.28	
01/09	23/Sep/09	Supply and delivery of office	Narita Distribution Cambodia Co., Ltd.	USD	13,874.80		13,874.80	-
02/09	30/Sep/09	Motorcycle	Yamaha Motor Cambodia Co. Ltd	USD	1,375.00		1,375.00	-
03/09	28/Oct/09	Audio Visual Equipment	Sunsomexco	USD	2,385.00		2,385.00	-
	11-Nov-09	Auraro cross cut shredder	IBC	USD	185.00		185.00	
	16-Dec-09	Network& telephone new install.	H.S Technology	USD	2,137.50		2,137.50	
	23/Dec/09	Office Furniture	LEECO	USD	2,189.00		2,189.00	-
			MFC	USD	4,525.00		4,525.00	-
	15/Jan/10	Tables for arb. Hearing room	LEECO	USD	177.00		177.00	
	20/Jan/10	Chair in hearing room	LEECO	USD	29.00		29.00	
	9/Feb/10	UPS	Trust Global	USD	35.20		35.20	
	18/Feb/10	Cool &hot water machine	Sunsomexco	USD	150.00		150.00	
	4-Mar-10	Doc Processor Kyocera	Narita Distribution Cambodia Co., Ltd.	USD	842.00		842.00	
	9-Mar-10	Telephone ports arb. Room	PTC Computer	USD	88.00		88.00	
03/09	21/Sep/10	Office Equipment (Lot 1)	Te Aik Hong	USD	12,609.00		12,609.00	-
02/10	14/Dec/10	Sever Equipment Lot 1	Anana	USD	11,300.00		11,300.00	-
02/10	14/Dec/10	Sever Software Lot 2	Te Aik Hong	USD	5,722.00		5,722.00	-
	23/Feb/11	Chair for hearing room	Century Furniture	USD	174.00	174.00	174.00	-
Total					83,465.88	174.00	83,639.88	0.00
B	Consulting Services							
	Employment Services							
01/09	1/Aug/09	Time Based Payment	IC- Mr. Tep Chenda	USD	10,532.00		9,930.47	601.53
05/09	11/Nov/09	Time Based Payment	IC- Ms. Chum Charya	USD	10,280.00	2,647.19	14,449.94	(4,169.94)
04/09	4/Jan/10	Time Based Payment	IC- Mr. Vandeth Dararoath	USD	13,000.00	1,702.19	8,249.65	4,750.35
04/09	4/Jan/10	Time Based Payment	IC- Mr. Thong Sopymakara	USD	5,240.00	1,387.49	3,929.08	1,310.92
04/10	22/Oct/10	Time Based Payment	IC- Mr. Bun Vuthy	USD	11,540.00	2,962.19	4,444.40	7,095.60
05/10	24/Nov/10	Time Based Payment	IC- Ms. Chhen Vanny	USD	10,280.00	2,835.68	3,221.89	7,058.11
Total					60,872.00	11,534.76	44,225.45	16,646.55
	Consulting Services							
02/09	9/Sep/09	Short Term Technical Advisor (International Consultant)	IC- Ms. Juanita L. Rice	USD	6,000.00		4,200.00	1,800.00
03/09	15/Dec/09	Baseline Study	NGO- Economic Institute of Cambodia (EIC)	USD	19,910.00		19,910.00	-
04/09	17/Feb/10	Study on Demand for AC Service	NGO- Economic Institute of Cambodia (EIC)	USD	9,085.00		6,813.75	2,271.25
LCS-01/10	11/Aug/10	Auditing financial statement 2009	KPMG Cambodia	USD	3,410.00		3,410.00	-
CQS-0/10	20/Dec/10	Media Production and Tools	Women's Media Centre of Cambodia	USD	19,288.00		1,928.80	17,359.20
SSS-02/11	23/Nov/11	Auditing financial statement 2010&2011	KPMG Cambodia	USD	7,480.00		-	7,480.00
Total					65,173.00	-	36,262.55	21,430.45
Grand Total					126,045.00	11,534.76	80,488.00	38,077.00

**C. Procurement Monitoring Report – Goods
Cambodia: Demand for Good Governance Project
Procurement Monitoring Report – Goods
For the quarter ended March 31, 2011**

No.	Description of Goods/Works	Contract Ref. No.	Prior (P) or Post Review (PR)	Procurement Method	Bidding Documents (BD) and Bidding Process						Bid Evaluation/ Contract Award Recommendation		Contract				
					ACF sent draft BD to Bank for approval (date)	Approval to draft BD by PRC (date)	ACF sent draft BD to the Bank's NOL (Date)	No object to the draft BD by the Bank (Date)	BID Invitation issued (Date)	Bids Opened (Date)	ACF Sent Evaluation report/award recommendation to the Bank (Date)	No objection to evaluation report/award recommendation by the bank (Date)	Project signed Contract with the Contractor (Date)	Contractor's Name	Contract Amount	Completion date	
I. Goods																	
1	Planned	Office Equipment		Post	SH		4/Apr/11			19/Apr/11	3/May/11	20/May/11		27/May/11		7,500.00	6/24/2011
	Actual	Lot 1: Laptop & Fax machine. Lot 2: Audio Visual Equipment		Post	SH												

**D. Procurement Monitoring Report - Consulting Firm
Cambodia: Demand for Good Governance Project
Procurement Monitoring Report - Consulting Firms/NGOs
For the quarter ended March 31, 2011**

No.	Description of Services	Contract No.	Prior (P) or Post Review (PR)	Procurement Method	Shortlist and Draft Requirement for Proposal (RFP)								□ Technical Evaluation □		Final (Technical-Financial) Evaluation			Contract						
					ACF sent shortlist to the Bank (date)	No objection to the shortlist by the Bank (Date)	ACF sent Draft RFP to PRC (Date)	Approve to draft RFP by PRC (Date)	ACF Sent Draft of RFP to the Bank (Date)	No objection to Draft RFP by the Bank (Date)	ACF issued RFPs (Date)	ACF received proposal from firms (Date)	ACF sent Tech. evaluation report to the Bank (Date)	No objection to Tech. evaluation report by the Bank (Date)	ACF Open Financial Proposal Publicity (Date)	ACF completes final evaluation	PRC and ACF negotiate contract with consultant	ACF sends draft contract and final evaluation report to the Bank (Date)	No objection to Draft Contract by the Bank (date)	Project signed contract with consultant	ACF signed contract to the Bank (Date)	Consultant's Name	Contract Value (US\$)	Contract/Delivery Completion Date
1	3	2	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	21	22	23	24	26	27	28
1	Planned	Study to quantify the value of AC service	Post	CQS			17/May/10	24/May/10			15/Jun/10	14/Jul/10			30/Jul/10	9/Aug/10	19/Aug/10			1/Sep/10			40,000.00	30/Jan/11
	Actual	ACF through IPA Media Production for (1) one public service announcement (2) training video									30/Aug/10	20/Sep/10					8/Nov/10						53,319.00	
2	Planned	Media Production for (1) one public service announcement (2) training video	Post	CQS			21/Jun/10	7/Jul/10			7/12/2010	8/11/2010			9/1/2010		11/29/2010			14-Dec-10			45,000.00	30/Apr/11
	Actual	video	3/10	Post	CQS						27/Jul/10	26/Aug/10			14/Sep/10		29/Nov/10			20-Dec-10		WMC	19,288.00	
3	Planned	Financial audit	Post	SSS	2/Dec/10	9/Dec/10									20/Jan/01		31/Jan/11	14/Feb/11	2/21/2011	1/Mar/11	3/2/2011		8,000.00	1/Jun/12
	Actual	Financial audit	02/11	Post	SSS	14/Dec/10	17-Dec-10								17-Jan-11		17-Jan-11	14/Feb/11	18-Feb-11	23-Feb-11	28-Feb-11	KPMG	7,480.00	

**E. Procurement Monitoring Report - Individual Consultant
Cambodia: Demand for Good Governance Project
Procurement Monitoring Report – Individual Consultants
For the quarter ended March 31, 2011**

No.	Description of Services	Contract No.	Prior (P) or Post Review (PR)	Procurement Method	ToR/EOI						Evaluation		Contract							
					ACF sent ToR and EOI Advertisement to PRC (date)	Approval to ToR and EOI advertisement by PRC (Date)	ACF sent ToR and EOI advertisement to the Bank (Date)	No objection to ToR and EOI advertisement by the Bank (Date)	Advertisement by ACF (Date)	Submission of EOI (Date)	ACF sent Evaluation Report to the Bank (Date)	No objection to Evaluation Report by the Bank (Date)	PRC and ACF negotiate contract with consultant	ACF sent draft contract to the Bank (Date)	No objection to the Draft Contract by the Bank (Date)	Project signed contract with consultant (Date)	ACF sent signed contract to the Bank (Date)	Consultant's Name	Contract Value (US\$)	Contract/Delivery Completion Date
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
A International Consultant/Specialist																				
	Planned																			
	Actual																			
B National Consultants																				
1	Planned			Post	IC															
	Actual	Communication Officer	01/10	Post	IC													Vandeth Dararoth	\$ 7,425.00	4/Jan/12
2	Planned			Prior	IC	22/Nov/10														
	Actual	Finance & Admin. Officer		Prior	IC	29/Nov/10	29/Nov	30/Nov/10	8/Dec/10	13/Dec/10	27/Dec/10	17/Jan/11	31/Jan/11	7/Feb/11	11/Feb/11	18/Feb/11		Vong Sowattana	\$ 7,440.00	30/Mar/12

IV. Conclusion and Recommendation

By the first quarter, ACF has implemented project's core activities planned for 2011 in supporting to the Arbitration Council (AC). The success rate at 70.52% indicates that AC plays significant roles in resolving the labour disputes between employees and employers at a very satisfactory level. The sessions are for capacity building of arbitrator, staff of SAC and ACF in field of labour dispute resolution through discussion and shared experiences among arbitrators, conciliators, stakeholders, and law students. In addition, ACF convened a session for each of Project Collaboration Committee (PCC), Stakeholder Advisory Group (SAG), and Board of Director meeting. Further, ACF had good collaboration and arranged schedule with respondents for the M&E firm hired by PCO in conducting the Baseline study. However, ACF encounters some delays on the procurement of the study to quantify the AC value since it was discussing among ACF with consultation from World Bank's representative and Cambodia Development Resources Institute (CDRI). It expected to complete in 2nd quarter of 2011. In term of public service announcement (PSA), 1st PSA has been produced and will be aired in 2nd quarter of 2011.

AC sustainability beyond the DFGG project remains a key issue that requires ongoing attention and resolution. AC sustainability includes the process for appointing new AC arbitrators, the system and procedures to ensure the quality of the AC services, structural funding to support the AC services, and AC partnership strategies. ACF expects to procure a consultant to deliver a sustainability strategy in the second quarter of 2011.