

## HR Club Meeting

CAMFEBA's Human Resource Club (HR Club) holds a regular meeting bi-monthly. The main purpose of this club are (i) to build close member-CAMFEBA-member relationship and (ii) to share information and best practice in HR-related field. The HR persons or anyone involved in this field is encouraged to join us free of charge.

On Friday, 05 February 2010, the 18th HR Club meeting was successfully conducted at CAMFEBA secretariat. The session was chaired by Mr. Som Chamnan, the HR Club Leader. As usual, a labor issue is put in the agenda. Therefore at this session, Mr. Chamnan made a presentation to share knowledge and experience with all participants on Mass Lay-off. The session then was followed by experience-sharing on Management Training Program by Mr. Ly Bunrith, Training and Institutional Culture Development Manager at Vision Fund (Cambodia) Co., Ltd.

This network forum has been a venue for discussion and practical experience-sharing among many personnel from different business enterprises on labor and HR issues. Many of them have found this club very helpful in their day-to-day business activities.



## The National Social Security Fund: Update



*NSSF Board meetings, on January 14, 2010,*

During the past three months, the National Social Security Fund had convened 14th and 15th Board meetings, on January 14 and March 17, 2010, respectively.

The 14th board meeting was concluded with a satisfactory outcome that is of the benefit for both the employees and employers who are the members of the NSSF. There will be an amendment of article 7 and article 9 of Prakas No. 109 on Benefits of Occupational Risks. The victims of occupational risks will receive daily severance pay of 105% of daily average wage, which is a combination of severance pay for victim himself and his caretaker, from the second day of an incident. However, the employer remains to be responsible for the first day of the accident. In addition, the employee who is determined to sustain permanent disability resulting from work-related accident is entitled to have a care-taker who will **receive 50% of victim's pension**.

In this regard, there is no restriction on the level of permanent disability. CAMFEBA will spread out the information to her members once the Prakas on amendment is issued. The 15th Board meeting, on the other hand, met to discuss on 2009 financial statement of the NSSF. At the assumption of 4100 Riels as an exchange rate, the revenue for 2009 was approximately \$M4, while the expenditure accounted for more than \$M 0.6. Since the balance brought forward from 2008 was about \$M 0.5, the ending balance for 2009 is almost \$M 4. Based on this great amount, the board members planned to meet again in the next board meeting to discuss on investment policy, so that the NSSF could earn more out of the fund. Furthermore, they would put forward another agenda of the establishment of Dispute Resolution Committee for the NSSF.

## CAMFEBA Legal Compliance Services

No	Compliance Service	Period
1	Change New Model of Commerce Registration	2 Weeks
2	Change Name or Legal Statute of Company	2 Weeks
3	Change Address/ Director/ Objective	2 Weeks
4	Registration Certificate in MoLVT	4 Weeks
5	Revision of Internal Work Rule	4 Weeks
6	Shop steward Election	3 Weeks
7	Quota Request for Foreign Employees	2 Weeks
8	Extension or Making the Foreign Employment Book or Card	3 Weeks
9	Extension or Making Khmer Employment Book or Card	3 Weeks
10	National Social Security Fund (NSSF) * Registration with NSSF free of charge for direct member	3 Weeks

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## Warm Welcome to CAMFEBA's New Members

With the continuous increment of new members, CAMFEBA needs to work much harder in representing and safeguarding the members' interest. However, we strongly believe that all the successes we achieved would not have happened if there had been no active participations and supports from all members. Then we would like to express our sincere thanks to the following prestigious new members for their contributions and participations.

To become our member,  
please contact  
**Mr. Prum Yuthen**  
Marketing & External Relations  
Manager  
Mobile: (855) 16 67 6 678,  
or Email: marketing@camfeba.com

No	Company/Organization	Member	Business	Joining Date
1	GERES Cambodia	Associate Member	NGO	Jan 2010
2	Meng Ieng Garment Factory Ltd.	Ordinary Member	Manufacturer	Jan 2010
3	HOLCIM GROUP SUPPORT (CAMBODIA) REPRESENTATIVE	Ordinary Member	Business Group	Feb 2010
4	NAN KUANG Garment (Cambodia) CO., Ltd.	Ordinary Member	Manufacturer	Mar 2010
5	Bayer (Cambodia) Branch	Ordinary Member	Health Services	Mar 2010
6	OSK Indochina Bank Limited	Ordinary Member	Banking and finance services	Mar 2010
7	Information Communication Technology Association of Cambodia (ICT:CAM)	Association Member	IT Association	Mar 2010
8	Global Sterling Project Management Co., Ltd.	Ordinary Member	Project Management	Mar 2010

## CAMFEBA's International Level Representation



*Workshop for Officials of Employers' Organizations at Kuala Lumpur, Malaysia, January 19 -23, 2010 was representative by Ms. Heng Linna*

### 1—Workshop for Officials of Employers' Organizations at Kuala Lumpur, Malaysia, January 19 -23, 2010

**Ms. HENG Linna, Senior Admin and Finance Executive of CAMFEBA**

**Objectives:** The program is intended to provide officials of the employers' organizations with leadership responsibilities such as division directors with an opportunity to share information of issues and activities of employers organizations among themselves, thus help strengthening their organizations through improving relations and services to

More specifically, the program aims:

- to enable participants to find solutions of issues concerning policy formation, administration, services or relationship of employers' organizations to member companies by applying concepts and methodology to be obtained through lectures by officials of Malaysian Employers' Federations (MEF) and discussions.

### 2—ILO Seminar on Industrial Relations in the ASEAN Region at Kuala Lumpur, Malaysia on 3 – 4 February 2010

**Ms. Sandra D'A MICO, Secretary General of CAMFEBA**

**Objectives:** This Seminar aims at providing opportunity for ASEAN member states to discuss and share good industrial relations practices in the context of financial and economic crisis. The Regional Seminar's theme is "Emerging Industrial Relations issues and Trends in the ASEAN Countries in the Time of Financial and Economic Crisis". This Regional Seminar is the second one which is held annually under the ILO/ Japan Multi-bilateral Programme's Industrial Relations Project. The project's overall theme is "Building Better Industrial Relations toward ASEAN Integration".

### 3—2nd ASEM Social Partner Forum on 29 March 2010 in Brussels at Brussels, Belgium, on 29 March 2010.

**Mr. Senaka Fernando, Vice President of CAMFEBA**

**Objectives:** It is an important step towards the 3rd ASEM Employment and Labour Ministerial meeting which will take place in December 2010 in the Netherlands. This will bring together employers, workers and government representatives from the EU and the 16 Asian countries which participate in ASEM. ASEM draws its members from Central, Northern and South East Asia – and not from the Arab region or the Pacific (the wider UN definition of Asia).



# Training Improvement Jan-March 2010



*Factory Visiting, British American Tobacco (Cambodia), 12 Jan 2010*

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.

## 1. 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.

## MANAGING YOUR SMALL BUSINESS

This course was conducted on 02-06 March 2010 in Pailin province Cambodia. It aimed to promote small business development among people in poverty who want to start or are already engaged in small-scale business. It addressed the practical and strategic needs of low-income people in enterprise by strengthening their basic business and people management skills.



*Training activities and group photo at Bamboo Guest house, Pailin province (02-04 March 2010)*

## 2. PUBLIC TRAINING PROGRAMS:

### OCCUPATIONAL SAFETY & HEALTH AT THE WORKPLACE (OSH)

Occupational Safety and Health was conducted on 11-12 Jan 2010 at Nagraworld hotel. This training course, of course, responded to most companies that lack safety and health systems on how to protect the employees from any accidents and illnesses. The training purposes were to increase awareness and understand the occupational safety and health which is an integral part of management.



*Occupational Safety & Health at the Workplace Training on 11-12 Jan 2010 at Nagraworld*

### PERSONNEL ADMINISTRATION SKILLS FOR HR PERSONNEL

Personnel Administration Skills for HR Personnel was conducted on 14-15 Jan 2010 at CAMFEBA office. As HR Personnel who have not had any formal training, they were hungered to get knowledge, skills and experiences. Obviously, this course ended with satisfactory result since all participants gained the essential skills in managing human resources, acquired the interviewing skills, and understood the appraisal process and the methods of mapping competencies.

## PLANNING AND CONTROLLING WORK EFFECTIVELY

This course was conducted on 19-20 Jan 2010 at CAMFEBA office. This practical course was delivered to 12 of executives and managers who are in charge of or involved in office organization and management. All trainees gained a deep understanding of why work management is essential. They could identify various component parts of work management and controlling and tracking mechanisms. More importantly, they became familiar with the process of controlling steps effectively.



*CAMFEBA Office, Phnom Penh, 14-15 Jan 2010*

## PRACTICAL PROBLEM SOLVING AND DECISION MAKING SKILLS

This course was conducted on 01-02 Feb 2010 at Cambodiana hotel. There were a group of managers, executives from ECOSORN attending the course. Participants could apply an active attitude towards problem solving, improve their self-confidence when facing problems, supply methods to solve problems systematically and wisely used problem solving tools.



*Training Activity at Cambodiana Hotel, Phnom Penh, 01-02 Feb 2010*

## Training Improvement...



*Tax on Profit for the Year Ended Training activities at Inter-Continental hotel, Phnom Penh on 04 Feb 2010*

### TAX ON PROFIT FOR THE YEAR ENDED

This course was conducted on 04 Feb 2010 at Intercontinental Hotel. Tax on Profit was delivered of experts from PWC. There were 67 people from various companies whose job mainly involves with the Cambodian Taxation Law. They all really enjoyed learning and gained much knowledge of it.

### OFFICE MANAGEMENT AND ADMINISTRATIVE SKILLS

Office Management and Administrative Skills was conducted on 11-12 Feb 2010 at Intercontinental hotel. This interactive programme explored the role of the office administrator and secretary to play in contributing towards the effectiveness of an organization.



*Training activities, InterContinental, 27-28 Feb 2010*

### NATIONAL SOCIAL SECURITY FUND (NSSF) AND OCCUPATIONAL RISKS

National Social Security Fund was conducted on 02-03 March 2010 at Intercontinental Hotel. This course was practically designed for the Managers and Executives in the HR, Admin/Finance Department and Compliance Officers who wish to update their skills in dealing with a diverse work environment, and those involved in recruiting, handling HR affairs, and managing to ensure all legal aspects are put into practice.



### PRACTICAL SUPERVISORY AND PEOPLE MANAGEMENT SKILLS

Supervisory and People Management Skills was conducted on 18-19 March 2010 at CAMFEBA office. This course was highly interactive and practical. All participants were taught to use the best methods and skills to enable the performance of the team to enhance their own effectiveness.



*Training activities, CAMFEBA Office, 18-19 March 2010*

### PRACTICAL NEGOTIATION SKILLS FOR HR PERSONNEL

Negotiation Skills for HR Personnel was conducted on 27-28 March 2010 at Intercontinental Hotel. Negotiation Skill is a key element of people management within the workplace and multiple issues may arise requiring managers / supervisors to balance staff needs and business productivity. To avoid a loss of staff morale and high turnover, managers / supervisors were trained to fine-tune their people management skills by using negotiation techniques towards achieving a "win-win" situation for the organization as well as the employees.



*Training activities, InterContinental Phnom Penh, 27-28 March 2010*

*Cambodiana Hotel, Phnom Penh, 01-02 Feb 2010*

*Continued on page 5*



# Training Improvement...

## EFFECTIVE INTERNAL AUDIT

Effective Internal Audit was conducted on 27-28 March 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.



*Training activities, InterContinental Phnom Penh, 27-28 March 2010*

## CAMFEBA/SNEF INTERNATIONAL TRAINING

### POWERFUL STAFF PERFORMANCE MANAGEMENT

This Powerful Staff Performance Management was conducted by Stephen Yee, our Singaporean trainer on 30-31 March 2010 at Nagarworld Phnom Penh. There were 27 National and International Human Resource Managers who are responsible for conducting performance appraisals and monitoring employee performance levels for productivity and results. Stephen Yee presented the key concepts associated with measuring and rewarding



*Training activities, Nagaworld Hotel, 30 March 2010*

performance at the organization wide, group and individual levels. This practical course addressed the organizational performance planning, business strategy, the performance management system and process, measurement, individual motivation and the link between rewards and performance.



*Training activities, fun and group photo, Nagaworld Phnom Penh, 30-31 March 2010*

## LEADERSHIP SKILLS FOR NEW LEADERS

Leadership Skills was conducted on 30-31 March 2010 at Nagarworld Phnom Penh. This course was conducted by James Tan, our professional trainer from Singapore, who used his effective training techniques to assist all participants in learning on how to lead others effectively. This course was very practical and helped participants develop a plan for personal development covering their working life and leadership role. Moreover, this course helped them improve their abilities to cope with the various difficult situations unavoidably arising at the workplace.

# CAMFEBA's Upcoming Events/Trainings

No	Date	Workshop/Training	Representative	City/Country
1	31 March to 01 April 2010	"Regional Social Dialogue on Growth, Employment and Sound Industrial Relations in the Services Sector: Sharing Experiences from ASEAN and the EU"	Mr. Matthew Nicholas Rendall, CAMFEBA's Board member	Hanoi, Vietnam
2	08 April 2010	CAMFEBA's 9th Annual General Meeting, 10 <sup>th</sup> Year Anniversary and Board election for 2010-2012	CAMFEBA's Executive Committee Member, members and non members of CAMFEBA	Hotel Cambodiana, Phnom Penh
3	Friday 23 April 2010	Industrial Relations Team Meeting	Ms. Sandra D'AMICO, CAMFEBA's Vice President	Bangkok, Thailand
4	20-23 April 2010	ILO/SKILLS-AP/HRD Korea Regional workshop on improving workplace learning and TVET quality assurance In Asia and the Pacific	Mr. Som Chamnan, CAMFEBA's Executive Manager	The Republic of Korea
6	22 May 2010	The 34th ACE Meeting	Mr. Van Sou Ieng, President of CAMFEBA,	Indonesia

## CAMFEBA-NICC Follow-up Activities



*A group photo during the Dinner Reception on January 11, 2010, at Sunway Hotel*

**“A visit to Cambodia of NICC’s delegation was made on the purpose to closely observe how the former participants of APMTTP have made use of their learning Experience in Japan by CAMFEBA-NICC”**

The collaboration between CAMFEBA and the Nippon-Keidanren International Cooperation Center (NICC) has come to exist since 2003 after CAMFEBA became a member of the Confederation of Asia- Pacific Employers (CAPE). Since then, CAMFEBA and her members have been enjoying the supports from NICC in the area of Human Resources development.

Under the great collaboration with NICC, CAMFEBA has organized many follow-up activities event, as the result in this 2010, the delegates from NICC, who led by Mr. Hiroyuki MATSUI, Deputy Managing Director of NICC has been visited Cambodia from 09 to 12 January 2010 on the purpose of evaluating the training effectiveness of former participants of APMTTP with regard to how all of the participants have made use of their training experience in Japan, building up a network among NICC Alumni for reinforcing cooperation among CAMFEBA, NICC, and the NICC Alumni.

The delegates were given warmly welcome by CAMFEBA’s Board Members and secretariats. There were the presentation from each former participants of APMTTP be covered on the benefits and challenges which are made from their training. In this meantime, NICC follow-up team has visited a few companies of the NICC alumni in order to closely observe how the alumni have made use of their learning results.

In the evening of January 11, 2010, at Sun-



way Hotel CAMFEBA in conjunction with the (NICC) organized the Dinner Reception for reuniting the former NICC Alumni under the high presence of H.E Sat Samoth, Under-Secretary of State, H.E Laov Him, Director General, Mr. Van Sou Ieng, President of CAMFEBA, Board Members, delegates from NICC, a representative from Embassy of Japan, and NICC alumni.

## Impression from An NICC Alumni

**Mr. Peng Piseth  
NICC’s APMTTP participant 2009**

It was my great pleasure and honor to participate in the Asian Personnel Manager Training Program held by the Nippon Nippon-keidanren International Cooperation Center (NICC) in Tokyo in 2009. That was the greatest program that I have ever attended.

Firstly, I would like to take this opportunity to express my gratitude and sincere thanks to all NICC staff and sponsors for organizing the program which is very beneficial to my personal and professional career. During the program, I acquired both conceptual and practical knowledge of Japanese management, culture, language, TQM, Kaizen, etc through talking to people, at-



tending lectures by experienced businessmen and professors, visiting Japanese companies, and so on. Moreover, that was the opportunity to learn Human resource management, culture, language, etc from other participants from Asian countries. Friendship and memory of Japan are unforgettable.

Secondly, my appreciation and deep thanks to CAMFEBA and Digital Divide Data for allowing me to be the representative to join in the program in Japan. Again, thanks so much for the opportunity and I promise to utilize all what I have acquired and extend them to other practitioners in Cambodia as well as other countries where it is possible.



# CAMNICA (CAMEBA-NICC ALUMNI NETWORK)



The Executive Council of CAMNICA for 2010-2012

Under the initiative between NICC and CAMFEBA on the purpose of ensuring that the NICC alumni have made use of their learning experience in Japan and Asian countries, a network club for NICC alumni had been formed successfully on October 1, 2009 under the name of CAMNICA (CAMFEBA-NICC Alumni Network). Interestingly, its first Annual General Meeting was held on Monday, 11 January 2010 at Sunway Hotel under the high presence of H.E. Sat Samoth, Under-Secretary of State of Labor, H.E. Laov Him, Director General of General Directorate of TVET, CAMFEBA's Executive Council, a delegation from NICC, a representative from Embassy of Japan, and NICC alumni. After having had the dinner reception, the CAMNICA's Executive Council election had been started. Consequently, there were 11 members elected

## The Executive Council of CAMNICA

No	Position	Name
1	Chairman	Mr. Narath Veasna
2	1st Deputy Chairman	Ms. Chhiv Phyrum
3	2nd Deputy Chairman	Mr. Kann Kunthy
4	Secretary General	Ms. Oum Chenda Pheakdey
5	Deputy Sec. General	Mr. Huon Soknymph
6	Treasurer	Mr. Oum Reasmey Ratana
7	Deputy Treasurer	Mr. Seu Sopheak
8	Board Member	Mr. Som Chamnan
9	Board Member	Mr. Kaing Monika
10	Board Member	Mr. Chom Sonnal
11	Board Member	Mr. Ly Bunrith



## Youth Employment and Social Dialogue Project (YEP)



*YEP has been conduct a the training of Effective Job Seeking Skills with 39 Students, 07 Females on February 13-15, 2010 at Asia Euro University*

Since June 2007, It has been three years that CAMFEBA has been implementing the Youth Employment and Social Dialogue Project (YEP Project), a joint initiative with the ILO Bureau for Employers' Activities (ILO ACT/EMP) under the social dialogue programme funded by the Norwegian government. The project aims to create decent work and promote incomes opportunities for young men and women in Cambodia through matching the supplies and demands in skills in the Cambodian labour market.

CAMFEBA is proud to highlight the achievements we have made within this period of time.

### 1- Employability Skill Training Programme:

We provided the training to youth as the soft skills that are essential to enhance their employability. In 3 month-period, we have delivered 04 courses; and there were 82 participants (21 females).

### 2- Employment Information Resource Center:

We set up an internet café for youth to come for a job research. So far, we have 25 YEN members (06 females) and at least 9 YEN members use the Internet daily.

### 3- Youth Employment Network:

We create a Professional-Youth Networking (Pro-Youth Net) to link between youth

and professionals. In this period, we have arranged 1 Youth Employment Network Event on topic of "How to be a professional".

We invited Ms. Chhorn Sokunthea, Training Manager, Prasac MFI Co; Ltd and Mr. Phat Thomas, Admin/HR Manager, Hattha Kaksekar Limited, 23 January, 2010 with 12 youth, 03 females.

Also, on March 27, 2010 we invited Ms. Ngeeth Chenda, Admin and Cost Control Supervisor, CAMS. Ms Ngil Apsara, Logistics Manager, ZTE Co; Ltd. The topic on "Importance of Admin filed and how to become a Logistician" with 15 youth, 4 females.

### 4- Dissemination Workshop on Survey on Youth and Employment:

The YEP team conducted the survey with youth and employers to understand the skill gap in Cambodia. On February 26, 2010, Mr. Si Len, YEP Programme Manager conducted a survey on Youth and Employment Bridging Gap presentation at Asia Euro University with 321 students, 120 females.

on March 12, 2010 Mr. Si Len conducted this survey presentation at Cambodian University for Specialties 246 students totally, 93 females.

### 5- Career Counseling & Job Placement:

We have assisted youth in developing job applications and placed them to the target employers. By the mid of March 2010, we have launched the Job Placement Service; and 17 youth have been placed to different employers such as CBCA 1 youth, 1 youth to Deli institute, 3 youth to MIS Consulting Co; Ltd, 1 youth to Amret MFI, 2 youth to Great Alliances Co; Ltd, 4 youth to Uniebiz Co; Ltd, 3 youth to ANZ Royal Bank and 2 youth to Aplus Co; Ltd. Moreover, we have offered the Career Counseling to all 17 youth with 9 females.

## The Youth's Impression with YEP Project



My name is Ly Sophea. I am a senior at Human Resources University in the field of management. I write this letter to thank to CAMFEBA/YEP Project for helping me find a volunteer job in Pour un Sourire d'Enfant (PSE) in a position as an Assistant to Human Resource Manager; it is my great opportunity to work for PSE. Here, I can learn many kinds of work. Once

again, I wish this project would be sustainable to help all Cambodian youth find a decent work.



I am Try Veasna. Nowadays, I have been working for Amret Microfinance Institution in a position as Research Officer. I graduated from two universities in Phnom Penh in Bachelor Degree of Business Administration and Bachelor Degree of Psychology.

In fact, I used to fail many times of the job application in the companies. With seeing the training announcement from CAMFEBA/YEP Project on "Effective Job Seeking Skills" then I decided to attend this course. After attending this course, I really know who and where I am now I mean I know how to improve myself in finding a decent work in the labour market. Thank you CAMFEBA/YEP Project for providing me a clear goal.





**CAMBODIAN FEDERATION OF EMPLOYERS AND BUSINESS  
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