



CAMBODIAN FEDERATION OF EMPLOYERS AND BUSINESS ASSOCIATIONS

Turn to Us for Industrial Harmony
We Represent You Where It Matters Most

Contents

- *The National Social Security Fund Updates.....1*
- *New Minimum Wages for Garment & Footwear Industry....2*
- *Bipartite Consultative Workshop on Trade Union Law.....3*
- *Tripartite Consultative Workshops on Trade Union Law.....4*
- *IR Government-Private Sector Working Group.....5*
- *International & National Reactions against Mass Strikes.....5*
- *Employers and Workers Agreed On Improving IR In Garment Industry.....6*
- *Warm Welcome to CAMFEBA's New Members.....7*
- *CAMFEBA's International Level Representations.....8*
- *AOTS and Other Training Programmes.....9*
- *Impression from CAMFEBA-AOTS Alumni.....10*
- *CAMFEBA's Upcoming Events.....11*
- *Customized Training Activities12*
- *Public Training Activities14*
- *Special Half-Day Training on Labor Law.....16*
- *CAMFEBA-SNEF Training Activities.....17*
- *Youth Employment and Social Dialogue Project (YEP)....17*
- *Training Schedule for November 2010.....18*

Editor:

Mr. Som Chamnan
Executive Manager

CAMFEBA Quarterly Newsletter
July-October 2010

NSSF Board Meetings

NSSF has held during this past four months of the very beginning of her second term two Board meetings.

The first Board meeting of NSSF was held on 6th September 2010 at NSSF Conference room to discuss its Budget plan 2011. The meeting approved the new Budget Plan 2011 as the following:

Incomes: 25,229,600,000 Riel

Income of Occupational risk contribution:	23,529,600,000 Riel
Income of Interest:	700,000,000 Riel
Income from Government subsidy:	1,000,000,000 Riel

Expenses: 7,684,040,582 Riel

Expense on Occupational Risk benefit:	3,529,440,000 Riel
Expense on immovable property of NSSF:	391,708,500 Riel
Expense on administrative task of NSSF:	3,762,892,082 Riel

The benefits and compensation is calculated to be at 15% of the total premium. Certain prices quoted for the purchases of fixed assets are a bit high but the Board was ensured that the appropriate procurement procedures would be carried out. The above budget does not take into account the Balance brought forward and the 0.3% government subsidy for 2010.

Be noted that by July 2010 NSSF has **1547 enterprises** (470,539 employees) registered with it, 410 of which are garment, shoes and related enterprises. NSSF currently employs 102 employees, 75 of whom are civil servants and 27 are contracted employees.

NSSF is currently operational in Phnom Penh, Kandal, Kampong Speu, Svay Rieng, Kampong Chhnang, Banteay Meanchey, Preash Sihanouk and Siem Reap. It is now in the process to reach out to Kampong Cham. Medical scheme is expected to start in mid 2011.

The second Board meeting of NSSF was held on 20 September 2010 at NSSF Conference Room to discuss the allowance for members of Dispute /Complaint Resolution Committee. The meeting unanimously agreed that the allowance of members of D/CRC be determined on the basis of the number of meetings they will take:

- The allowance of each members is 300,000 Riel per meeting
- The Allowance for noting secretary is 150,000 Riel per meeting
- If the meeting exceed 5 times per month the allowance will not be provided more than 5 times.

During the meeting, the Chairman of the meeting **H.E. Seng Sakda** also requested for collaboration from the Occupational Health Department to do the inspection on factories, establishments and to establish NSSF's medical agent for pre-treatment in factories, enterprises and establishments.



The first Board meeting of NSSF was held on 6th September 2010



New Minimum Wages for Garment & Footwear Industry

As planned, the Labor Advisory Committee (LAC), convened a meeting on 08 July 2010 to discuss the new minimum wages for the garment and footwear industry. The meeting was held at the Ministry of Labor and Vocational Training and chaired by **H. E Vong Sauth**, Minister of Labor and Vocational Training. The Deputy Co-Chairs were **Dr. Nang Sothy**, representing the employers and **Mr. Chuon Momthol**, representing the workers. The meeting brought the participants of representatives from the government, employers, trade unions, the International Labor Organization and other International Organizations as full participants and observers.



LAC Meeting on 08-07-10

After the thorough discussion, the meeting proceeded to the election of the new minimum wages for garment and footwear industry. All the government and employers' representatives who are the members of this LAC voted to support the below minimum wages. However, only 2 out of 7 members of LAC from the unions group voted to object it. They were **Mr. Ath Thun**, President on Confederation Labor of Cambodia (CLC) and **Ms. Morm Nhim**, President of the National Independent Federation Textile Union of Cambodia (NIFTUC).

As the majority voted for it, the new minimum wages was fixed as in the following:

1. The Cost of Living Allowance or COLA (\$6/month) which was set in 2008 shall be included in the basic wages of all workers in the garment and footwear industry.
2. The minimum wages for the probationary workers is increased to \$56/month (current MW of \$45/month + \$5 increase + \$6 COLA).
3. The minimum wages for the regular workers is increased to \$61/month (current MW of \$50/month + \$5 increase + \$6 COLA)
4. For the piece-rate workers, they shall be paid according to the actual pieces they have produced per month. But if they cannot produce more than this new minimum wages, they shall be paid at least equal to this minimum wages.
5. All other benefits provided for by article 3,4,5,6 of Notification 017 dated 18 July 2000 will remain valid.

This new minimum wages will become effective from 01 October 2010 and subject to the review in 2014.



It should be noted that the first minimum wages for garment and footwear industry was first set in 2000 at \$40/month for probationary workers and \$45 for regular ones. Then, in 2006 it was increased to \$45/month and \$50/month respectively and effectively from 01 January 2007. In 2008, the LAC fixed the Cost of Leaving Allowance (COLA) for every workers in this industry at \$6/month effective from April 2008 in order to maintain their good living condition during the global economic downturn.

Bipartite Consultative Workshop on Trade Union Law

Trade Union Law development is one of the main focuses of CAMFEBA in 2010 because we expect that this law will change the Industrial Relations landscape and help address the messy trade union movement in Cambodia. The purpose behind the development of this law is not to tighten the freedom of association but to make the union movement in Cambodia more consolidated and responsible before the laws in all their activities.



Bipartite Meeting on 29 September 2010

After **Samdech Prime Minister Hun Sen** expressed his strong support in the development of this law and recommended the Ministry of Labor and Vocational Training during the 15th Government-Private Sector Forum on 27 April 2010 to speed up this process, CAMFEBA has worked very proactively and closely with her members, ILO Bureau for Employers' Activities (ILO AC-TEMP), International Organization of Employers (IoE) to develop the proposal to the government on the draft of this law. Based on the comments/inputs from our members during the Employers Forum on 21 June 2010 at InterContinental Hotel, CAMFEBA has developed and made two submissions to the government. Then, CAMFEBA organized a bi-partite workshop with trade unions on 29 July 2010 at Sunway Hotel to discuss some key points in common interests in the draft law. Following that workshop, we made a joint submission to the government which focused on the following points:



1. The trade union law should clearly state that there should be **ONLY ONE CBA PER ENTERPRISE**. Practical implementations and consequences of such clause in the Trade Union Law will be discussed further between employers, unions and the government.
2. Strike and Lockout procedure including Dispute Resolution procedure should be transferred from the Labour Code and incorporated into Trade Union Law.
3. Employers and workers agreed that dispute resolution procedure should be shortened from 45 days to 21 days.
4. Other industrial actions such as "picketing", "go slow", "sympathy strikes", "sitting down strike", "work to rule", "tools down", and other industrial actions recognised by international labour standards should be clearly identified and described in the Trade Union Law, in line with the international labour standards.
5. Add additional unfair labour practices relating to :
 - Forgery and sharing of fake information (for both parties)
 - Interference in union activities (for employers)
 - Discrimination against trade union members and leaders (for employers)
 - Physical and mental abuse (for employers and workers)
 - Ignoring request for collective bargaining (for employers)
 - Leading workers to participate in illegal strike (for unions)
 - Any union deliberately trying to disturb and disrupt the CBA process between the MRS and employers (for unions)
6. Regarding judicial system both parties propose that the Labour Court be established as soon as possible. In addition, arbitration council should be given more responsibilities to be able to rule on strike legality and finally both parties urge the government to consider to accept our request to improve effective and quicker labour dispute resolution procedures in the judicial system to stabilize and harmonize the industrial relations.

Tripartite Consultative Workshops on Trade Union Law

After all relevant parties have submitted their respective proposal on draft trade union law to the government, the Ministry of Labor and Vocational Training organized a series of tripartite consultative workshops with the government, employers, trade unions and the experts from the ILO.

The first workshop was held on 29-30 September 2010 at the InterContinental Hotel. This workshop was chaired by **H.E Sat Samoth**, Under Secretary of State of Ministry of Labor and Vocational Training and co-chaired by **Mr. Van Sou Ieng**, President of CAMFEBA and representing the employers group, and **Mr. Chuon Momthol**, representing the workers group. The meeting discussed the draft law article by article from article 1 to article 32.

The second workshop was held on 13-14 October 2010 at Phnom Penh Hotel. It was again chaired by **H. E Sat Samoth** and co-chaired by **Ms. Sandra D' Amico**, Vice President of CAMFEBA and representing the employers group and **Mr. Chuon Momthol**, representing the workers group. The meeting discussed this draft law from article 33 to article 64.



After these workshops, the technical working group of the government will work on the draft again; another tripartite consultative workshop will be convened some times before the end of this year. Based on the recommendation from Samdech Prime Minister, this law shall be adopted by the end of the first semester of 2011.

CAMFEBA wishes to take this opportunity to the ILO Senior Specialist on Employers' Activities **Mr. Dragan Radic** for his very strong and active technical supports to employers in Cambodia in this particular project as well as others. Our special thanks also go to our parent organization in Geneva, the International Organization of Employers (IoE), for their continuous support. Last but not least, we heartedly thank our members for their active participations and contribution made during the Employers Forum on Trade Union Law and all other activities of CAMFEBA.

We strongly believe that this Trade union law would consolidate the trade union movement to be a strong and unified voice so that employers can have a representative partner to talk with. It will help further improve a sound industrial relations and the Rule of Law in Cambodia if effectively enforced.

Tripartite Meeting on 29-30 September 2010

The third workshop was held on 20-21 October 2010 at Phnom Penh Hotel and chaired by **H.E Seng Sakda**, Director General of General Directorate of Labor. It was again co-chaired by **Ms. Sandra D' Amico** and **Mr. Chuon Momthol**. The meeting discussed this draft law from article 65 to article 91.

After the series of these meetings, CAMFEBA will revise her submissions and send it to the government again.

IR Government-Private Sector Working Group Meeting

On 27 September 2010, the Industrial Relation or the 8th Government-Private Sector Working Group (8th G-PSWG) held its meeting at the Ministry of Social Affairs, Veterans, and Youth Rehabilitation under the chairmanship of **H.E Ith Samheng**, Co-Chair of the 8th G-PSWG and Minister of Social Affairs, Veterans, and Youth Rehabilitation representing the government side; **H.E Vong Sauth**, Vice-Chairman of the 8th G-PSWG and Minister of Labor and Vocational Training; **Lok Oknha Dr. Nang Sothy**, Co-Chair of the 8th Working Group representing the private sector side. It was participated from the representatives from the government, employers, trade unions, ILO and the American Center for International Labor Solidarity (ACILS).

The agenda of the meeting was to discuss the other benefits for workers in the garment and footwear industry after the new minimum wages was set by the Labor Advisory Committee on 08 July 2010.

After a long discussion, H.E. Ith Samheng recommended the creation of a special Working Group comprising of 12 members, of which 5 persons from the employer side, 5 persons from the union side and 2 persons from the government to work on these benefits. He also requested both parties to submit the names of their representatives to the Secretariat of 8th working group as soon as possible. The result of the discussion in this special working group will be submitted to the LAC to review and approve according to the procedure.



8th G-PSWG Meeting on 27th September 2010

INTERNATIONAL AND NATIONAL REACTIONS AGAINST MASS STRIKES IN THE GARMENT INDUSTRY

The garment and footwear industry in Cambodia suffered a mass strikes happening at around 30 factories from 13-16 September 2010. It was led by two minority union federations, Confederation Labor of Cambodia (CLC) and the National Independent Federation Textile Union of Cambodia (NIFTUC) claiming for the decent wages for the workers in this industrial sector even though the employers committed to the negotiations on this benefit in November 2010. Claimed by the Cambodian Garment Manufacturers Association in Cambodia (GMAC), this mass strike caused US\$15 millions of losses to the factories.

This incident has been reported in the media all over the world. The international trade union movement has also sent their concerns to the government about the legal actions taken against the unions at the court. For CAMFEBA, we have been tracking the events as they have unfolded and have been supporting GMAC during the time.

The International Organization of Employers (IoE) who represents the international employer community has also expressed their concerns about the losses the employers have suffered. The Women's Association of Small & Medium Businesses has also sent similar letter to the government to respond to the irresponsible allegation from the Committee for Asian Women (CAW) and trade union harassments in Cambodia.

The full letters can be downloaded from our website at www.camfeba.com or contact our secretariat at camfeba@camfeba.com for a copy.

Employers and Workers Agreed On Improving IR In Garment Industry

On 28 September 2010, the employers and trade unions, under the technical and financial support from the ILO, organized a special signing ceremony for the agreement they have made during the High-Level Tripartite meeting on Industrial Relations in Phnom Penh on 30 March 2010 in front of **Mr. Kari Tapiola**, Executive Director of the ILO; **Mr. Brent Wilton**, Deputy Secretary General of IoE; **Ms. Sharon Burrow**, Secretary General of the International Trade Union Congress (ITUC) and other high-ranking officials of the Ministry of Labor and Vocational Training. The employers side was represented by CAMFEBA and GMAC while the workers side was represented by 6 main union federations.



MOU Signing Ceremony on 28 September 2010

This MoU has been reached freely and in good faith and commits the parties, workers and employers in the garment industry, to respect and adhere to certain key principles and to follow up them with a number of concrete steps and actions.

With its scope of application that covers current and future members of the Garment Manufacturers Association in Cambodia (GMAC) which is the employers side and the current and future members and affiliates of the union federations which is the workers side, the parties agree to treat this Mo as a whole package and each article can not be read or referred to individually.

Below are the points unanimously agreed by both parties:

1. Parties agree to adhere to national law
2. Both parties support CBA in order to achieve certainty and predictability, and to protect rights and terms and conditions of work for both parties.
3. Both parties support the MRS as the exclusive bargaining agent on behalf of all workers in the enterprise. Minority unions can participate in the process by choice but along with all employees must respect the authority of the MRS union, and have no right to initiate or disrupt bargaining or to object to any CBA reached by MRS union.
4. A CBA negotiated by MRS union applies to all employees in the enterprise and no strike or lockout should be permitted by any group during the term of the CBA. No further claims shall be lodged by either party during the term of the agreement.
5. Any dispute that arises during the term of the CBA will be settled in accordance with a shortened dispute procedure with binding arbitration on rights disputes. No strike shall take place over disputes of rights.
6. In the absence of a CBA, the parties shall agree to use the national dispute procedure and accept, where mediation is unable to resolve the issue, binding arbitration for rights disputes. The parties also agree to follow the dispute resolution procedures and not resort to strike or lockout during the process. Where an arbitration decision on dispute of rights is given, the employer and workers and their representatives accept that the decision is final and binding on them. Where a party fails to honour the agreement, then strike or lockout shall be available a last resort.
7. The parties agree to carry out fact-based joint research on the prevalence and nature of short term employment contracts in the garment industry. On the basis of this research, the parties agree examine limiting the use of fixed duration contracts to legitimate reasons such as business cycle, seasonality, and related reasons.
8. The parties agree to start a national policy dialogue on productivity.
9. The parties agree to discuss the selection process of arbitrators in order to ensure confidence in the Arbitration Council by all parties.

Warm Welcome to CAMFEBA's New Members

CAMFEBA would like to express our warm welcome to the following new members joining us from July 2010.

No	Company/Organization	Member	Business	Joining Date
1	Cambodian Childrens Fund	Associate Member	Humanitarian Organization	Jul 2010
2	DKSH (Cambodia) Ltd.	Ordinary Member	Market Expansion Service	Jul 2010
3	PRICEWATERHOUSECOOPERS (CAMBODIA) LTD.	Ordinary Member	Audit Firm	Jul 2010
4	Hattha Kaksekar Limited	Ordinary Member	MFI	Aug 2010
5	WWF Cambodia	Associate Member	Conservation	Aug 2010
6	THANEAKEA PHUM (Cambodia) Ltd.	Associate Member	MFI	Aug 2010
7	Cambodian Country Club (CCC) Co., Ltd.	Ordinary Member	Sporting Club	Aug 2010
8	Branch of Golden Gekko Ltd.	Ordinary Member	Software Development	Aug 2010
9	SHA Transport Express Co., Ltd.	Ordinary Member	Logistics	Aug 2010
10	CAMBODIA UTILITIES PTE. LTD.	Ordinary Member	Electricity provider	Aug 2010
11	Sofitel Phnom Penh Phokeethra	Ordinary Member	Hotel Industry	Sep 2010
12	Handicap International Belgium (HIB)	Associate Member	Humanitarian Organization	Sep 2010

**To become our member,
please contact:**

Mr. Tep Sophoan
Marketing & External Relations Executive

Mobile: 017 556 007,
Email: marketing@camfeba.com

CAMFEBA's International Level Representations

The 3rd ASEAN Forum on Migrant Labour Under the theme of the Forum: "Enhancing awareness and information services to protect the rights of the migrant workers"

**Hanoi, Vietnam
19 – 20 July 2010**

Mr. SOV Chhuntek, Executive Member of CAMFEBA

Objectives: It was aimed to discuss and reach common understanding on labour mobility regarding decent work and safe migration, suggestions and ideas on possible cooperation among stakeholders. The recommendations have supported the implementation of the ASEAN Declaration on the protection and promotion of the rights of Migrant Workers' and develop the ASEAN Framework Instrument.



Hanoi, Vietnam , 19-20 July 2010

ASEAN-Japan HRD Collaboration Programme 2010 under the theme "Ensuring Reliability of Skill Evaluation Scheme, Maintaining Level, Fairness, Transparency, etc."

**Japan and Malaysia
July 26 to August 4, 2010**

Ms. Sok Dalis, Assistant Executive Manager

Objectives: The goals of this programme were to provide the assistance to the infrastructure development for human resources development in the CLMV countries and to further strengthen the technical co-operation between the CLMV nations and other ASEAN member nations.



Japan and Malaysia, July 26 to August 4, 2010

ILO/SKILLS-AP/KOREA Regional Training workshop on skills assessment of returning migrant workers

**Bangkok, Thailand
15-16 September 2010**

Mr. Teh Sing, Secretary General, CAMFEBA

Objective: The workshop aimed to share experiences on how the sending countries organized and manage the skills recognition of their returning workers. Participants discussed the draft guideline and provide suggestions for improvement of the guidelines. A particular focus was made on assessment. They were provided with an opportunity to practice carrying out as assessment.



Bangkok, Thailand , 15-16 September 2010

AOTS and Other Training Programmes

Training Program on Occupational Safety and Health Management and Work Environment Improvement [ERWM] by AOTS

Yokohama, Japan
6 – 17 September 2010

Mr. Chim Sopheap, Production Manager of Cambodia Brewery Limited

Mr. Hang Chandara, OH&S Coordinator of Holcim Group Support

Objectives: This program, designed from the employers' point of view, provided participants with opportunities to develop their knowledge of OSH management, especially to find solutions by applying concepts and methodology through lectures, workshops, company visits and discussions.



Yokohama, Japan, July 19-30, 2010

Fellowship Training on participatory approaches to improve working and employment conditions in the informal economy at Korea Occupational Safety and Health Agency (KOSHA)

Republic of Korea

27 September – 1 October 2010

Mr. SOV Chhuntek, CAMFEBA's Board Member

Objective: The course aimed to provide participants with experiences and analytical skills for the formulation of national strategies for the improvement of working and employment conditions, with a particular focus on enabling and supporting action at workplace level.



Yokohama, Japan, 6 – 17 September 2010 Study Tour-JISHA

Training Program on the Industrial Relations and Human Resource Management (IR & HRM) by AOTS

Yokohama, Japan, 19-30 July 2010

Ms. Leng Somaly, Vice President, Human Resources Department of Forte Insurance (Cambodia) Plc

Mr. Yin Phallyn, Human Resources Manager of DYNAMIC PHARMA CO., LTD

Objectives: The main objective of the course were to provide those who have responsibility for industrial relations/ human resource management/ human resource development in their companies or organizations and are willing to play a key role for the dissemination of knowledge in the field of IR/HRM/HRD acquired from the program in their respective countries.



Republic of Korea, 27 September – 1 October 2010

IMPRESSION FROM CAMFEBA-AOTS Alumni

Mr. Yin Phallyn Human Resources Manager Dynamic Parma Co., Ltd.

First of all, let me express my sincere thank to CAMFEBA, Management and staff. Without you I might have no opportunity to join this AOTS training program, 19-30 July 10 in Yokoyama, Japan on IR and HRM. Thank you for supporting me.

It was a great study trip giving good life and learning experience for me as well as other participants from 14 countries; I believed so because we always expressed the same good feeling and great impression on the program since our first day in Japan.

All aspects of the program were excellent organized to make sure that we were safe, worry free, concentrated on learning and enjoying. The afternoon we arrived Narita Airport, we were welcomed by a representative arranged by AOTS. She helped us all the way taking the multi-line train to Yokohama Kenshu Center-YKC. While staying there, YKC center made us feel just like at home. The morning we checked out to depart from Japan, breakfast was packed for every one of us so that we won't feel hungry on the way back! It is like mom take care her kids. The good first and last impression!

"One for all, and all for One", we learnt from the Toppan Printing, and we worked closely together during the program, and still doing now online.

I was also so impressed with the Japanese people. Wherever we went, whatever we did, they were very helpful and hospitalized to us. They work and serve with compassion. It imprints the valuable attitude of Japanese on me.

Last but not least, I am very thankful to the Japanese government who gave financial support for this program, AOTS who selected me to participate and the staff at YKC who had been very helpful to me. Best wishes for all of them!



Yokohama, Japan, July 19-30, 2010

1. Employment security
2. Fair distribution of increased productivity
3. Joint consultation system
4. Transformation of HRM role
5. Performance and Evaluation system
6. Bonus distribution system
7. Pension program
8. Corporate Social Responsibility training or vacancy opening for disablement person.
9. Union based enterprise- One for all and All for one
10. Revitalization of the workplace and boost competitiveness of the Company Organizational emotions map

Furthermore, I could see this training as a good blend of theory and practice. During that period, I could exchange many ideas and share the practical experiences with other HR practitioners who came from other Asian countries working in various industries.

Finally, learning but without sharing will not contribute any benefits to the society. Therefore, I would be honored and glad should there be any request from CAMFEBA that allows me to share my trip presentation with other members.



*Mr. Yin Phallyn Human Resources Manager
Dynamic Parma Co., Ltd.*

The group of participants also played key role in the success of the program. We are from various backgrounds and industries, but sharing some similar challenges in IR and HRM giving us better interaction and learning opportunity.

Ms. Leng Somaly Vice President Human Resource Department Forte Insurance (Cambodia) Plc.

Firstly, I would like to express my sincere appreciation to CAMFEBA and AOTS for the initiatives to manage the IR and HRM courses in Japan for Cambodian people such as me that highly involve in the areas of IR and HRM. These courses have truly exceeded my expectation.

The full course has provided me skills and knowledge in effective leadership in IR and HRM that allow me to overcome the myriad of challenges posed by an increasingly volatile, globalize and interdependent market environment. After attending the courses, I find myself becoming more confident in managing my unit and selecting some useful Japanese systems that I am going to implement in my company:



*Ms. Leng Somaly, Vice President
Human Resource Department Forte
Insurance (Cambodia) Plc.*

CAMFEBA's Upcoming Events

No	Date	Workshop/Training	Representative	City/Country
1	October 18-29, 2010	2 nd Training Program on Industrial Relations and Human Resource Management (IR & HRM) by AOTS	Mr. Key Chenda, Human Resources Office of Sathapana Limited Ms. Sim Somaly, Human Resources Officer of Raffles Le Royal Hotel	Yokohama, Japan
2	November 11-26, 2010	Trainers' Training Invitation Program on Management Training Program [ERMI] by AOTS	Mr. Soeurm Sereyath, Sr. Training Specialist of Sotelco Ltd. Mr. Cheang Vanna, Training Manager of Cambodian Microfinance Association (CMA)	Yokohama, Japan
3	November 25-26, 2010	3 rd Regional Seminar on Industrial Relation Project ASEAN-ILO/Japan	Ms. Sandra D'AMICO, CAMFEBA's Vice President	Manila, Philippines
4	12 Jan-01 Feb 2011	Invitation Program on Role of Executives for Better Industrial Relations in Global Era [ERGE] by AOTS, 12 January – 1 February 2011, in Yokohama, Japan	To be recruited	Yokohama, Japan
5	October 25-27, 2010	Visioning Event for an ILO Asia Pacific Community of Practice (COP) on Migration	Mr. Teh Sing, CAMFEBA's Secretary General	Chiang Mai, Thailand
6	December 17, 2010	National Workshop on "Ensuring Reliability of Skill Evaluation Scheme, Maintaining Level, Fairness, Transparency"	Members of CAMFEBA	Phnom Penh, Cambodia
7	December 2010	Dissemination Workshop for Employers on National Employment Agency	Members of CAMFEBA	Phnom Penh, Cambodia
8	December 2010	Employers Workshop on Child Labor	Members of CAMFEBA	Phnom Penh, Cambodia
9	January 19-21, 2011	Workshop of Joint Study on "The International Standards and Human Resource Development for Sustainable Enterprises"	Ms. Sandra D' AMICO, Vice President Mr. Tep Sophoan, Marketing & External Relations Executive Of CAMFEBA	Pattaya, Thailand

For more information about the events and AOTS Training above, please contact:
Mr. Tep Sophoan
Marketing & External Relations Executive
Mobile: 017 556 007
E-mail: marketing@camfeba.com

Customized Training Activities

Development of your human resources lies at the core of your business strategy and will not only give allow us to continue to meet and exceed our existing high standards of performance, but will also ensure we are prepared to deal with the challenges that the future will inevitably bring. To meet our development objectives, we have consistently revised to meet market needs and we provide conducive training environment coupled with high quality trainers to deliver the programs to your employees.

Customized Training Programs:

Customized training programs are designed to consolidate and integrate the key issues of the learning objectives, which are then linked to organizational strategy and culture, in order to be fully effective.

1. Advanced Microsoft Office Power Point 2003

Conducted on July 02, 2010 at DUMEX Office by our professional, Ms. Vy Theary who is officially certified as a Microsoft Office Specialist from the Microsoft, USA. This course was specifically designed for the DUMEX's managers and supervisors who wish to learn how to create and organize the slide shows, over head transparencies, speaker notes, audience handouts, outlines and deliver a powerful presentation in a professional way. It mainly focused on the statistical charts and creating multimedia presentations including animating slides, adding Transition Effects, inserting and playing sounds and movies.



*Advanced Microsoft Office PowerPoint 2003
July 16, 2010, DUMEX OFFICE*

2. Occupational Safety and Health at Workplace

Conducted on 08-09 July 2010 at Cambodiana Hotel, this course was organized for TOTAL Cambodge's employees to improve safety and health systems on how to protect themselves and people around from any accidents and illnesses. The training purposes were to increase an awareness and understanding of the occupational safety and health which is an integral part of management. This course was facilitated by Dr. Pok Vantath, Deputy Director of Occupational Health and Safety Department of MoLVT.



*Group Photo, Depo Khum Kean Svey
(Total Cambodge) July 08-09, 2010*

3. Leadership Skill for Executives and Supervisors

To share his great experiences and knowledge with supervisors, team leaders, assistant managers, and those whose jobs require leading people and supervising their performance, Mr. Si Len, CAMFEBA's Training Manager provided a professional course on Leadership Skills for Executives and Supervisors to all supervisors and executives from the Cambodia Beverage Company Ltd. (CBC) on July 22-23, 2010 at CAMFEBA Office. The training ended with satisfactory results since all participants were actively involved in class activities. They all learned all leading tools necessary for those whose functions are to manage, supervise and lead the team to achieve the standard of performance.



4. Advanced Training Techniques for Trainers

Training Techniques for Trainers was conducted at CAMS Phnom Penh International Airport on 23-24 July 2010 and also at CAMS Siem Reap International Airport on 26-27 July 2010. This course is designed to enable Supervisors, Executives, Managers and potential trainers to obtain the skills necessary to identify method of training that are most suitable to the learning needs of their target audience.

Thus, after the course, participants enable to select appropriate training aids relevant to the training program, using feedback and questioning techniques to stimulate participation and deal with difficult situations arising during the delivery of training.



*Advanced Training Techniques for Trainers
(July 26-27, 2010, Cambodia Airports Management Services – CAMS Siem Reap)*

Customized Training Activities

5. Effective Time Management

Conducted on 18th September 2010 at May Bank, this course was designed for Supervisors, Executives, HR Officer and Managers to equip them with better time management techniques at the workplace. Time Management is not only a basic management technique, it is also an essential life-skill and yet for many of us 80% of our achievement still comes from only 20% of the day. By demonstrating why and where time gets wasted this course will enable managers to be more productive in less time.

After the course the participants are able to plan and prioritize each day's activities in a more efficient, to overcome procrastination quickly and easily, to organize work place and work flow to make better use of time, and to plan meetings more appropriately and effectively.

6. HIV/AIDS Awareness

All staff in the face of the scourge of HIV/AIDS is still not embedded at a level in the workplace which strengthens organizations for the short, medium, and long-term effect of the problem which includes the meltdown of key staff in general. On 14,15,18,19, and 20 of September 2010 TOLL (Cambodia) cooperated with CAMFEBA to organize a training course on HIV/AIDS Awareness to their 142 employees. The course was conducted by Mr. Chun Bora (HIV/AIDS Consultant), who is an expert on HIV/AIDS training, HIV/AIDS program and policy development and implementation.



HIV/AIDS Awareness Training on 14,15,18,19 and 20 September 2010 at Toll (Cambodia)

7– Training on the Rights and Obligations of Shop Stewards and Trade Unions in the Enterprises

This training was specially designed for supervisors and team leaders of Artisans d'Angkor Company in Siem Reap. It was conducted for 2 separate groups of participants on 4 & 5 October 2010 with the objectives to make them know the legal procedure for the shop steward election, the rights and obligations of trade unions and shop stewards in one enterprise, be able to differentiate the roles the roles of trade unions and those of the shop stewards, know how to deal and communicate with difficult trade unions, know the legal procedure to terminate the contracts of the trade union leaders and shop stewards, and know the grievance procedure and its importance in the enterprise.

These courses were conducted by Mr. Som Chamnan, Executive Manager and Legal Advisor of CAMFEBA.



Training on the Rights and Obligations of Shop Stewards and Trade Unions in the Enterprises on 04-05 October at Artisans d'Angkor

8. NSSF Training for Cambodia Airports Management Services (CAMS), Siem Reap Intn'l Airport

This course was specially designed for the Managers and Executives of the Cambodia Airports Management Services (CAMS) at Siem Reap International Airports. There were 3 groups of participants joining this course separately on 26, 27 and 28 October 2010. The objective of the course was to equip them with the knowledge about the NSSF implementation in Cambodia, especially how to claim the benefits when the employees sustained work accidents.



NSSF Training at CAMS (Siem Reap) on 26,27,28 October 2010

Public Training Activities

1. Human Resources Management for Non-HR Personnel

Conducted on July 27-28, 2010 at Intercontinental Hotel by Mr. Si Len, Training Manager at CAMFEBA, this course was very essential for all line managers, supervisors and others who are non-personnel specialists but their jobs are related to the management of people. All the participants learned the skills in managing human resources, conducting job analysis & design, and HR planning. Also, they acquired the interviewing skills, appraisal process, and the process and methods of mapping competencies.



*Human Resources Management for Non-HR Personnel
(July 27-28, 2010, Intercontinental Hotel)*

2. Professional Handling with Difficult Customer

Conducted on 24-25 August 2010 at CAMFEBA, this course gave an understanding of the seven steps to transform a dissatisfaction customer into a satisfied, loyal, long-term customer who knows your company can be counted on. It also shows us how to use right way to understand why customers become angry or upset. Providing techniques they can use to calm customers and remain calm themselves, and the detailed complaint handling techniques including key words and phrases; plus an important section on how to recover from a difficult call and get ready to give the next caller first-class service. To assist participants to learn better during the class, trainer had arranged some activities and role plays for the two days training so that the trainees would be easily understood.



3. Professional Office Management and Administrative Skills

Conducted on 30-31 August 2010 at Intercontinental Hotel. This interactive program explored the role of the office administrator and secretary to play in contributing towards the effectiveness of an organization. By the end of the course, the participants understood clearly of how to identify the functions of an administrative office management, Determine administrative affairs, managing the meeting effectively, develop reports, file in the proper way and filing standard, and apply the best methods to be a good secretary. There were also some small activities and role plays during training sessions.



*Professional Office Management and Administrative Skills
(August 30-31, 2010, Intercontinental Hotel)*

Public Training Activities

4. Practical Internal Audit

Conducted on 11-12 September 2010 at Intercontinental Hotel, all trainees were actively involved in class activities led by the trainer and learning the process and procedure of internal audit with an aim to improve internal productivity within any firms.



*Practical Internal Audit
(11-12 September 2010, Intercontinental Hotel)*

5. National Social Security Fund Training

Conducted on 14-15 September 2010 at CAMFEBA, this course was practically designed for the Managers and Executives in the HR, Admin/Finance Department and Compliance Officers to equip them with the knowledge about the NSSF implementation in Cambodia, especially how to claim the benefits when the employees sustained work accidents.



*National Social Security Fund and Occupational Risk
in Cambodia (14-15 September 2010, CAMFEBA)*

6. Practical HR Policies and Procedure & HR Manual Development

This course was conducted on 15-16 September 2010 at CAMFEBA. It was designed for executives and managers who need to develop or re-vamp human resource policies, procedures, and a Human Resources Manual as inputs for a handbook or manual. These are all good reasons for developing HR Policies and Procedures, and an HR Manual (some might call it an Employee Handbook), but the main reason is that it make good sense to create a manual that reflects exactly what you intend and that it is available for everyone to see and use.

7. Practical Management Skill for Supervisors

This course was conducted on 22-23 September 2010 at CAMFEBA. It was designed for the team leaders, supervisors, executives, managers and anyone with staff responsibilities or those about to undertake them. After the course participants had understood their own management style, enable to implement appropriate delegation strategies, understand and be able to implement new techniques in measuring and managing personal and team performances and many more. To help the trainees understand better, trainer used an effective training method such as role play, activities, presentation and group discussion during training session.



*Practical Management Skill for Supervisors
22-23 September, 2010, CAMFEBA, Phnom Penh*

Special Half-Day Training on Labor Law

1. Fixed Duration Contract (FDC)

With both hands-on experiences and theoretical knowledge, the course on Fixed Duration Contract Termination Procedure and Payment was conducted on July 16, 2010 at CAMFEBA by Mr. Koy Tepdaravuth, Director of Labor Disputes Department from MoLVT and Mr. Som Chamnan, Executive Manager from CAMFEBA. The Fixed Duration Contract (FDC) is a type of employment contract popularly used by many employers as it gives flexibility for enterprises to hire employees for a certain period of time like the casual work. The procedure for the establishment, termination and termination payment of the FDC are completely different from other types of the labor contracts. Our co-facilitators clearly explained to all attendees on how and when to use FDC, and how to terminate it and pay the workers legally under the Cambodian Labor Law. They all enjoyed with all facilitations and learned a lot from the experts.



Fixed Duration Contract Termination Procedure and Payment July 16, 2010, CAMFEBA

2. Unfixed Duration Contract Termination Procedure and Payment

This training was conducted on 12 August 2010 at CAMFEBA by Mr. Som Chamnan with the resource person from the MoLVT. It is specially designed for Directors, Managers, Supervisors and Officers in charge of Administration & Finance Department, Human Resources Department, Compensation & Benefits Department, and Compliance Department. This training explained the participants on how and when the UDC can be used, how to terminate it and pay the workers legally under the Cambodian Labor Law.



Unfixed Duration Contract Termination Procedure and Payment August 12, 2010, CAMFEBA

3. Salary & Overtime Calculation Methods

This course was conducted at CAMFEBA on 27 August 2010 at CAMFEBA by Mr. Som Chamnan and the resource person from MoLVT. It is specially designed for Directors, Managers, Supervisors and Officers in charge of Administration & Finance Department, Human Resources Department, Compensation & Benefits Department, and Compliance Department. This training helped the participants find a correct method to calculate the salary for employees for the work on normal working day, overtime, public holidays and night-shift.



Salary & Overtime Calculation Methods August 27, 2010, CAMFEBA

CAMFEBA-SNEF Training Activities

1. Advanced Training Techniques for Trainers

Being the biggest organization representing employers and the most leading training provider in Cambodia, CAMFEBA in collaboration with the Singapore National Employers Federation (SNEF) was so proud to provide an international training workshop on Advanced Training Techniques for Trainers to both CAMFEBA's members and non-members. This course was particularly designed for Trainers, HR Executive, HR Managers, and other management personnel whose tasks are involved in delivering and handling all training processes in the workplace.

One of our international experts who have many years of experience in providing training to all levels of people around the world, Mr. James Tan holds his professional qualifications from the University of Stirling, United Kingdom. He is a certified trainer from Singapore Workforce Development Agency. James is very rich in both theoretical and practical experiences of the skills he facilitates.



*Advanced Training Techniques for Trainers
July 21-22, 2010, NAGAWORLD HOTEL,*

Youth Employment and Social Dialogue Project (YEP)

Professional-Youth Network (Pro-Youth Net)

To help youth meet and build network with young professionals so that they can learn the good experiences for career development in the future, CAMFEBA's YEP project have arranged two Youth Employment Network Events, and one YEN Members Meeting and other Professional Youth Meeting.



YEN Meeting



Pro-Youth Network Meeting

In the YEN meeting, Ms. Dith Pongkar, YEN member and student at IFL and RULE; and Mr. Kheav Sangkhem, YEN member and student at RULE and NU were the resource persons.

In the Pro-Youth Network meeting, Mr. Ky Chivoon, HR Manager of Sathapana Limited and Mr. Sem Sopha, Recruitment Manager for Sotelco (Cambodia) Co., Ltd. were invited as the resource persons.



Training Schedule for November 2010

Why is CAMFEBE your Best Training Solution?

We provide custom-designed training solutions centered on your training needs. Only the very best trainers with rich experiences in the topic will facilitate your event. We understand the employers' perspective, so our training is delivered toward their needs. We focus on quality and ensure that each event is your success. Our training programme is very well recognized by employers in Cambodia.

Courses

Practical Cambodian Taxation in 2010

Date: 06-07/11/10 Venue: Hotel Language: Khmer

Practical Personnel Administration Skills for HR Personnel

Date: 10-11/11/10 Venue: CAMFEBE Language: Khmer

Powerful Presentation Skills for Supervisors

Date: 16-17/11/10 Venue: CAMFEBE Language: Khmer

Practical Report Writing Skills

Date: 24-25/11/10 Venue: CAMFEBE Language: Khmer

Accounting for Non-Accountants

Date: 27-28/11/10 Venue: Hotel Language: Khmer

Practical Supervisory and People Management Skills for Supervisors and Executives

Date: 29-30/11/10 Venue: Hotel Language: Khmer

Benefits you will gain from our training:

- 1 Cost effective.
- 2 Get what you want the training to provide to your people.
- 3 Your certificate is well recognized by other employers.
- 4 Improvement of your staff performance as well as your company's performance.
- 5 And many more...

Further information about course details, please visit our website at www.camfeba.com
Registration, please contact
Mr. Prim Somony
at 012 401 333 or 023 222 186
E-mail: training@camfeba.com
FIRST COME, FIRST SERVED!



Special Half-Day Training Courses on Labor Law

Half-day Courses	Date	Course Fee	Venue & Language
Fixed Term contract Termination and Payment Procedure	10 November 2010	<i>Direct member \$30</i> <i>Indirect member \$40**</i> <i>Non-member \$60</i> **Members of GMAC, MBCC, IBC, BBAC, ACRA, and CMA	CAMFEBE/Khmer
Unfixed Term Contract Termination and Payment Procedure	18 November 2010		
Wages and Overtime Calculation Methods under the Cambodian Labor Law	26 November 2010		



CAMBODIAN FEDERATION OF EMPLOYERS AND BUSINESS ASSOCIATIONS

**TURN TO US FOR INDUSTRIAL HARMONY
WE REPRESENT YOU WHERE IT MATTERS MOST**

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