

**SME Development Fund (SDF)/
Dedicated Fund on Branding, Upgrading and Domestic Sales (BUD Fund)
(Organisation Support Programme) (OSP)**

Final Report on Approved Project

Project ref. no.	:	D14 003 012
Project title	:	Equipping SMEs with Dispute Resolution Skills in Utilising Mediation
Period covered	:	From 01/04/15 to 30/06/16 (dd/mm/yy) (dd/mm/yy)

1. Project Details

(Please mark with "*" if any of the following project details is different from that in the project proposal appended to the project agreement.)

Project Summary (in about 150 words)

With the introduction of the Civil Justice Reform and the Practice Direction on Mediation, disputants in civil litigation are in gist required, since January 2010, to use mediation unless there are justifications otherwise, failing which they may be penalized on legal costs. Thus, professionals and business entities from major sectors of the communities are going after mediation, in a scale and to an extent unparalleled in the past. There has been strong support from the HK Government to the provision of mediation services. The Mediation Ordinance (Cap. 620) was enacted in June 2012 and came into operation on 1 January 2013. As part of the government's policy to raise mediators' standards in the interest of the public, a premier accreditation body, Hong Kong Mediation Accreditation Association Limited, has been established to formulate a unified accreditation scheme for mediators.

These recent developments are strong indications of the Government's intention to promote and encourage parties to adopt mediation as a preferred alternative dispute resolution process in Hong Kong.

This project aims at working in-line with the Government policy and serving the needs of the SMEs, sole proprietors etc. by deepening their knowledge on mediation and related services, to encourage greater use of mediation as a flexible, creative and constructive approach in resolving commercial or internal disputes.

Project Objective(s) (in about 80 words)

The Project is here to serve SMEs which may have limited resources, knowledge, understanding and access to the new mediation regime in Hong Kong. The project can support SMEs to adopt mediation as a means to control risks, expenditures and time consumed in resolving disputes, and to resolve conflicts in amicable and constructive ways. The Project will include the organization of specially structured seminars and conferences to enable SMEs to understand the features and functions of mediation, and resolve disputes (commercial, employment etc) by mediation before pursuing litigation in court.

Grantee/Collaborating Organisation/Implementation Agent

Grantee : NIL

Hong Kong Bar Association, Hong Kong Institute of Arbitrators, Chartered Institute of Arbitrators (East Asia Branch), The Hong Kong Institute of Architects, The Law Society of Hong Kong, The Hong Kong Institute of Surveyors, Hong Kong International Arbitration Centre – Hong Kong Mediation Council, Hong Kong Mediation Centre Limited, The Hong Kong General Chamber of Commerce, The Hong Kong Chinese Importers' and Exporters' Association, Hong Kong Trade Development Council, Federation of Hong Kong Industries, The Chinese Manufacturers' Association of Hong Kong, The Chinese General Chamber of Commerce, The Hong Kong General Chamber of Small and Medium Business Limited, Hong Kong Small and Medium Enterprises Association Limited, The Hong Kong Federation Of Commerce for Small And Medium Enterprises

Collaborating Organisation(s) : Limited

Implementation Agent(s) : NIL

Key Personnel

	<u>Name</u>	<u>Company/Organisation</u>	<u>Tel No. & Fax No.</u>
Project Co-ordinator :	<u>Antony Man</u>	<u>Joint Mediation Helpline Office</u>	<u>2901 1224</u>

Deputy Project Co-ordinator	:	<u>Andrew Chiu</u>	<u>Joint Mediation Helpline Office</u>	<u>2901 1224</u>
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Project Period

	<u>Commencement Date</u> (day/month/year)	<u>Completion Date</u> (day/month/year)	<u>Project Duration</u> (No. of months)
As stated in project agreement	<u>01/04/2015</u>	<u>31/03/2016</u>	<u>12 months</u>
Revised (if applicable)	<u>01/04/2015</u>	<u>30/06/2016</u>	<u>15 months</u>

2. Summary of Project Results

Project Deliverables

(Please list out the project deliverables as stated in the project proposal appended to the project agreement and provide details related to the actual result achieved for each of them.)

	Project deliverable	Quantifiable target number (e.g. 100 participants)	Actual result achieved (e.g. 90 participants)	Reasons for not achieving the target, if applicable (e.g. The total number of registered participants was over 120. However, some of them did not show up eventually. Will strengthen promotion and try to make up for the shortfall in the following two seminars.)
a)	1 st seminar in HK	140 participants	128 participants (159 registrants)	The total number of registrants reached 159. However, some of the registrants did not show up eventually. The inconvenient location of the venue may be the reason for registrants' absence.
b)	2 nd seminar in HK	140 participants	111 participants (260 registrants)	The total number of registrants was 260. To avoid overcrowded and to adhere to the maximum capacity of the venue, we have only confirmed the registration of 180 registrants.
c)	3 rd seminar in HK	140 participants	168 participants (229 registrants)	NA
d)	4 th seminar in HK	140 participants	145 participants (217 registrants)	NA
e)	One-day conference in HK	300 participants	327 registrants	NA
f)	5 th seminar in HK	140 participants	84 participants (136 registrants)	The total number of registrants was 136. Since a number of registrants were not able to attend the 3 rd seminar due to the limited seats available at the venue, we re-ran the 3 rd seminar as another of our project deliverable so as to benefit more SMEs. The same content of the two seminars may have contributed to the relatively few registrants for this seminar.

Details of the deliverables (e.g. date, duration, venue, speaker, topic discussed, etc.)

Project deliverable	Date	Time	Venue	Title	Speaker	Partner organisation
1 st seminar in HK	11/12/2015	4:00pm – 6:00pm	The Hong Kong Girl Guides Association, 8 Gascoigne Road, Kowloon	Practical Guide for SMEs: Use of Mediation in Resolving Customer Complaints (中小企實戰教室：打造優質服務 以調解輕鬆化解客戶投訴)	Ms. Sana Lai, Mr. Dragon Chong, Mr. Peter So, Ms. Helen Khoo	Collaborating organisation: Hong Kong Retail Management Association
2 nd seminar in HK	16/02/2016	4:00pm – 6:00pm	The Boys' and Girls' Clubs Association of Hong Kong, 3 Lockhart Road, Wan Chai	Practical Guide for SMEs: Use of Mediation in Fortune 1000 Dispute Resolution System (中小企實戰教室：財富1000企管智慧 商務調解及爭議解決機制)	Mr. Chan Bing Woon, SBS, JP, Mr. Oscar Tan	Supporting organisation: Hong Kong Science & Technology Parks Corporation
3 rd seminar in HK	14/04/2016	10:00am – 12:00pm	The Boys' and Girls' Clubs Association of Hong Kong, 3 Lockhart Road, Wan Chai	Practical Guide for SMEs: Boost Productivity by Way of Workplace Mediation (中小企實戰教室：職場衝突調解 建立高效團隊)	Ms. Jody Sin, Mr. Roy Cheng	Supporting organisation: Hong Kong Science & Technology Parks Corporation
4 th seminar in HK	14/04/2016	2:00pm – 4:00pm	The Boys' and Girls' Clubs Association of Hong Kong, 3 Lockhart Road, Wan Chai	Practical Guide for SMEs: Essential Law and Commercial Mediation for SMEs (中小企實戰教室：商事調解及法律實務)	Mr. Simon Yeung, Mr. Oscar Tan	Supporting organisation: Hong Kong Science & Technology Parks Corporation
One-day conference in HK	13/06/2016	9:30am – 6:00pm	HKPC Building, 78 Tat Chee Avenue, Kowloon	SME Conference: Mediation – Create Value and Prosperity (中小企業論壇：調解 – 增值創富之道)	Ms. Christina Cheung, Mr. Chan Bing Woon, SBS, JP, Mr. Antony Man, Dr. Simon Chee, Mr. Francis Law, Ms. Kathlin Liao, Ms. Nana Lui, Mr. Bryan Lung, Dr. Bobby Chan, Prof. Leung Hing Fung, Dr. Joseph Leung, Dr. Peter Pang, Prof. Christopher To, Mr. Vod Chan, Ms. Miranda Cheng, Mr. Peter Cheng, Mr. Roy Cheng, Ms. Pauline Lee, Mr. Oscar Tan	Organising partners: Hong Kong Trade Development Council, Hong Kong Science & Technology Parks Corporation, Hong Kong Retail Management Association
5 th seminar in HK	20/06/2016	4:00pm – 6:00pm	InnoCentre, 72 Tat Chee Avenue, Kowloon Tong	Practical Guide for SMEs: Resolving Business Disputes by Mediation (中小企實戰教室：如何透過調解有效解決商務糾紛)	Mr. Chan Bing Woon, SBS, JP, Mr. Oscar Tan	Supporting organisation: Hong Kong Science & Technology Parks Corporation

Milestones (in chronological order)

(# Please indicate if the milestone is completed (C), deferred (D) or not achieved (N). If it is deferred, please indicate the revised completion date. For those milestones which are deferred or not achieved, please also provide the reasons under item 2.4.)

	<u>Milestone</u> (as set out in the approved project proposal appended to the project agreement)	<u>Original target completion date</u>	<u>Revised completion date</u> (if applicable)	<u>Status</u> (C/D/N) #
(a)	Plan and deliver 1 seminar	31/12/2015		C
(b)	Plan and deliver 4 seminars and 1 conference	30/06/2016		C

Future Plan for Promoting the Project Deliverables (Nil if not applicable)

Nil
