

## MINUTE OF THE TRAINING “RESPONSIBLE BUSINESS CONDUCT”

**21<sup>st</sup> FEBRUARY 2017, SUNWAY HOTEL**



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## Rational

As the longest established membership organization in Cambodia, the Cooperation Committee for Cambodia (CCC) has played a unique role since 1990 in strengthening the cooperation, professionalism, accountability, governance, and development effectiveness of the Civil Society Organizations (CSOs) that are working across diverse sectors in Cambodia.

Further, multi-stakeholder initiatives (MSI) and 'dialogue platforms' are increasingly being used to foster responsible business conduct and sustainable development. However, civil society in Cambodia is not always adequately equipped or empowered to effectively participate in such initiatives, or to understand both the opportunities and risks that can accompany MSIs.

Base on the result of member satisfaction survey showed that most of CCC members have limited capacity on CSR, RBC, Business and Human rights to improve their organizational development, good governance service delivery.

In response to the external factors identified, the needs of CCC members and the mid-term review of the CCC GHP program, CCC has proposed a capacity development and influencing program on CSR and Business and Human Rights for the five years strategic program 2017-2021. To progress this, CCC has conducted one day training CSR on 21<sup>st</sup> February 2017 at Sunway Hotel for CCC members based in Phnom Penh and in the five provinces including **Seim Reap (SR), Kampong Thom (KTH), Prey Veng (PV), Kampong Som (KPS), Kampot** who are the key persons to responsible to promote the **CSR /RBC/ business and human right**.

### Objectives

1. To improve the understanding of key staff of CCC members in PP and five provinces (PP, SR, KTH, PV, KPS, KP) on global standards for CSR, RBC and business and human rights
2. To encourage the participants to apply the CSR, RBC and business and human right concept to improve their service delivery.
3. To build partnerships among CCC members from different provinces to work together on CSR/RBC and business and human right

## Result of the Training

### Participants

The one day training course was organized for CCC members (Phnom Penh) and provincial coordination network from five provinces Siem Reap, Kampong Thon, Prey Veng, Kampot and Kampong Som with 37 participants (19 women) including CCC staff.

### Methodology

To promote the participatory approach the one day training course was conducted by using the multiple methods such as presentation; sharing and reflection; exercise, small group discussion, plenary discussion. Moreover, to ensure the quality of the training course the pre-post evaluation through expectation were applied.

## Open Remarks:

At the starting of the training Mr. **Soeung Saroeun**, CCC executive director provide warmly welcome to the participants. He thanks to all NGOs participants who have committed to attend the training, he also gave special thanks to Ms. Serena Lillywhite, CCC Advisor produced the manual of CSR. Mr. Saroeun expressed that as CCC is a membership organization with the 170 NGOs members who diversity several sectors as economic, social culture, anti-corruption etc. And CCC has signed MOU with the nine provincial networks to support capacity development and technical. He added that as the Cambodia is the low medium income country, the private sector is played important role in supporting Cambodia; especially the private sectors have good governance or not that related to the community land...etc. in this case the NGOs need to cooperate with private sectors to ensure those companies applied CSR/RBC, business and human right.



**Mr. Soeung Typo, Business and Capacity Development Manager (BCDM)** introduced the objectives of the training and detail agendas focus on:

- **The role of the private sector in development: Understanding CSR, RBC and Business and Human Rights**
- **CSR in practice in Cambodia – Private Sector Perspective**
- **Responsible Business Conduct Mechanisms: The UN Guiding Principles on Business and Human Rights (UNGPs)**
- **Responsible Business Conduct Mechanisms: The OECD Guidelines for Multinational Enterprises Energizer**
- **Using the OECD Guidelines Complaint Mechanism**
- **Revisiting expectations / quiz / Questions**

## Topic 1: Responsible Business Conduct , the Private Sector and Development

The Responsible Business Conduct, the Private Sector and Development was presented and shared by **Ms. Serena Lillywhite, CCC-Advisor**. The key topics focused on:

1. A Changed Donor / Development Landscape
2. What has changed?
3. Role of the Private sector
4. Entry points for CSOs
5. Responsible Business Conduct (RBC)
6. CSR Definition
7. What is CSR?
8. Visualize CSR / RBC
9. CSR & Business & Human Rights



10. Global RBC Hot Topics
11. Industries at Risk
12. So Many Standards...
13. Responsible Business Conduct Standards
14. Protect, Respect & Remedy Framework
15. Important Concepts
16. What is Business Due Diligence
17. Actual Adverse Business Impact
18. Potential Adverse Business Impact
19. Potential Adverse Business Impact
20. Human Rights Due Diligence
21. How can a company Respect Human Rights?
22. Example: Causing adverse impact
23. Example: Contributing to adverse impact
24. Example: Directly Linked to adverse impact
25. Understanding Impacts = Understanding the Project
26. Questions for Project Developers
27. Understanding the Project = Better Advocacy
28. What Next?



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## Topic 2: Responsible Business Conduct Mechanisms: The UN Guiding Principles on Business and Human Rights (UNGPs)

The Responsible Business Conduct Mechanisms: The UN Guiding Principles on Business and Human Rights (UNGPs) was presented by: **Ms. Bophal Keat**, Human Rights Officer of UNOHCHR Cambodia. She invited participants to play a “**Power Walk**” exercise to be more understood on what is **Business and Human Rights?** The participant were requested to act as policeman, indigenous people, poorest, lawyer, people with disability, H.E, education ministry, doctor, man sex man, mine manager...etc and then series of question were asked to participants to follow until the end of exercise and then Ms. Bophal reflected that people have the same right but living in different situation and condition. Then she concluded by focusing on the key topic which was related to “**Responsible Business Conduct and Human Right**”. For more information please see attached file.



B&HRs\_UNGPs presentations.pdf

## Topic 3: Responsible Business Conduct Mechanisms: The OECD Guidelines for Multinational Enterprises Energizer

**Ms. Serena Lillywhite** shared the OECD Guidelines for Multinational Enterprises applied to all companies operating in or from countries that apply this guideline. Those countries have a National Contact Point (NCP). The complaint mechanism can be applied for companies which have headquarters in those countries, or the companies from those countries doing business in other

countries. The complaint mechanism can be used when companies cause or contribute to or are directly linked to actual and potential adverse impacts.



OECD Adhering  
country list\_2017.pdf

### **Group Discussion:**

To understand the “**actual advert impact**” the participants were divided into small groups for a discussion. The results of group discussion showed that:

The World Bank was based on the government, so how can NGOs complain to other donors? This means that big challenges such as people losing land, forestry, wildlife, fish and conflict of interest happened in the NGO sectors ...etc. and other examples; bank provided loan for sugar production company; this case it can be negatively affected in the future, so to be protected we must find out the companies name and brand who has supported, that means we have involved to protect the challenges.

After that **Ms. Serena Lillywhite** continued her session by focusing on the key contents below:

1. **A Changed Donor / Development Landscape**
2. **What has changed?**
3. **Role of the Private sector**
4. **Entry points for CSOs**
5. **Responsible Business Conduct (RBC)**
6. **CSR Definition**
7. **What is CSR?**
8. **Visualize CSR / RBC**
9. **CSR & Business & Human Rights**
10. **Global RBC Hot Topics**
11. **Industries at Risk**
12. **So Many Standards**
13. **Responsible Business Conduct Standards**
14. **Protect, Respect & Remedy Framework**
15. **Important Concepts**
16. **What is Business Due Diligence**
17. **Actual Adverse Business Impact**
18. **Potential Adverse Business Impact**
19. **Human Rights Due Diligence**
20. **How can a company Respect Human Rights?**
21. **Example: Causing adverse impact**
22. **Example: Contributing to adverse impact**
23. **Example: Directly Linked to adverse impact**
24. **Understanding Impacts = Understanding the Project**
25. **Questions for Project Developers**
26. **Understanding the Project = Better Advocacy**
27. **What Next?**
28. **What Can Companies Do?**
29. **What Can Government Do?**

### **Topic 4: Using the OECD Guidelines Complaint Mechanism**

In this session **Ms. Serena Lillywhite** continued and presented session related to **OECD**



**Guidelines for Multinational Enterprises** by focusing on the key contents as below:

- **What are the OECD GLs?**
- **Key Features OECD GLs?**
- **What do the OECD GLs Cover?**
- **Who do the OECD GLs Apply To?**
- **Do the OECD GLs Apply in Cambodia?**
- **Who Manages the OECD GLs?**
- **46 National Contact Points (NCPs)**
- **OECD GLs Relevance to Cambodia**
- **What makes them Unique?**
- **The Complaint Mechanism**
- **OECD Watch:**
  - **Complaints by Sector**
  - **Complaints by Issue**
- **Examples of Using the Complaint Mechanism**
- **Why Use The Complaint Mechanism?**
- **How to File a Complaint**
- **Limitations of the complaint mechanism**
- **OECD Watch Case Check**

## Pre-post evaluation

Participants were requested to write down three expectations on different small sticky note (one idea per sticky note) and then facilitator group it into three main categories; Responsible Business Conduct, Business and HR, and CSR application in Cambodia. And then the participants were requested to stick their black color dot on the target as pre-test (drew on the flipchart) which showed the level of participant's understanding. This result was kept for comparing with the result at the end of the training. At the end of the training course all participant were requested to stick the red color dot again, the result of the pre-post test indicated that most of the participants understood the session given by facilitator and they committed to apply the knowledge gained for the training course to improve their work. For more information please see the training minute.



The result of the training evaluation showed that 93%-97% of participants they satisfied and very satisfied to the training process, venue, training materials and organizer and for the duration of the training is enough for all of them.

### **1. Important Part of session which selected by participants:**

The participant have selected the import session as below:

- OECD Guideline and Complaints
- Responsible of CSR
- Understanding CSR, Business and Human Rights
- Complaints Mechanism(online...) and how to the complaints
- RBC
- Complaints on implementation of cooperative private sector
- Use OECD guideline to the complaints
- Understood how to do the nature home garden
- Role of government and private sector in Business and Human Rights

### **2. Less important session:**

- Human Rights
- How to use OECD guideline
- Complaints mechanism

### **3. The session that can help their work:**

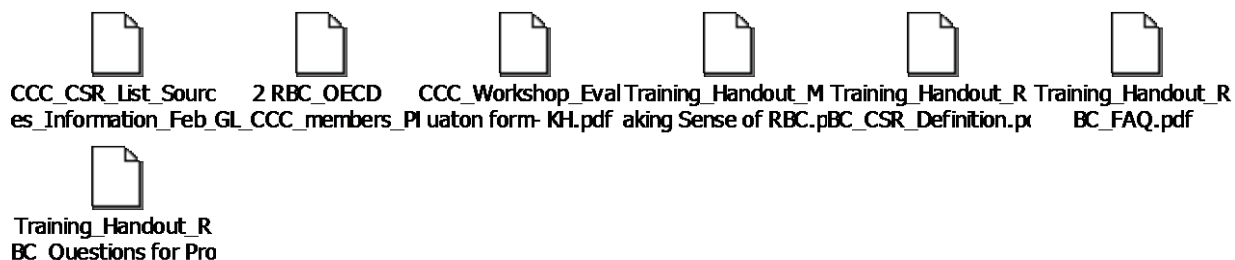
- Understanding CSR, Business and Human Rights
- Complaints Mechanism and How to make the Complaints
- Encourage government to respect the human rights
- RBC and CSR
- To promote in NGO network to understand CSR
- OECD Guideline

### **4. The CSR training can provide the benefits to NGO members, donors and CSOs:**

- How to complaints to private sector such as OECD watch
- Increased understanding CSR and impact to the community
- Understood of code of ethic and promote the RBC
- How to relationship and communicate with private sector?
- Understood role and responsibilities of each sector
- Help to protect human rights and environment
- Understood the CSR, Business and Human Rights

### **5. The difficult to understand of CSR training:**

- The 23 of 25 participants are difficult medium level and at least one of them most easy and one is strongly difficult.



Annex 2: list of participant



Annex 2: The result of training evaluation

Overall Training	Very Unsatisfied	Unsatisfied	Normal	satisfied	Very satisfied
Process			2	18	5
Venue				6	19
Training materials			1	12	12
Organizer			1	15	9
Duration <input type="checkbox"/> Short <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Long					
Importance of each topic	Not Very Importance	Not Importance	Medium	Importance	Very Importance
The role of the private sector in development: Understanding CSR, RBC and Business and Human Rights			4	15	6
CSR in practice in Cambodia – Private Sector Perspective		2	5	10	8
Responsible Business Conduct Mechanisms: The UN Guiding Principles on Business and Human Rights (UNGPs)			3	14	8
Responsible Business Conduct Mechanisms: The OECD Guidelines for Multinational Enterprises Energizer		1	5	15	4
Using the OECD Guidelines Complaint Mechanism			5	14	6
Facilitation Skill of each topic	Very Unsatisfied	Unsatisfied	Normal	satisfied	Very satisfied



The role of the private sector in development: Understanding CSR, RBC and Business and Human Rights		2	3	11	9
CSR in practice in Cambodia – Private Sector Perspective		1	5	15	4
Responsible Business Conduct Mechanisms: The UN Guiding Principles on Business and Human Rights (UNGPs)			5	13	7
Responsible Business Conduct Mechanisms: The OECD Guidelines for Multinational Enterprises Energizer		1	4	16	4
Using the OECD Guidelines Complaint Mechanism			5	15	5