

**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.	:	D16 004 003
Project title	:	SME dispute resolution centre - enhancing SMEs' competitiveness by resolving commercial disputes effectively 中小企爭議解決中心 - 有效 解決商業糾紛以提升中小企競爭力
Period covered	:	From 01/06/17 to 31/05/19 (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)

The advantages of resolving disputes by way of mediation are well recognized around the globe. Studies have indicated that mediation can help disputants save costs, preserve relationship and achieve results that cannot be otherwise achieved by litigation and/ or arbitration. In view of these advantages, overseas corporations have established internal systems, i.e. a combination of policies, contracts, schemes and hotline support, etc., to facilitate the use of mediation as their primary dispute resolution process.

Unlike overseas corporations, SMEs in Hong Kong have limited resources to handle disputes, let alone litigation. They have limited support, infrastructure, procedures, skills, knowledge and accessibility to mediation services. Hence SMEs in Hong Kong are in need of systemic support to trim down their costs and risks of dispute resolution.

Project Objective(s) (in about 80 words)

This project aims at providing resources to SMEs with regard to effective commercial dispute resolution by setting up the hotline, providing mediation information services and education through company visits and setting up exhibition booth at trade shows. It also aims to build a mediation culture in SMEs in the long run.

Grantee/Collaborating Organisation/Implementation Agent

Grantee : Joint Mediation Helpline Office

Collaborating Organisation(s) : Hong Kong Bar Association, Hong Kong Institute of Arbitrators,
Chartered Institute of Arbitrators (East Asia Branch),
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, Hong Kong Trade Development Council, &
Hong Kong Science and Technology Parks Corporation

Implementation Agent(s) : NIL

Key Personnel

	Name	Company/Organisation	Tel No. & Fax No.
Project Co-ordinator :	Antony Man	Joint Mediation Helpline Office	2901 1224 & 2899 2984
Deputy Project Co-ordinator :	Oscar Tan	Joint Mediation Helpline Office	2901 1224 & 2899 2984

Project Period

	Commencement Date (day/month/year)	Completion Date (day/month/year)	Project Duration (No. of months)
As stated in project agreement	01/06/2017	31/5/2019	24
Revised (if applicable)	NA	NA	NA

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.)
1	Virtual SMEs Dispute Resolution Centre with Mediation Helpline and Resources Platform	1 telephone hotline and additional webpages	1 telephone hotline and additional webpages	Nil
2	Provide mediation information by setting the exhibition booth at SmartBiz Expo 2017	1 time	1 time, disseminated 480 promotional leaflets, 200 mediation handbooks and collected 5 evaluation questionnaires	The number of visitors to the SmartBiz Expo was unsatisfactory. The set-up of booth has been promoted to participants of other deliverables such as workshops and seminars as well as other events organised by JMHO. However, since JMHO's booth is only one of the booths of an exhibition, people's intention to visit the booth also depends on the overall attractiveness of the exhibition.
3	Provide mediation information by setting the exhibition booth at Houseware Fair 2018	1 time	1 time, disseminated 600 promotional leaflets, 200 mediation handbooks and collected 11 evaluation questionnaires	The number of visitors to the SmartBiz Expo was unsatisfactory. The set-up of booth has been promoted to participants of other deliverables such as workshops and seminars as well as other events organised by JMHO. However, since JMHO's booth is only one of the booths of an exhibition, people's intention to visit the booth also depends on the overall attractiveness of the exhibition.
4	Provide mediation information by setting the exhibition booth at Eco Expo 2018	1 time	1 time, disseminated 600 promotional leaflets, 200 mediation handbooks and collected 5 evaluation questionnaires	The number of visitors to the SmartBiz Expo was unsatisfactory. The set-up of booth has been promoted to participants of other deliverables such as workshops and seminars as well as other events organised by JMHO. However, since JMHO's booth is only one of the booths of an exhibition, people's intention to visit the booth also depends on the overall attractiveness of the exhibition.
5	Provide mediation information by	1 time	1 time, disseminated	The number of visitors to the SmartBiz Expo was unsatisfactory.

	setting the exhibition booth at SmartBiz Expo 2018		520 promotional leaflets, 200 mediation handbooks and collected 6 evaluation questionnaires	The set-up of booth has been promoted to participants of other deliverables such as workshops and seminars as well as other events organised by JMHO. However, since JMHO's booth is only one of the booths of an exhibition, people's intention to visit the booth also depends on the overall attractiveness of the exhibition.
6	1 st Mediation Seminar "How mediation helps SMEs add value to their businesses and resolve their commercial disputes"	70 participants	55 participants	The number of registration received was 111. Although reminder has been sent to participants before the seminar, the attendance was unsatisfactory.
7	2 nd Mediation Seminar "How to handle customer complaints by utilizing mediation skills"	70 participants	75 participants	NA
8	Companies Visit & Study	Visit 6 SMEs (3 of each sector) Study the policy and existing dispute resolution system, publish a report on good practice of dispute resolution	Visit 6 SMEs (3 of each sector) Study the policy and existing dispute resolution system, published a report on good practice of dispute resolution	NA
9	1 st workshop "Workplace mediation"	30 participants	44 participants	NA
10	2 nd workshop "Essential law and Commercial Mediation Workshop"	30 participants	36 participants	NA
11	3 rd workshop "Enhancing leadership through mediation skills"	30 participants	32 participants	NA
12	4 th workshop "Use of mediation in resolving customer complaints"	30 participants	53 participants	NA
13	Training videos	4 training videos; each video will cover 3 – 4 sessions	4 training videos; each video covers 3 sessions	NA

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

(Please list out in table format if necessary.)

No.	Deliverable	Details
1.	Set-up of telephone hotline	Date : June 2017 Hotline : 2530 5997
2.	Set-up of online platform	Date : September 2017 Link : http://www.jointmediationhelpline.org.hk/SME_Dispute_Resolution_Centre.html
3.	Exhibition booth at HKTDC SmartBiz Expo 2017	Date : 6 – 8 December 2017 Time : 9:30am – 6:00pm Venue : 1C-A11, Hall 1C, Hong Kong Convention and Exhibition Centre Content displayed : Process of mediation; characteristics and advantages of mediation; video of mediation demonstration
4.	Company visit 1	Date : 28 December 2017 Time : 4:30pm – 5:30pm Nature of business : Construction and renovation
5.	Workshop 1	Date: : 19 January 2018 Time : 2:30pm – 5:30pm Venue : United Conference Centre, 10/F, United Centre, 95 Queensway, Admiralty, Hong Kong Topic : Workplace Mediation Speaker : Ms. Cindy Fong and Ms. Cecilia Tam (Project Consultants)
6.	Seminar 1	Date: : 11 April 2018 Time : 4:00pm – 5:00pm Venue : United Conference Centre, 10/F, United Centre, 95 Queensway, Admiralty, Hong Kong Topic : How Mediation Helps SMEs Add Value to Their Businesses and Resolve Their Commercial Disputes Speaker : Mr. Winston Siu
7.	Exhibition booth at HKTDC Hong Kong Houseware Fair 2018	Date : 20 – 23 April 2018 Time : 9:30am – 6:30pm Venue : 5C, Hall 5C, Hong Kong Convention and Exhibition Centre Content displayed : Process of mediation; characteristics and advantages of mediation; video of mediation demonstration
8.	Company visit 2	Date : 8 June 2018 Time : 10:00am – 11:30am Nature of business : Trading
9.	Workshop 2	Date: : 17 August 2018 Time : 2:30pm – 5:30pm Venue : United Conference Centre, 10/F, United Centre, 95 Queensway, Admiralty, Hong Kong Topic : Essential Laws and Commercial Mediation Speaker : Ms. Cindy Fong and Ms. Cecilia Tam (Project Consultants)
10.	Company visit 3	Date : 8 October 2018 Time : 10:00pm – 11:30pm Nature of business : Innovation & technology
11.	Company visit 4	Date : 10 October 2018 Time : 11:00am – 12:30pm Nature of business : Beauty industry
12.	Exhibition booth at HKTDC Eco Expo Asia 2018	Date : 25 – 28 October 2018 Time : 10:00am – 6:00pm Venue : 6-E26, Hall 6, AsiaWorld-Expo, Hong Kong International Airport Content : Process of mediation; characteristics and advantages of

		displayed	mediation; video of mediation demonstration
13.	Exhibition booth at HKTDC SmartBiz Expo 2018	Date : 5 – 7 December 2018 Time : 10:00am – 6:00pm Venue : 1D-A06, Hall 1D, Hong Kong Convention and Exhibition Centre Content displayed : Process of mediation; characteristics and advantages of mediation; video of mediation demonstration	
14.	Seminar 2	Date: : 14 December 2018 Time : 4:00pm – 5:30pm Venue : United Conference Centre, 10/F, United Centre, 95 Queensway, Admiralty, Hong Kong Topic : How to handle customer complaints by utilizing mediation skills Speaker : Mr. Dragon Chong	
15.	Workshop 3	Date: : 22 February 2019 Time : 2:30pm – 5:30pm Venue : United Conference Centre, 10/F, United Centre, 95 Queensway, Admiralty, Hong Kong Topic : Enhancing leaderships through mediation skills Speaker : Ms. Cindy Fong and Ms. Cecilia Tam (Project Consultants)	
16.	Company visit 5	Date : 8 March 2019 Time : 14:00am – 15:30pm Nature of business : Construction and renovation	
17.	Company visit 6	Date : 2 May 2019 Time : 11:00am – 12:30pm Nature of business : Innovation & technology	
18.	Workshop 3	Date: : 10 May 2019 Time : 2:30pm – 5:30pm Venue : United Conference Centre, 10/F, United Centre, 95 Queensway, Admiralty, Hong Kong Topic : Use of mediation in resolving customer complaints Speaker : Ms. Cindy Fong and Ms. Cecilia Tam (Project Consultants)	

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</u> target completion date	<u>Revised</u> completion date (if applicable)	<u>Status</u> (C/P/D) #	<u>Reason for deviation</u> from its original target completion date
	Set-up hotline for SMEs as regards mediation services for the two-year Project	30/11/2017		C	
(a)	Set-up online platform (i.e. website) for SME Dispute Resolution Centre	30/11/2017		C	
(b)	Company visit and study (2 companies)	30/11/2017	08/06/2018	C	See Note (1)
(c)	Plan and organize 1 workshop	30/11/2017	19/01/2018	C	See Note (2)
(d)	Plan and execute the exhibition booth to provide mediation information at Exhibition (i.e. The SmartBiz Expo, Dec 2017)	31/05/2018		C	
(e)	Plan and deliver 1 seminar to the SMEs	31/05/2018		C	
(f)	Plan and execute the exhibition booth to provide mediation information at Exhibition (i.e. The HKTDC Hong Kong Houseware Fair 2018)	31/05/2018		C	
(g)	Company visit and Study (2 companies)	31/05/2018	10/10/2018	C	See Note (1)
(h)	Plan and organize 1 workshop and produce video	31/05/2018	17/08/2018	C	See Note (3)
(i)	Plan and execute the exhibition booth to provide mediation information at Exhibition (i.e. The HKTDC Eco Expo Asia 2018)	30/11/2018		C	
(j)	Company visit and Study (2 companies)	30/11/2018	2/5/2019	C	See Note (1)
(k)	Plan and organize 1 workshop	30/11/2018	22/02/2019	C	See Note (4)
(l)	Plan and execute the exhibition booth to provide mediation information at Exhibition (i.e. The SmartBiz Expo, Dec 2018)	31/05/2019		C	
(m)	Plan and deliver 1 seminar to the SMEs	31/05/2019		C	
(n)	Plan and organize 1 workshop and produce video	31/05/2019		C	
(o)	Compile the report of company visits & study and published	31/05/2019		C	
(p)					

Note:

(1) In order to identify suitable companies for the company visit as well as to gather preliminary information on the companies' existing dispute resolution method to facilitate the visit, a questionnaire was designed and circulated to SMEs in November 2017. More time was spent on receiving questionnaires from SMEs and therefore the progress of companies visit & study has been retarded.

In addition to circulating the questionnaire to the SMEs database of the JMHO and other collaborating organisations, recipients of the other deliverables, including the visitors of the exhibition booth and the participants of seminars and

workshops, have been invited to complete the questionnaire.

(2) In order to recruit more SMEs for the workshop, the workshop was held in January 2018 so that it could be promoted at the exhibition booth in SmartBiz Expo in December 2017.

(3) After the first workshop was held in January 2018, evaluation forms were received from participants. In order to revise the teaching materials, more time was spent at the preparation stage for the second workshop.

(4) In order to recruit more SMEs for the workshop, the workshop was held in February 2019 instead of November or December 2018 when Hong Kong people tend to travel outside Hong Kong.

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

Nil
