

Outcome 12 - Social Dialogue and Industrial Relations: Tripartism and strengthened labour market governance contribute to effective social dialogue and sound industrial relations

RESULTS BY INDICATOR

Indicator - 12.1. Number of member States that, with ILO support, strengthen social dialogue institutions and mechanisms in line with international labour standards.

Measurement

To be counted as reportable, results must meet one of the following criteria:

1. National tripartite institutions for social dialogue are established or revitalized so that they have dedicated human and financial resources and function effectively (they meet regularly and take common decisions) as forums for consultations between the government and the most representative employers and workers organizations. This may include setting up a functioning procedure of tripartite consultations between the government and the most representative employers and workers organizations over international labour standards in accordance with the stipulations of Article 2 of Convention No. 144.

Country/Country Programme Outcome (CPO)	Measurement Criteria	Result Achieved	ILO Contribution
Africa			
Burundi/BDI829 Le cadre institutionnel de dialogue social est fonctionnel	1	Le Comité National du Dialogue Social (CNDS) a vu ses fonctions et ses compétences renforcées dans les domaines de la négociation collective et la résolution des conflits collectifs de travail. Un arrêté portant modalités d'intervention du CNDS dans les conflits collectifs a été pris par le Ministre du Travail en 2014. Cette nouvelle fonction de l'institution tripartite lui a permis de prévenir et de réduire un nombre important de conflits collectifs au travail, surtout dans les secteurs sensibles comme la fonction publique. Cela a été rendu possible	Le BIT a fourni plusieurs services consultatifs et d'appui technique pour structurer le format des sessions du CNDS afin de rendre cette instance tripartite plus opérationnelle et efficace en termes du contenu et de sa structure. Le BIT a apporté un appui technique dans la formulation des mécanismes d'intervention dans les conflits collectifs et la négociation collective, ainsi qu'à l'élaboration du projet du règlement financier. En 2014, le BIT a également formé les

	<p>grâce à la formation des membres du CNDS (formation fournie par le BIT) en matière de techniques de négociation et de prévention et de résolution des conflits.</p> <p>Aussi, le CNDS a adopté et le Ministre du Travail a signé l'Arrêté portant modalités d'intervention du CNDS dans la négociation collective en 2014. Cette nouvelle compétence va permettre au CNDS de promouvoir la négociation collective à tous les niveaux et dans les différents secteurs.</p>	<p>membres du CNDS sur les techniques de négociation, la médiation et la gestion des conflits collectifs au travail, l'égalité de genre dans le dialogue social tripartite et la réforme en droit du travail par le dialogue social, en référence aux normes internationales du travail, y compris la Convention sur les consultations tripartites No. 144.</p>
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Rwanda/RWA151

Strengthening social dialogue and sound industrial relations

1

Tripartite constituents, with ILO support, carried out an assessment of the situation of social dialogue in the country. Based on that assessment, they have adopted guidelines and a plan of action (2015-2017) aimed at strengthening social dialogue, industrial relations and tripartism. This work resulted in:

- (i) the strengthening of the National Labour Council (NLC). The NLC now meets more regularly and its recommendations are formulated and followed up by the constituents more frequently.
- (ii) A tripartite work plan on Social dialogue and collective bargaining was adopted in May 2014 and has been implemented by social partners and the government in line with the recommendations submitted by the ILO

The Tripartite steering committee on Social Dialogue and collective bargaining was revitalized and functions more effectively as forum for consultations between government and social partners (e.g.: Collective bargaining agreements are initiated and concluded in tea and construction sectors).

- ILO supported an analysis of social dialogue situation in Rwanda and provided guidelines for implementing the recommendations. (January 2014)
- ILO encouraged and supported the tripartite process of the labour law reform conducted through the NTLC
- ILO supported capacity building of social partners and the labour administration in implementing the Social Dialogue and Collective Bargaining action plan through awareness raising campaigns and technical advice (March 2015)

Madagascar/MDG202

L'implication des mandants tripartites dans le renforcement du dialogue social et du système de représentativité connaît un progrès sensible.

1

Le processus de réactualisation du CNT (Conseil National du Travail) s'est poursuivi jusqu' à la fin 2015. Résultat à ce-jour (i) Arrêté n°34/2015 portant représentativité des organisations syndicales aux niveaux national et régional au titre des années 2014 et 2015 promulgué. Il définit la représentativité des syndicats des travailleurs siégeant au sein du CNT, (ii) Nomination des membres siégeant au sein du CNT effectuée.

- Le Conseil est maintenant opérationnel et ses nouveaux membres se sont réunis autour des questions relatives au travail décent. - Un Comité Tripartite de Suivi, qui est un espace de dialogue tripartite dans le cadre du projet PAMODEC a été aménagé pour discuter et adopter une compréhension et interprétation communes des textes relatifs aux organisations syndicales, aux critères de représentativité et aux élections sociales dans le but de pouvoir déterminer les organisations d'employeurs et les syndicats des travailleurs les plus représentatives.

Appui technique et facilitation d'un atelier des mandants tripartites sur les organisations syndicales et la représentativité les 17 et 18 juin 2014. Nombre de participants: 55 dont 23 femmes et 32 hommes.

Morocco/MAR151

Des capacités renforcées des institutions en charge du développement du dialogue social.

1

In April 2015, following the ratification of Convention 144 (in May 2013 and entered into force in 2014), the Ministry of Employment and Social Affairs (MESA) set up a tripartite committee of consultation between government and the representatives organisations of employers and workers on ILS, which started to operate.

2. In 2014-2015, three tripartite consultation bodies (Council of collective bargaining, Council of Medicine of work and prevention of occupational risks and Commission responsible for monitoring the application of the provisions relating to temporary work.) have been revitalized: This revitalization has been manifested by:

- The MESA adopted the operating procedures manual of the tripartite advisory bodies.
- Regular tripartite meetings (three in 2014 and 15) and the establishment of the calendar for the sessions of 2015.
- The MESA defined the Agenda of the meetings of the tripartite institutions in November 2014 in a participatory and tripartite manner with the representatives of the social partners.
- Proposals and recommendations formulated and submitted to the government by the tripartite institutions (e.g. Council of Medicine of work and prevention of occupational risks submitted proposals and opinions to promote

With the support of the governments of the USA (USDOL Project) and Canada (HR Department), the ILO:

1. - analyzed the functioning of the tripartite consultation bodies in Morocco and produced recommendations in November 2014 to improve the functioning of these bodies in order to enhance their role et impact in policy making.
2. produced a procedures manual for these tripartite consultation bodies in May 2015.
3. conducted a study on the situation of labor relations at the regional level (agricultural sector) in June 2014.
4. suggested a concept note to the MESA and social partners in February 2015 for the setting up of a tripartite structure at the regional level to manage labor relations.

the inspection of occupational medicine and
medical services work.)

Sudan/SDN803

Strengthened capacity of member states to ratify and apply ILS & fulfil reporting obligations

1

In October 2014, Sudan's Ministry of Labour and Human Resources launched with the assistance of the National Tripartite ILS Committee, by ministerial decree. The ILS Committee formulated a Tripartite MoU signed by all tripartite constituents, which covers a wide range of decent work related issues to be supported by the ILO including in the area of social dialogue. Following the training and the policy advice provided by the ILO in July 2015 in the area of social dialogue and ILS tripartite constituents endorsed a draft social pact through which they committed themselves to deepen social dialogue and tripartite cooperation and to ensure its sustainability as a tool for advancing 18 policy areas including the ratification of 8 ILO conventions, employment and OSH promotion, facilitating transition to formality and speeding the adoption of the labour code and providing an appropriate environment to improve investment and the culture of business leadership.

Sudan's National Tripartite ILS Committee (ILS Committee) was re-established in August 2013 following a training on report writing delivered by the ILO.

Furthermore, the ILS Committee became operational following the High Level Mission from NORMES Department, which assisted in its launching in October 2014, with the backstopping of the ILS specialist in Cairo.

An ILO mission was fielded to Khartoum in July 2014 to activate the Social Dialogue component of the tripartite MoU in the emerging areas of:

Formulation of an employment policy; the reform of labour inspection and labour administration; transition to the formal economy; social security. The training and the policy advice delivered by ILO Team resulted in the formulation of tripartite Social Pact drawn up by tripartite constituents committing to further action to promote decent work through the advancement of work in various policy areas on the aforementioned areas with Office assistance particularly the drawing up of the areas in a DWCP

Tunisia/TUN803

Increased capacities of employers' and workers' organisations to participate effectively in the development of social and labour policy.

1

1. Le Gouvernement tunisien a élaboré un texte de loi sur la création d'un Conseil national tripartite du dialogue social qui a été adopté par le Conseil des Ministres en juin 2015. Ce texte a été soumis en juin 2015 au parlement pour adoption et qui devrait l'adopter d'ici à fin 2015.

2. Après la signature du contrat social en janvier 2013, cinq groupes tripartites de travail ont été mis en place, se réunissent régulièrement et préparent des propositions de réforme sur les cinq axes de travail identifiés dans le contrat social, à savoir (la création d'un Conseil National de Dialogue Social ; Les relations professionnelles et la formation; la sécurité sociale ; le développement régional et la législation du travail).

3. Le contrat social conclu en janvier 2013 par le Chef du Gouvernement, le Secrétaire Général de l'UGTT et la Présidente de l'UTICA en présence du Directeur Général du BIT a renforcé la position et la légitimité des partenaires sociaux et leur accentué leur coopération. Cela a contribué au lancement du dialogue national parrainé par l'UGTT et l'UTICA et leurs partenaires de la société civile (la Ligue Tunisienne des Droits de l'Homme et l'Ordre National des avocats de Tunisie) et dont les efforts inlassables en faveur d'une transition démocratique et pacifique ont été couronnés du prix Nobel de la Paix en octobre 2015.

1. Avec le soutien du gouvernement norvégien le BIT a fourni un appui au Ministère des Affaires Sociales dans la rédaction du projet de loi portant création un Conseil national de Dialogue Social en Tunisie. . En 2014, le BIT a fourni un appui pour l'organisation d'un séminaire tripartite présidé par le chef du gouvernement, sur la mise en œuvre du contrat social.

2. Le BIT appuie les mandants tripartites sur la définition d'une procédure d'évaluation de la représentativité des partenaires sociaux en vue de la formation du Conseil National de Dialogue social. Ainsi une étude à été commandée sur les pratiques internationales et fera l'objet d'une discussion tripartite avant fin 2015.

3. Le BIT appuie les cinq groupes de travail tripartite qui préparent des propositions de réforme pour la mise en œuvre des objectifs du contrat social dans les cinq domaines identifiés par les mandants, à savoir la création d'un Conseil National de Dialogue Social; Les relations professionnelles et la formation; la sécurité sociale ; le développement régional et la législation du travail.

Par exemple, des visites d'étude ont été organisées en Belgique et en Autriche pour les membres des groupes tripartite sur le Conseil National de Dialogue Social (en 2014) et celui sur la sécurité sociale (en 2015) respectivement.

Des missions du BIT ont été dépêchées à Tunis pour fournir un appui technique aux membres des groupes de travail tripartite et

			<p>notamment celui sur la sécurité sociale.</p> <p>4. Une délégation de la Tunisie a participé à la conférence internationale sur le rôle des Conseils Economiques et Sociaux et Institutions Similaires dans la promotion de la mise en conformité des lieux de travail. La délégation de la Tunisie s'est familiarisée avec les membres des CES-IS d'autres pays et noué des contacts avec eux en vue de l'opérationnalisation du Conseil National du Dialogue Social en Tunisie.</p>
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Burkina Faso/BFA903
[ACI7] Le renforcement du dialogue social qui intègre les questions de genre

1

La commission bipartite (gouvernement -central syndical) a été renforcée et est rendu plus fonctionnelle. Les sessions sont plus régulières et font des recommandations qui font l'objet de meilleur suivi.
La capacité des membres de la comité en négociation collective a été renforcée (avec l'aide du BIT)

Le BIT a conduit un plaidoyer politique pour la conduite d'une évaluation des organes de dialogue social au Burkina-Faso.

Le BIT à a apporté une assistance technique et financière pour l'élaboration du rapport d'évaluation des organes de dialogue et la formulation des recommandations.

Le BIT a apporté une assistance technique et financière pour l'organisation de l'atelier de validation, organisé en septembre 2014.

RBSA funding has contributed to supporting this work and to the achievement of the reported results.

Cote d'Ivoire/CIV902

Le renforcement du tripartisme et du dialogue social contribue à la consolidation de la démocratie, à l'instauration de la paix civile, à l'amélioration de la bonne gouvernance et au développement

1

Par Décret du Président de la République (Décret No. 2015-651 du 23 Septembre 2015) il a été créé le Conseil National du Dialogue Social (CNDS). Le CNDS a remplacé le Conseil National du Travail. Le CNDS s'est vu attribuer des missions plus larges et un profil politique plus élevé. Il comprend des représentants de la Présidence de la République et du Premier Ministre ainsi que plusieurs ministères techniques important et des représentants des employeurs et des travailleurs. Le CNDS jouit aussi de plus de ressources et notamment d'un secrétariat renforcé pour appuyer le processus de dialogue social tripartite national.

Le BIT a mené plusieurs missions de conseil technique auprès des autorités politiques du pays en 2014 et 2015. Le BIT a organisé des ateliers sur le renforcement du dialogue social en Côte d'Ivoire. Des exemples de bonne pratique en matière d'institutionnalisation du dialogue social tripartite au national ont été partagés avec les mandants tripartites. Un plaidoyer sur le rôle du dialogue social en matière de résolution des conflits et de promotion de la paix sociale a été mené aussi.

Arab States

Oman/OMN127

Promotion of the social dialogue process to effectively contribute to the development of social and economic policies

1

By decision of the Ministry of Manpower and Migration (MoMM) (No. 76/2014) the composition of the tripartite committee for social dialogue (TCSD) was announced. The TCSD is composed of 9 people representing Government (3), the General Federation of Omani trade unions (3) and the Chamber of Commerce and Industry of Oman (3). The TCSD started to operate and hold 4 meetings a year. The secretariat of the council is provided by the Directorate of labour protection within MoMM. In September 2015 following a capacity building workshop organised by ILO, tripartite constituents adopted a set of recommendations aimed at further strengthening the role and impact of the TCSD in policy making.

ILO organised two training workshops (in 2012 and 2015) on tripartite social dialogue and the promotion of Convention No. 144 on tripartite consultation in relation to ILS; experts from Ireland and Tunisia participated in the workshops;

- ILO team shared with Omani tripartite constituents' information on good practices on the institutionalisation of social dialogue and its use in policy making.
- A tripartite delegation from Oman took part in the two-week Academy on National Tripartite Social Dialogue, which took place in Turin in September 2014: they interacted and exchanged experience with participants from 33 countries on social dialogue and tripartism;
- The ILO Guide on National Tripartite Social Dialogue has been translated into Arabic and disseminated widely across tripartite constituents in Oman and used in capacity building seminar in Muscat in September 2015.
- ILO provided technical support to the General Federation of Omani Trade Unions (GFOTU) to be able to effectively engage in tripartite consultation with Government and build its sectoral structures.

Additional CPO Information (This information should only be added when relevant and necessary and should not repeat information already entered under results or ILO contribution)

a) Gender equality and non-discrimination

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b) Partnerships (external)

ILO Regional Office for Arab States is partnering with the Petroleum Development of Oman (PDO), a public private institution, to provide it with technical assistance and capacity building program on social dialogue

issues in the hydrocarbons sector. The office has finalized the MOU and a project proposal was designed in support of this partnership.

The Confederation of Industry (CIN) of Norway is another potential partner. Discussions and meetings were organized with CIN to build an effective system of industrial relations in the PDO.

Asia and the Pacific

Viet Nam/VNM101

[ACI7] Effective social dialogue and sound industrial relations promoting better working conditions

1

1. The newly established National Wage Council has delivered recommendations on minimum wage increases 2014 and 2015 with strong social partner participation and effective tripartite dialogue on minimum wage decision processes for first time in Vietnam. NWC is seeking to reach min wage that minimum living needs of workers and their families.

2. Pilots on multi enterprise collective bargaining in 5 provinces/industrial zones. These are Hai Phong, Danang, Dong Nai, HCM and Binh Duong Provinces. Results achieved by end of 2015 include in Dong Nai, Binh Hoa IZ, a comprehensive multi-employer collective agreement, including wage fixing, with three FDI companies. The agreement covers 6,618 workers, 78% women. Other results include much greater understanding of concepts and procedures of collective bargaining among all participants.

1. The ILO provided technical support to the newly established NWC through detailed research on impacts of minimum wage increases on firms and workers, study on methods of calculation of minimum living needs, study tours to Korea and Singapore for NWC members, workshops for social partners before each year's deliberations to share experience in the region and build support for evidenced based approaches. Also provided financial support to the NWC to support dialogue process of tripartite partners.

2. The ILO designed and provided technical support for the piloting.

RBSA funding has contributed to supporting this work and to the achievement of the reported results.

Latin America and the Caribbean

Trinidad and Tobago/TTO226

Social dialogue institutions and mechanisms in Trinidad and Tobago have been strengthened

1

The Social Dialogue Task Force (SDTF) was formally inaugurated in January 2014. The SDTF has 18 members and a tripartite composition (6 Government, 6 Employers', 6 Workers' representatives). The Minister of Labour is the Chairperson. The Task Force continues to meet regularly – approximately once per month, or more often if required and is administratively supported by a unit in the Planning Department in the Ministry of Labour and Small and Micro Enterprise Development.

The SDTF concluded the first formal Agreement in January 2015 on the priority area to be addressed over the next period. Subsequently, and in line with the priority topics, the Task Force has set up 5 sub-committees which meet once a month.

This outcome is the result of continuous ILO interaction with constituents to promote social dialogue in the region and countries. Social Dialogue has been tabled on the agenda of several national and sub-regional meetings, including the organisation of a 2-day Sub-regional High-level Tripartite Symposium on Social Dialogue (February 2011). Subsequently, ILO provided technical support to a National Workshop to Promote Social Dialogue in Trinidad and Tobago (June 2012), which was attended by more than 150 participants. Further support was provided by the ILO at numerous national events (speeches, intra-governmental meetings, technical workshops, and other high-level engagements) where the promotion of social dialogue was a mainstreaming topic. After the Social Dialogue Task Force was established, ILO addressed this tripartite body (and its new members) in its second meeting in January 2014.

Argentina/ARG803

Se fortalece la institucionalidad de los mecanismos existentes de diálogo social tripartito y se establecen mecanismos para su articulación que propenda a la adopción e implementación coherente y coordinada de las políticas públicas.

1

El Gobierno Nacional pone en funcionamiento un Consejo Nacional de Formación Continua de conformación tripartita con una modalidad anual de reuniones nacionales (primera reunión en octubre de 2014, segunda reunión en noviembre de 2015) que tiene por objetivo favorecer el diálogo social en materia de formación, empleo e inclusión social.

La OIT brindó apoyo técnico en el proceso de organización del Primer Consejo Nacional de Formación Continua y en el evento de presentación institucional formal del mismo en octubre de 2014 en Buenos Aires y apoya técnicamente la organización de la Segunda Reunión del Consejo en noviembre de 2015 en Buenos Aires. En el marco del apoyo a la nueva instancia de diálogo social creada, OIT apoyó la difusión de una publicación desarrollada por el MTESS con asistencia de OIT, "Diálogo Social Institucionalizado en la Formación Profesional, Argentina 2003-2013: Los Consejos Sectoriales Tripartitos de Formación Continua y Certificación de Competencias".

Dicha publicación forma parte de una estrategia más amplia de generación de conocimientos en materia de institucionalización del Diálogo social, con la publicación de una Serie sobre Diálogo Social que releva otras experiencias de institucionalización - elaborada por el MTESS y apoyada técnicamente por OIT - y que será presentada en noviembre de 2015 en una Jornada sobre Diálogo Social Institucionalizado.

Outcome 12 - Social Dialogue and Industrial Relations: Tripartism and strengthened labour market governance contribute to effective social dialogue and sound industrial relations

RESULTS BY INDICATOR

Indicator - 12.2. Number of member States that, with ILO support, strengthen the machinery for collective bargaining and labour disputes settlement, in line with international labour standards, and in consultation with the social partners.

Measurement

To be counted as reportable, results must meet at least one of the following criteria:

- 1.A voluntary, free-of-charge and expeditious mechanism for labour disputes settlement is established or revitalized to help employers and workers and their organizations resolve their disputes through conciliation and arbitration without resorting to the court system, in accordance with the stipulations of Recommendation No. 92, including an adequate budget and evidence of regular activity.
- 2.A mechanism for voluntary negotiations at different levels is established or reformed so that it functions in both the private sector and public service in accordance with the stipulations of Conventions Nos 98, 151 and 154, as documented through the evolution of collective agreements in force and the number of workers covered by such agreements.

Country/Country Programme Outcome (CPO)	Measurement Criteria	Result Achieved	ILO Contribution
Africa			
Rwanda/RWA803 Labour administration services provided by the Ministry of Public Service and Labour in support of collective bargaining and dispute resolution strengthened	2	<p>“Code of Conduct” developed and agreed by the tripartite constituents. It covers the steps to be taken during a collective bargaining process, so as to support good-faith bargaining</p> <p>Tripartite work plan to promote collective bargaining developed; Tripartite steering committee established to support the implementation of the action plan.</p>	<p>The ILO provided technical advice and comments on the development of a "Code of Conduct" to promote good faith bargaining. The ILO provided technical advice in developing the tripartite action plan to promote collective bargaining through a tripartite workshop for piloting the collective bargaining Manual: “How Governments can promote collective Bargaining: A Practical Guide” The ILO trained 86 participants in joint union-management training on negotiation skills: Workers: 50 (13 women), Management:</p>

			<p>28 (3 women). Representatives from MIFOTRA also attended the training.</p> <p>The ILO supported an analysis of collective bargaining in the tea and construction sectors and provided guidelines for strengthening the collective bargaining system.</p>
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United Republic of Tanzania/TZA803

[ACI7] Social dialogue institutions and labour dispute resolution forums strengthened.

1

The Labour Court case management system has been strengthened through disseminating labour court rulings, which helps ensure consistent and efficient delivery of services by the Commission for Mediation and Arbitration (CMA) and improve voluntary compliance and settlement of disputes among the social partners.

- Labour Court rulings (2007-2010) were indexed for guiding the tripartite partners and arbitrators in settlement of disputes in a more consistent manner, based on case law. The CMA has been using the indexed court rulings as a reference to solving disputes.
- Labour Court Case Digests/Manuals (2011-12 and 2013) were also developed and 2,000 copies were disseminated by June 2015. This contributed to enhancing legal predictability and wider awareness of jurisprudence among judges and the social partners.
- Capacity building of judges was conducted on international labour standards, with a focus on their application in the national context.

In response to a widespread concern in both Mainland Tanzania and Zanzibar concerning access to dispute resolution mechanisms for vulnerable workers, a total of 38 newly-recruited mediators and arbitrators were trained in October 2015 on not only general conciliation/mediation skills but also specific skills to reach out to vulnerable workers with a focus on domestic workers.

In the last biennium, the ILO provided technical assistance in establishing the Dispute Handling Unit (DHU) in Zanzibar as well as strengthening the Commission for Mediation and Arbitration (CMA) in Mainland Tanzania. However, a growing need was addressed to assess and strengthen the overall dispute resolution systems, including not only the DHU and the CMA, but also specialized labour courts, which are faced with heavy caseloads, due to an insufficient number of judges, limited knowledge of judges on labour laws and international labour standards. The ILO provided assistance in strengthening the labour court case management system through disseminating the labour court rulings. The ILO provided assistance in indexing, printing and disseminating the labour court decisions. The ILO also provided support on the development of the case digest/manual for the year 2011 to 2013.

The ILO developed and validated a new training module on mediation/conciliation for domestic workers' complaints through an office-wide collaboration (Achieved results under TZA104).

The ILO also conducted a study on the performance of prevention and resolution mechanisms and processes for individual labour disputes. The findings of the study were discussed together with those on other selected countries in the sub-region at the research workshop which took place in October 2015. The findings of the study will be used in the Office's technical advice on both legal and

			<p>institutional reforms in this area.</p> <p>RBSA funding has contributed to supporting this work and to the achievement of the reported results.</p>
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South Africa/ZAF152

Improved collective bargaining mechanisms established in vulnerable sectors

2

After a significant period of industrial conflict, members of the Local Business Committee in the ports of Durban (Pier 2) and Richards Bay negotiated a collective agreement which resulted in the regularization of contracts of employment for 1,200 temporary employees. Number of days lost due to industrial action has been reduced from an average of 13.5 days (2010-2011) at the Durban Container Terminal and Port of Richards Bay to 0.5 days and 0.35 days (August 2014), respectively.

The ILO trained members of the Local Business Committee (LBC) for the ports of Durban (Pier 2) and Richards Bay in mutual gains negotiation skills. ILO also participated in several meetings of the LBC to provide policy advice on modalities of regularizing temporary employees.

Zambia/ZMB804

Strengthened institutions for Social Dialogue

2

A collective bargaining agreement has been concluded between employers and workers' organizations in the agricultural and plantation sectors. The estimated coverage of the agreement is 18,000 workers.

The ILO provided training to trade union and management negotiators in mutual gains negotiation skills which built their capacity to negotiate the agreement.

Niger/NER104

Les organes du dialogue social sont renforcés et fonctionnels

2

Une évolution est déjà observée à travers l'adoption en Mai 2015 d'une convention collective pour le secteur des transports qui concerne plus 2000 travailleurs

Le BIT a organisé, en 2014 et 2015 le renforcement de capacité des membres du CNDS sur les techniques de négociations collectives

Le BIT a apporté une assistance technique et financière pour la revitalisation du mécanisme favorisant la négociation volontaire ciblant les acteurs des secteurs publics et privé

Pour ce qui concerne la convention collective portant sur le secteur du transport, le BIT a organisé, en janvier 2015, un renforcement de capacité pour 34 négociateurs

<p>Togo/TGO803 Increased capacities of employers' and workers' organisations to participate effectively in the development of social and labour policy</p>	<p>2</p>	<p>Le Conseil National du Dialogue Social a été revitalisé en accord avec les conventions pertinentes, notamment 98, 151 et 154. Le CNDS a pour vocation, selon ses statuts d'agir comme mécanisme volontaire de négociation incluant les secteurs publics et privés.</p>	<p>Le BIT a appuyé techniquement la conduite (en 2015) d'une évaluation des organes du Dialogue social.</p> <p>Le BIT a appuyé techniquement l'adoption d'une convention collective de la zone franche en 2014</p> <p>Le BIT a apporté une assistance technique pour le renforcement de capacités de 32 négociateurs aux techniques de négociations collectives en Février 2014</p>
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Arab States

Jordan/JOR129

Institutional mechanisms for collective bargaining strengthened

2

Collective negotiations in Jordan resulted in an addendum to the first sector-wide Collective Bargaining agreement in the garment industry. The addendum, which was signed in August 2014, provides for the gradual elimination - over a three year period - of discriminatory practices in the calculation of overtime and benefits for migrant workers in the sector.

In addition, after months of negotiations, the sectoral agreement was renewed in August 2015 for a period of two years. The new CBA covers around 60,000 workers and has resulted, among others, in increased seniority bonuses and improved standards of dormitories for foreign workers. Wages provided for in the agreement are on average 4 per cent higher than the legal minimum, rising with the level of seniority. The agreement, which is unique in Jordan, represents a commitment on the part of the employers and worker representatives to work together to improve working conditions and strengthen the sector as a whole.

The Jordan Garment Sector Industrial Relations Joint Council, which is reported under Outcome 14, was established with the purpose of overseeing the implementation of the CBA and providing technical support on issues relevant to the sector.

The ILO trained social partners in negotiation skills and assisted them in the process of collective negotiations to renew the CBA. The ILO also provided technical support in respect of the issues under negotiation, such as the provision of medical insurance.

Additional CPO Information (This information should only be added when relevant and necessary and should not repeat information already entered under results or ILO contribution)

a) Gender equality and non-discrimination

- Women workers, who constitute the majority of the workforce in the sector, are covered by the sectoral agreement, and protection is extended to cover migrant workers under the agreement. The Joint Council will facilitate monitoring and implementation of the agreement by social partners.

- ILO facilitated, through Better Work Jordan, voluntary negotiations between social partners, with a view to providing non-discriminatory protection to all groups of workers, including women and migrant workers under the agreement. The Joint Council will assure the implementation of the agreement through monitoring.

b) Partnerships (external)

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Asia and the Pacific

Cambodia/KHM126

Improved mechanisms and processes for dispute resolution and social dialogue is both more effective and more widely employed, including collective bargaining agreements and their enforcement

2

12 collective agreements signed in factories participating in SIDA/H&M project on Improving Industrial Relations in Cambodia's Garment Industry. The agreements deal with issues of mutual recognition; non-discrimination against union leaders; binding arbitration for rights disputes; and prohibition of unfair labour practices. They cover 33,000 workers, over 85% are women.

The ILO designed model agreements and distributed them to participating factories. It also conducted bipartite training on 6 topics: Workplace cooperation; social dialogue; collective bargaining; gender equality and non-discrimination; effective communication and negotiation skills; and labour law and dispute resolution.

The ILO trained 1,321 workers and management across all 6 training modules: 791 Workers (500 women); 530 Management (249 women) during October 2014 to January 2015.

Additional CPO Information (This information should only be added when relevant and necessary and should not repeat information already entered under results or ILO contribution)

a) Gender equality and non-discrimination

The project delivers a dedicated training module on gender equality and non-discrimination, and also promotes the advancement of women of women in union leadership positions at enterprise level. Training delivered by gender balanced group of national and international consultants.

b) Partnerships (external)

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China/CHN156

Promotion of improved collective bargaining, dialogue, and dispute resolution mechanism and practices for harmonious industrial relations, equity and inclusive growth

2

Guangdong Province Regulation on Collective Bargaining is adopted in September 2014 after many years of debate. It represents significant development in a province most affected by labour disputes. It provides procedures for collective bargaining, including the stipulation on the right of workers to bargain collectively and employer obligation to engage in good faith, and procedures to promote workers representation. It also contains provisions for resolution of disputes arising in the course of collective bargaining; while it is constrained, it marks significant forward movement, as it recognises "disputes" may arise in collective bargaining process, and paves the way for consideration of regular collective interest dispute resolution mechanisms. This gave added momentum for efforts to develop a national level regulation on collective bargaining.

The All-China Federation of Trade Unions (ACFTU) and tripartite constituents have adopted policy documents aimed at promoting and strengthening collective bargaining, especially sectoral collective bargaining, with greater focus on qualitative aspects both in terms of the substance and process of collective agreements. The ACFTU, as well as some of its provincial level organisations, have adopted a programme to promote and carry out direct / democratic election of grassroots trade union leaders at the enterprise level.

The ILO conducted comparative analysis of nearly 30 provincial level regulations on collective bargaining, including detailed commentary on the Guangdong Regulation on Collective Bargaining (an Op-Ed on the Guangdong regulation in an influential newspaper). ILO also developed a policy brief on collective bargaining regulations, policy debate interventions in various policy deliberation and development communities.

The ILO also engaged with the tripartite constituents at various opportunities (in jointly organised workshops, seminar, trainings or participation in debates) and provided support to tripartite constituents in assisting them to examine international labour standards and comparative international experience.

Additional CPO Information (This information should only be added when relevant and necessary and should not repeat information already entered under results or ILO contribution)

a) Gender equality and non-discrimination

With technical inputs from the ILO, the ACFTU undertook a review of the collective bargaining practices and outcomes to evaluate and adopt policies and practices for greater gender mainstreaming in collective bargaining.

b) Partnerships (external)

Through sustained engagement, support and dialogue with independent researchers as a way of influencing policy debate from an early stage, the ILO also partnered with academic researchers and external actors (outside the immediate tripartite constituents) to promote study and discussion on emerging issues and policy developments on collective bargaining in China.

Norway-ILO Partnership Programme 2012-15 on Freedom of Association Collective Bargaining, 2014-15 (CPR/14/51/NOR and GLO/14/61/NOR) supported by the Government of Norway.

Mongolia/MNG154

Sectorial wage bargaining practices in pilot sectors established as a part of effective overall wage policy mechanism

2

Tripartite constituents adopted a joint policy framework for sectoral collective bargaining and are jointly working towards establishing a sector-wide wage scale, on pilot basis in the sub-sectors of mining.

The ILO has supported the collection of wage related information, development of wage scale applicable on sector-wide basis, dialogue among the tripartite constituents on issues related to the development of sector-wide wage scale and collective bargaining. The ILO cooperated with the Ministry of Labour, especially the working group on wage negotiation, to organize an in-depth training workshop focusing on the models, mechanisms, and practice of different types of job evaluation and wage determination during December 16-18, 2015. The training aimed at fostering an informed understanding of different models and to begin cooperative efforts and negotiation process to develop their own model of sectoral job evaluation and wage determination. The training facilitated a close examination of the different models which are found in different countries together with active comparison with the current practices in Mongolia. The ILO assisted the constituents in identifying issues and challenges they would need to address in moving towards jointly negotiating and developing new sectoral wage determination system.

Viet Nam/VNM997

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2

The Government undertook review of Vietnamese legislation in light of gaps with C 87 & 98, including CB and IR institutions, with a view to ratifying conventions.

Pilots on collective bargaining in 5 provinces/industrial zones. Results achieved include a comprehensive multi-employer collective agreement, including wage fixing, with three FDI companies in Dong Nai. The agreement covers 6,618 workers, 78% women. Other results include much greater understanding of concepts and procedures of collective bargaining among all participants.

The ILO drafted the analysis and facilitated 2 tripartite discussions on the review document. The ILO also designed the collective bargaining pilots and provided technical support services.

Indonesia/IDN152 [AC14] Tripartite constituents effectively engage in social dialogue to contribute to sound industrial relations and to apply labour regulations and international labour standards	1	Piloted a feedback/grievance system based on workers using SMS technology to inform management of any issues or concerns in the workplace	Until July 2015, ILO Better Work Indonesia (BWI) project advised its participating 142 factories and factory's bipartite committees on improved labour dispute resolution.
	2	Improved bipartite mechanism at the enterprise level to negotiate and agree on the issues of productivity, occupational safety and health, overtime and working hours. Bipartite committee has better and clear agenda of meeting, designated officials and internal rules. 21 new CBAs were signed in BWI factories. They cover around 41,800 workers; 84% women.	<p>The ILO (SCORE Indonesia) facilitated the collaboration between Management level and the workers level in its participating 127 SMEs to have better working condition and competitiveness.</p> <p>The ILO (BWI) facilitated the improvement of negotiation processes at the factory level through advising the bipartite committees on technical and organisational matters. As of July 2015 BWI is advising 142 factories.</p>

Europe and Central Asia

Former Yugoslav Republic of Macedonia/MKD102

Establishment of an effective labour dispute settlement mechanism

1

The amendments to the Law on Peaceful Settlement of Labour Disputes was adopted in 2014 and come into force on the 1st of January 2015, setting the legal grounds for the establishment of an operational mechanism of amicable settlement of labour disputes.

The mechanism has been established within the ongoing TC project on Promoting Social Dialogue funded by the EU and implemented by the ILO

The following have been achieved so far:

- Curriculum for permanent training programme developed, endorsed and published by the Ministry in the Official Journal.

Tripartite Commission for Licensing labour conciliators established under the national Economic and Social Council (ESC).

First group of eight labour conciliators licensed

Online and phone application for conciliation of labour disputes made available through dedicated email address and phone number established with the Secretariat of the national ESC based in the Ministry of Labour and Social Protection.

Secretariat of the national ESC has got two more staff (one EO official, and one TU official paid by their respective organizations) to process applications.

Case management database developed with the Ministry of Labour to be administrated by the Secretariat of the national ESC.

- ILO provided technical and legal advice in the law drafting process. The ILO's recommendations have all been incorporated in the new law.

- Turin Centre in cooperation with Irish Labour Relations Commission and ILO delivered two training courses in Ohrid (ToT) and Skopje on conciliation skills in June and September 2015 which allowed 32 would be conciliators to apply for a licence . Eight women and nine men participated in the training of trainers in Ohrid, while seven women and 8 men participated in the training in Skopje . ITC training kit along with the Practical Guide for Professional Conciliation authored by the director of Conciliation Service of the Irish Labour Relations Commission were used as training materials in the above mentioned training activities

- Six conciliators attended the ITC course on inter-personal conflicts in the workplace
- National assessment of the performance of individual dispute resolution mechanism was carried out .

RBSA funding has contributed to supporting this work and to the achievement of the reported results

Romania/ROU102

Effective mechanism of mediation and arbitration of collective labour disputes in place

1

The establishment of Office for Mediation for Collective Labour Disputes has been laid down in the 2011 Law on Social Dialogue (no 62)

The Governmental Decision on the establishment of the Office for Mediation of Collective Labour Disputes was adopted in 2014.

Technical capacity of the new Office has been built through training of labour mediators appointed by the government and the social partners.

ILO provided technical support through offering three fellowships to train staff of the newly-established Office in the ILO and ITC-Turin joint course on effective dispute prevention and resolution systems in October 2014. ILO also trained 30 labour mediators in cooperation with the Irish Labour Relations Commission. The new Practical Guide for Professional Conciliation drafted by the director of Conciliation service of LRC was piloted in the training activity. Twenty men and 10 women participated in the training. ILO also held a sub-regional conference in April 2015 on the performance of labour dispute resolution in Central and Eastern European countries that contribute to sharing comparative information about the operational features of effective dispute prevention and resolution.

Latin America and the Caribbean

Colombia/COL111

Se habrá fortalecido la administración del trabajo y a los interlocutores sociales para el respeto de los Derechos Fundamentales y la solución de conflictos laborales

1

Con el objetivo de resolver conflictos laborales entre empleadores y empleados tanto del sector público como privado, relacionados con los Convenios sobre libertad sindical de la OIT, la Subcomisión de CETCOIT, aprobó el Manual de Admisibilidad de Casos, con lo que ha brindado claridad respecto de su rol y funciones. Desde el año 2012, CETCOIT ha resuelto más de 42 casos, muchos de los cuales tenían un conflicto laboral de larga data y se encontraban siendo tramitados ante el Comité de Libertad Sindical. CETCOIT conoce sobre casos que estén directamente relacionados con el derecho de libertad sindical, materia regulada en los Convenios 87, 98, 151 y 154 de la OIT, ratificados por Colombia. También conoce las quejas que se encuentran ante el Comité de Libertad Sindical de la OIT

OIT ha apoyado técnicamente la creación y fortalecimiento de la CETCOIT. En esta etapa, y con el financiamiento de USDOL, OIT sigue manteniendo el contrato del facilitador, quien ha sido clave para el logro de los resultados. Adicionalmente, OIT ha participado en las discusiones del manual de admisión de los casos y ya apoyado en la organización de actividades de difusión sobre el rol de la CETCOIT en varias regiones del país. Asimismo, ha propiciado que se puedan desarrollar reuniones de trabajo para el tratamiento de casos fuera de Bogotá.

Bahamas/BHS803

A voluntary, free-of-charge and expeditious mechanism for labour dispute settlement is established or revitalized

1

From November 2014 the conciliation services of the Labour Department were strengthened and revitalized, and actors in the world of work were sensitized to the benefits of using the labour dispute settlement mechanism offered by the Labour Department in a more efficient way. Heads and conciliation officers of the central and field labour offices of The Bahamas have increased their capacity and skills to more efficiently apply modern techniques of labour dispute prevention and resolution (ADR); at the same time, selected representatives of Workers' and Employers' Organizations also increased their understanding for the value of a consensus-seeking approach as well as their capacity and skills in applying certain techniques in their bilateral dealings as well as in the Government-led conciliation processes. Subsequently, two more conciliation officers have been appointed across the country. In addition, the Labour Department's website has been revamped to advise the citizens on respective free-of-charge services of the central and decentralized labour offices.

At the request of the Government and the social partners, ILO conducted a training course in November 2014 (3 – 6 November) on skills and techniques of labour dispute settlement and dispute prevention for 26 participants, coming from labour offices, employers' and workers' organizations; 12 participants were women. This course trains participants on certain techniques in their dealings in order to employ a consensus-seeking approach rather than the traditional confrontational approach. The tripartite course participants were selected from the New Providence and several remote islands of the Commonwealth of The Bahamas to ensure a large coverage across the island country.