

Outcome 12 - 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 the following criterion:

1. National tripartite institutions for social dialogue are established or revitalised so that they have dedicated human and financial resources and function effectively (they meet regularly and take decisions) as forums for consultations between the government and the most representative employers' and workers' organisations. This may include setting up a procedure of tripartite consultations between the government and the most representative employers and workers organisations over ILS in accordance with C 144.

Country/ Country programme Outcome (CPO)	Measurement Criteria	Result Achieved	ILO Contribution
Africa			
Burundi/BDI829 Le cadre institutionnel de dialogue social est fonctionnel	1	Un Conseil National du Dialogue Social (CNDS) a été institué par Décret N° 100 /47 du 9 février 2012 et ses membres furent nommés en juin 2013 par le Président de la République.	- Plaidoyer et appui technique pour la mise en place effective du CNDS ; - Organisation d'un atelier national tripartite à Gitega en mai 2012 visant à l'adoption du règlement d'ordre intérieur du CNDS par les partenaires sociaux ; - Appui financier à l'organisation des ateliers provinciaux du CNDS et à l'élaboration du plan d'action du CNDS en 2013.
Comoros/COM151 Les mandants tripartites et autres acteurs sont formés sur le dialogue social et autres thèmes pertinents.	1	Le Décret portant organisation et fonctionnement du Conseil Consultatif du Travail et de l'Emploi (CCTE) a été signé le 12 janvier 2012. Ses membres ont été nommés par Arrêté ministériel du 9 mars 2012. Le CCTE	- Conseils techniques (deux missions en 2012 et 2013) et appui à l'organisation d'ateliers de formation à Moroni (Comores) sur le renforcement du dialogue social tripartite, les institutions tripartites de dialogue social et la

		<p>a été officiellement mis en place et est opérationnel depuis sa réunion du 18 avril 2013. Le CCTE s'est réuni en juin 2013 pour l'adoption du règlement intérieur, la mise en place du bureau et l'examen de 4 textes. La prochaine réunion est prévue avant la fin de l'année.</p> <p>L'étude nationale sur le dialogue social tripartite réalisée avec l'appui du BIT, comprenant les recommandations sur le renforcement du CCTE et du dialogue social tripartite au niveau national fut validée de manière tripartite en mai 2013.</p> <p>Le CCTE constituera par ailleurs la structure au sein de laquelle auront lieu les consultations requises par la Convention No. 144 sur les consultations tripartites relatives aux normes internationales du travail, ratifiée par les Comores en août 2013.</p>	<p>promotion de la Convention No. 144 à destination des mandants tripartites et des membres du CCTE ;</p> <ul style="list-style-type: none"> - Appui financier pour la mise à disposition d'une personne ressource nationale ; - Appui financier et supervision technique de la réalisation de l'Etude nationale sur le dialogue social tripartite en Union des Comores comme base de discussion sur le renforcement institutionnel du tripartisme au niveau national ; appui financier à l'impression et à la diffusion de l'étude dans toutes les régions du pays.
<p>Seychelles/SYC202 Une structure tripartite représentative est développée</p>	1	<p>Le National Consultative Committee on Employment (NCCE), structure tripartite, a été redynamisée en 2012-2013 au travers notamment du renouvellement de la liste de ses représentants (présence de représentants du gouvernement et d'autres entités) ; l'augmentation de la fréquence de ses réunions (organisées maintenant une fois tous les deux mois plutôt qu'une fois par trimestre comme précédemment) ; et d'une meilleure identification des thèmes examinés afin de mieux appréhender la priorité du PPTD.</p>	<ul style="list-style-type: none"> - Appui et formulation de conseils aux mandants tripartites au cours de quatre missions aux Seychelles en 2012 et 2013, dans le cadre de la mise en œuvre du PPTD, visant à : (i) réviser la composition des membres du NCCE ; (ii) le fonctionnement de cette structure ; (iii) ainsi que les modalités permettant une allocation de ressources (humaines et financières) suffisantes pour mener la mission confiée au NCCE selon la réglementation en vigueur ; - Renforcement des capacités des partenaires

		D'autres actions concernant la mise à disposition de ressources sont en cours de réalisation et l'OIT apportera le suivi nécessaire pour assurer que le NCCE dispose des capacités (humaines et financières) nécessaires.	sociaux à travers l'organisation d'un atelier tripartite et de l'assistance en ligne afin qu'ils puissent participer effectivement et activement au dialogue social au sein du NCCE.
Uganda/UGA804 The Labour Advisory Board strengthened for effective social dialogue on employment and labour policies	1	<p>The Labour Advisory Board (LAB) established in October 2011 became operational in 2012-2013, notably through the adoption of the 2013 tripartite National Charter on Labour Relations. The objectives of the Charter include the following: to "<i>Strengthen the statutory tripartite bodies as a fora to regularly meet, discuss and advise on labour administration issues</i> " and "<i>to lobby / advocate for the creation of a National tripartite Council</i>" The LAB has met five times in 2011/2013 (as prescribed by its enabling act);</p> <p>Time-bound action plan of LAB implemented (meetings as per the law; gazetting of regulations governing LAB; developing strategic plans remains in progress);</p>	<ul style="list-style-type: none"> - Technical support through presentations of theme papers on social dialogue, collective bargaining, freedom of association, etc. and insights on the ILS related thereto. Target group comprised of government departments (labour, justice, local government, public service, etc.) employers' and workers' organizations; - LAB members (15) trained on principles of tripartism and tripartite consultations; - Regular technical and administrative backstopping regarding the time-bound action plan (follow up on the part of the Office with MOL via e-mails, telephone and missions when undertaken) to identify areas which may require technical support and/ or seed money (RBTC) to facilitate e.g. printing of documents/ government gazettes necessary for board members at meetings, etc; - Financial support to facilitate the convening of the conference to endorse and sign the tripartite Charter, as well as technical inputs into articulating the provisions of the tripartite National Charter on Labour Relations; - Technical support to FUE, NOTU and COFTU in enhancing their capacities in engaging in dialogue and collective bargaining.
South Sudan/SSD803	1	The 1 st South Sudan Labour Bill was developed	- The Labour bill was reviewed and aligned

<p>Strengthened capacities for social dialogue in Southern Sudan to address outstanding labour market challenges and to contribute to peace and nation building are established</p>		<p>following tripartite consultations facilitated by the ILO between government, employers, workers and civil society organizations. The bill was endorsed by the government and social partners; in August 2013, it was under discussion in Parliament.</p> <p>Pending the adoption of the Labour Bill, a Tripartite Labour Advisory Board has been established by the government in May 2013. It will be replaced by the Labour Advisory Council (LAC) once the Labour Bill adopted. The LAC will be composed of an equal number of government, workers and employer representatives. Several experts from academia, other ministries and business community were identified to join the LAC. Ratification of Convention No.144 was unanimously approved by the Board.</p>	<p>with ILS by the ILO;</p> <ul style="list-style-type: none"> - On the proposed Trade Union Bill, an awareness raising seminar for 40 participants and tripartite consultations were led by the ILO to explain the discrepancies identified by the ILO; - Preparation and training on the establishment of the LAC through technical assistance and training workshops; - Preparation and training of the Council of Ministers and workers' and employers' representatives on Conventions Nos. 87 and 144; - Organisation of an ILS Fundamental Principles and Rights at Work Seminar for 35 participants from the National Assembly Representatives, Sub-committee on Labour and other committee chairs.
<p>Guinea/GIN101 Les mandants tripartites participent activement aux différents mécanismes de gouvernance à travers le dialogue social et le renforcement de l'administration du travail.</p>	<p>1</p>	<p>Le Premier Ministre a créé une commission ad hoc de négociation collective le 1^{er} décembre 2012. Suite à un dialogue de 3 mois, le Gouvernement et les partenaires sociaux ont conclu, pour la première fois, un accord sur le salaire minimum interprofessionnel garanti (SMIG), qui fut consacré par un décret du 29 avril 2013. Il concerne environ un million de travailleurs.</p> <p>En décembre 2012, le Conseil National de la Transition a adopté, dans un contexte national de crise et de troubles politiques et sociaux, un Pacte de convergence et de stabilité sociale au cours d'un Forum national de 350 participants ;</p>	<ul style="list-style-type: none"> - Organisation et financement de formations sur le dialogue social à destination des acteurs tripartites du dialogue social ; - Appui à la formulation du Pacte social dans le cadre d'une démarche participative (travailleurs, employeurs, gouvernement et sociétés civiles), en collaboration avec le PNUD ; - Appui technique au processus de négociation sur le salaire minimum (fourniture d'exemples de bonne pratique) ; - Appui technique et financier à l'élaboration du Code du travail et formulation de commentaires pour une meilleure prise en compte des conventions de l'OIT. ; - Appui à l'élaboration des documents

		<p>Un projet de Code du travail validé en novembre 2012 par la Commission Consultative du Travail prévoit des organes consultatifs de dialogue social et de règlement des conflits par la conciliation et la médiation. Le projet finalisé en mars 2013 était à l'étude auprès du Premier Ministre en août 2013;</p> <p>Un projet de Décret portant création du Conseil National du Dialogue Social (CNDS) est à l'étude auprès du Président de la République (août 2013).</p>	<p>fondamentaux (Décret instituant le CNDS ; Pacte de Stabilité) qui organiseront le CNDS.</p>
<p>South Africa/ZAF154 Revitalizing national social dialogue institutions and mechanisms in line with international labour standards</p>	<p>1</p>	<p>A draft revised NEDLAC Parliamentary Protocol to strengthen NEDLAC's engagement with the Leader of Government in Parliament will be discussed by the NEDLAC Executive Committee (the highest management structure) in September 2013. The draft protocol aims i.a. at ensuring that "any proposed labour legislation that relates to labour market policy and any significant change proposed to social and economic policy are submitted to NEDLAC for its consideration". The Protocol on the working relationship between NEDLAC and Parliament was adopted in November 2013.</p> <p>The ILO Training Manual for Secretariats of National Tripartite Consultation Bodies has been integrated into a draft NEDLAC Induction Package for newly recruited staff;</p> <p>Findings of research conducted towards rethinking and repositioning the future role of NEDLAC are currently being debated by the NEDLAC constituents. Discussion of the report constitutes an integral part of broader efforts</p>	<p>-Provision of technical comments on the draft NEDLAC Parliamentary Protocol -Sharing documents (laws, regulations and tripartite agreements on practice in other countries) with the NEDLAC Secretariat on regulating the functioning of National Tripartite/ Tripartite plus Social Dialogue institutions taken from a selected number of ILO member states; training in these areas was provided to 2 men and 8 women of NEDLAC Secretariat. - Training facilitation for the Staff (Chamber Coordinators and Administrators) of the NEDLAC Secretariat using the ILO Training Manual for Secretariats of National Consultation Bodies; - Financial support of a comprehensive research study on the future role of NEDLAC as an effective social dialogue institution amidst waves of industrial protest and weak collective bargaining mechanisms witnessed across key sectors of the economy.</p>

		aimed at strengthening the effectiveness of the constituents in social dialogue.	
Asia and the Pacific			
Samoa/WSM803 Tripartite partners are strengthened and an effective tripartite social dialogue mechanism is established to make tangible progress in promoting decent work	1	The Labour and Employment Relations Amendment Act, passed in Parliament in March 2013, formalises the existence of the Samoa National Tripartite Forum (SNTF). The SNTF is now meeting regularly and has discussed i.a. the ILS Report on Samoa situation; the ILC report; Occupational Health and safety Regulations and the finalisation of Samoa's next DWCP.	- Training/mentoring for SNTF members on how to be effective during the development of the DWCP for Samoa; - Technical memoranda/analysis on provisions of the Labour and Employment Relations Bill concerning the establishment of the National Tripartite Forum in the legislation (by June 2011).
Americas			
Colombia/COL153 Instituciones de diálogo social a nivel nacional local y regional fortalecidas	1	A iniciativa del Ministerio de Trabajo de Colombia, conjuntamente con las organizaciones de trabajadores y empleadores, se ha fortalecido la Comisión de Concertación de Políticas Salariales y Laborales con la creación de una secretaría técnica. Se reactivado Subcomisión de Concertación de Políticas Salariales y Laborales, con la asignación de recursos que han permitido la participación de más de 330 miembros tripartitos de manera permanente. Esto ha contribuido a la inclusión del contenido de trabajo decente en las políticas públicas en Medellín y en el departamento del Magdalena.	La OIT, con el apoyo de los Gobiernos de Estados Unidos, Canadá y Colombia, proporcionó asistencia técnica para la creación de la secretaría técnica de la Comisión y el diseño y puesta en marcha de la estrategia para la reactivación de los espacios de diálogo a nivel local, capacitó a los miembros tripartitos (más de 1,000 personas – aproximadamente 40% de mujeres), ha brindando asistencia técnica para la identificación de temas y prioridades, mejorado la capacidad de incidencia sobre el contenido de las políticas públicas a nivel local y ha acompañado en la implementación de los casos demostrativos en departamentos seleccionados.
Peru/PER803 Instituciones o mecanismos de diálogo social fortalecidos de conformidad con la NITS	1	A iniciativa del Ministerio de Trabajo y con la participación de las organizaciones de trabajadores, empleadores y las instituciones	La OIT apoyó a la Secretaria Técnica en el Ministerio de Trabajo a través de capacitación sobre el funcionamiento y rol del CNSST, ha

		públicas del sector salud, se instaló el Consejo Nacional de Seguridad y Salud en el Trabajo (CNSST) el 10 de agosto del 2012, mediante Resolución Ministerial N° 199-2012-TR ; el Consejo se ha reunido regularmente desde su instalación y ha elaboró y aprobó tripartitamente la Política Nacional de Seguridad y Salud en el Trabajo y un plan de trabajo para su ejecución. http://www.mintra.gob.pe/mostrarContenido.php?	llevado a cabo talleres a los miembros del Consejo y la facilitó el conocimiento de la experiencia de México, contribuyendo a la definición de los contenidos del Plan. La OIT rinda asesoría periódica a la Secretaría Técnica.
Honduras/HND152 Los Constituyentes, con el apoyo de la OIT, adoptan medidas bipartitas o tripartitas, a través del diálogo social, en el ámbito nacional, sectorial y de la empresa.	1	<p>En el 2012, el Consejo Económico y Social (CES) se fortaleció a través de formaciones y asistencia técnica a sus miembros en materia de diálogo para la formulación y puesta en marcha de políticas de empleo y seguridad social ;</p> <p>Existe consenso tripartito para un plan de acción de una política nacional de empleo y de protección social como resultado de diálogos regionales y nacionales tripartitos, como se puede observar en las conclusiones del Foro Nacional de Empleo y Protección Social: un Reto para el Crecimiento Nacional, que se realizó el 10 de octubre de 2012 en la ciudad de Tegucigalpa, Honduras, y que ha sido precedido de diálogos regionales durante 2012, y en el Memorándum de entendimiento del Programa de Trabajo Decente, firmado por las organizaciones de empleadores, las organizaciones de trabajadores y el Ministerio de Trabajo el 11 de diciembre de 2012.</p>	<p>En el marco del proyecto de cooperación entre la OIT y la UE, denominado « Mejorar la Protección Social y Promover el Empleo », han sido publicados y distribuidos dos estudios: que han alimentado el diálogo tripartito y la definición de lineamientos para una Política integrada de empleo y protección social en Honduras y su correspondiente Plan de acción nacional.</p> <p>El proyecto apoyó la realización del Foro Nacional de Empleo y Protección Social, en donde se lograron consensos tripartitos para la política de empleo y protección social. La OIT apoyó técnicamente el proceso de discusión y adopción tripartita del Memorándum de entendimiento para el PTD 2012-2015, entre los meses de agosto a diciembre del año pasado. Se ha venido brindando apoyo en la formulación del plan de implementación del PTD, así como para la adopción del mecanismo de seguimiento del PTD.</p>
Panamá/PAN151 Mejorada la capacidad de diálogo nacional,	1	El Ministerio de Trabajo y los actores sociales firmaron un acuerdo tripartito en enero de	-La OIT brindó asistencia técnica a través de misiones y reuniones con los mandantes para

<p>sectorial y temática, que contribuya a un mejor marco de relaciones laborales.</p>		<p>2012, el cual prevé un espacio de diálogo para dar seguimiento a los comentarios de la Comisión de Expertos sobre la aplicación de los Convenios de 87 y 98. Además se creó una Comisión de tratamiento rápido de quejas.</p> <p>En junio de 2013, El Ministerio de Trabajo y los actores sociales firmaron un acuerdo tripartito para reafirmar el compromiso con el dialogo social y con énfasis en el funcionamiento de las mesas de diálogo que se establecieron en seguimiento del acuerdo tripartito firmado en enero de 2012.</p>	<p>la firma del acuerdo de enero de 2012 y participó en las sesiones de las dos comisiones tripartitas que se crearon en seguimiento de la firma, con el objetivo de ayudar a la elaboración de los reglamentos de funcionamiento de las comisiones, de la elección de un moderador y el aporte de un consultor internacional para explicar y demostrar el funcionamiento del moderador para la resolución de quejas.</p> <p>-En el Marco de la Conferencia Internacional del Trabajo, la OIT colaboró en la realización de una reunión tripartita con la finalidad de intercambiar opiniones, analizar los avances y dificultades en el funcionamiento de las mesas de dialogo tripartitas que se constituyeron en seguimiento al acuerdo tripartito de 2012.</p>
<p>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.</p>	<p>1</p>	<p>Los Consejos Sectoriales (tripartitos) de Formación Continua y Certificación de Competencias Laborales se consolidaron como espacio de articulación entre los requerimientos del sector productivo y la oferta de formación para los trabajadores, en línea con los Planes Estratégicos 2020.</p> <p>El Observatorio Tripartito de Teletrabajo (OTT), cuya función es fortalecer e impulsar las condiciones laborales generadas a partir del teletrabajo, se reunió periódicamente y se constituyó como foro de consulta entre el gobierno y las organizaciones de empleadores</p>	<p>- Encuentro Federal Argentina 2020: formación continua para la competitividad y el empleo en el marco de los planes estratégicos (Rosario, 2012), organizado por los Ministerios de Trabajo, de Industria y de Ciencia, Tecnología e Innovación Productiva y OIT ;</p> <p>- Encuentro Federal Argentina 2020: diálogo social para la inclusión, el empleo y la competitividad (Posadas, 2012), organizado por el MTESS y OIT ;</p> <p>- Jornada sobre formación continua para las cadenas de valor del Plan Estratégico Industrial 2020 y las mejores prácticas institucionales en el desarrollo de competencias laborales y en la</p>

		<p>y de trabajadores en los temas de su competencia. Este Observatorio, creado en 2011, continuó sumando adherentes tanto nacionales como del exterior y promovió los ejes principales del trabajo decente en un marco de negociación y diálogo entre los actores sociales.</p>	<p>promoción de la intermediación laboral (Mar del Plata, 2013) ;</p> <ul style="list-style-type: none"> - Sistematización de la experiencia en materia de diálogo social institucionalizado en la formación profesional, OIT-MTESS 2013 ; -Asesoría técnica permanente al Observatorio Tripartito de Teletrabajo; elaboración de un proyecto de programa voluntario de certificación de buenas prácticas en teletrabajo.
<p>Uruguay/URY101 Generación de espacios de diálogo social para diseñar políticas y programas para fortalecer el respeto a los derechos laborales, con énfasis en trabajadores vulnerables y excluidos</p>	1	<p>La nueva Ley de empleo juvenil cuenta con media sanción (cámara de representantes, por unanimidad). El rápido y unánime trámite parlamentario de la nueva Ley de Empleo Juvenil es el resultado del proceso previo de diálogo social que acompañó la elaboración del Proyecto. Dicho diálogo social tuvo determinado hitos fundamentales, que en todos los casos contó con asistencia técnica de OIT. El proyecto fue parte de los acuerdos alcanzados en el Diálogo Nacional por el Empleo (2011) y su versión final fue el resultado de consultas tripartitas. En consecuencia, los mecanismos de diálogo social se han visto fortalecidos, al otorgar mayor legitimación social a las soluciones propuestas, que permea al sistema político representado en el parlamento.</p>	<p>La contribución de la OIT se materializó en:</p> <ul style="list-style-type: none"> - El Diálogo Nacional por El Empleo contó con asistencia técnica de la OIT ; - En marzo de 2012, la OIT organizó junto al MTSS, el INJU, las cámaras empresariales y el PIT-CNT el Foro Consultivo Tripartito sobre Empleo Juvenil, en cuyo marco el gobierno asumió el compromiso de desarrollar consultas tripartitas en torno al proyecto de Ley ; - el MTSS ha solicitado a la OIT asistencia técnica al proceso de implementación de la ley y los dispositivos de política pública en ella comprendidos.

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 that helps employers and workers and their organisations 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 98, 151 and 154, as documented through the number of collective agreements in force and of workers covered by such agreements.

Country/ Country programme Outcome (CPO)	Measurement Criteria	Result Achieved	ILO Contribution
Africa			
Seychelles/SYC154 An effective and efficient dispute resolution framework in place	1	La mise en place du mécanisme de résolution de conflit et sera réalisée d'ici la fin de l'année 2013. Les étapes de préparation ont été initiées entre le Ministère du Travail et de Développement des Ressources Humaines et BIT. Les activités relatives à la mise en place d'un mécanisme des négociations volontaires et de renforcement de capacité des mandants tripartites se tiendront au mois de novembre 2013.	Le BIT apportera l'appui nécessaire pour renforcer la capacité des mandants pour mettre en place un mécanisme de résolution de conflits aux Seychelles à travers un atelier tripartite. Les activités relatives à la mise en place d'un mécanisme des négociations volontaires et de renforcement de capacité des mandants tripartites se tiendront au mois de novembre 2013. Le BIT mènera également un atelier tripartite portant sur la médiation et négociation collective qui se tiendra au mois de novembre. On envisage de cibler un total de 35 participants issus des organisations d'employeurs et de travailleurs et des différents ministères à cet atelier.
United Republic of Tanzania/TZA803	1	Zanzibar	Zanzibar

<p>Social dialogue institutions and labour dispute resolution forums strengthened.</p>	<p>A Dispute Handling Unit (DHU) was established in Zanzibar under Section 72 (3) of Labour Relation Act no 1 of 2005. The DHU was officially launched on 27 April 2012 and is fully operational.</p> <ul style="list-style-type: none"> • The capacity of seven new Commissioners to conciliate and arbitrate labour disputes has been developed. They have dealt with 141 complaints between June 2012 and April 2013, of which 95 have been successfully resolved. The mediation of these disputes and issuance of arbitration awards take place within the time specified by the law. • The DHU is equipped with an electronic registry. • Awareness-raising material was developed by the DHU which contributed to making its services known to the public. • The Tripartite Committee enacted under Section 78 of the Labour Relation Act no 1 of 2005 to advise the DHU on the appointment of mediators and arbitrators and to review the performance of the dispute system, was established. It meets on a regular basis to reviewed progress in 	<p>ILO provided technical advisory and training to support on the establishment of the Dispute Handling Unit (DHU).</p> <ul style="list-style-type: none"> • A number of training activities were delivered on: <ul style="list-style-type: none"> a) Mediation and conciliation skills for mediators/ arbitrators (8); b) Labour Dispute Resolution for members of the Tripartite Committee (7); and c) Negotiation and mediation skills to the social partners (25). • Technical advice was provided to the Labour Commissioner and new officials in the DHU on how to establish effective dispute resolution machinery using the new ILO Guide on Labour Dispute Systems. • The ILO supported the development and translation of awareness-raising materials. • The ILO provided both technical and financial support to DHU for the first review conducted by the Tripartite Committee. •
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		<p>operationalizing the DHU and to monitor the system.</p> <p>Mainland Tanzania</p> <p>The overall effectiveness of the mechanism for labour disputes settlement, the Commission for Mediation and Arbitration (CMA) has been revitalised and improved and its institutional capacity strengthened.</p> <ul style="list-style-type: none"> • The capacity of 35 Commissioners to mediate and arbitrate labour disputes has been strengthened. A total of 46,357 complaints have been filed at the CMA since 2008 (up to May 2013). Of these, 44,362 complaints have been successfully resolved with only 1995 complaints pending. • Essential Services Regulations have been developed, published and gazetted. The CMA is mandated to handle disputes emanating from the essential services through the prescribed legal procedures. • Awareness-raising material was developed and translated by the CMA which contributed to making CMA activities known to the public. • The CMA is now equipped with a registry and case management database with which it is able to track performance and produces summary reports on decisions. It published a concise report of all decisions. 	<p>Mainland Tanzania:</p> <ul style="list-style-type: none"> • The ILO provided technical advice and training to the CMA using the new Guide on Labour Dispute Systems. 400 employers and workers have been trained on the labour dispute systems using the guide. • The ILO delivered a training activities on: <ul style="list-style-type: none"> • a) Mediation and conciliation skills to mediators/ arbitrators (35) ; • b) social dialogue and dispute resolution to tripartite committees (25 members of LESCO and 15 members of LAB); and • c) negotiation skills to the social partners (32). • The ILO provided technical support on the establishment of the case management database. It also supported the development and translation of the CMA Case Management Guide Vol. 2 and related awareness-raising material. • The ILO provided technical comments on the draft Essential Services Regulations.

<p>Cape Verde/CPV803 Le mécanisme national pour le règlement des différends du travail et de négociation collective est renforcé conformément aux normes internationales du travail</p>	2	<p>Un accord collectif sur les salaires et les conditions de travail a été adopté en décembre 2012 et qui concerne environ 92.452 travailleurs du secteur privé, soit 57% de la population active.</p>	<p>La Commission d'experts pour l'application des conventions et Recommandations a relevé pendant plusieurs années le nombre très limité de conventions collectives au Cap Vert et le Gouvernement a sollicité en 2011 l'assistance du BIT pour corriger la situation. Alors en octobre et novembre 2011, 22 membres du groupe technique ont été formés sur les obligations constitutionnelles et 27 sur le dialogue social et la négociation collective. La mise en oeuvre des recommandations des deux rencontres a conduit à la création de la Commission Nationale de la Négociation collective. L'appui du BIT aux mandants tripartites a continué en 2012 par des conseils et des formations spécifiques. 48 mandants tripartites ont été formés au cours de trois sessions organisées par le BIT en synergie avec son Centre de formation de Turin en novembre 2012 et janvier 2013. Les formations ont porté sur : i) le Dialogue social, l'ii) la médiation et le droit de grève et les services essentiels.</p>
<p>Botswana/BWA176 Strengthened capacity of dispute resolution mechanisms.</p>	1	<p>A voluntary mechanism for labour dispute settlement has been revitalized and strengthened. For example, the number of disputes registered in one period (April – June) decreased from 4451 in 2012 to 3936 in 2013. The settlement rate through mediation increased from 35 per cent to 40 per cent for the same period.</p> <ul style="list-style-type: none"> • Draft amendments to the Trade Dispute Act were submitted to the Labour Advisory Board. 	<ul style="list-style-type: none"> • ILO provided support for the review of the labour administration and institutions in the country, particularly the dispute resolution and conciliation mechanisms. • The ILO provided technical input and comments on the review of the Trade Disputes Act. In addition, it provided technical support to the employers' and workers' organizations in respect of their inputs to the amendment of the Trade Dispute Act by supporting an assessment of the dispute system

		<ul style="list-style-type: none"> The capacity of 23 mediators (12 of whom are female) has been enhanced and the overall effectiveness of the dispute resolution mechanism strengthened. 	<ul style="list-style-type: none"> The ILO trained mediators of the Botswana Ministry of Labour and Home Affairs with a view to developing their knowledge and understanding of consensus-building approaches to conflict management and dispute resolution, and enhancing their skills in consensus-based dispute resolution processes.
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	<ul style="list-style-type: none"> A bipartite Memorandum of Understanding on Industrial Relations in the Garment Industry, which had lapsed at the end of 2011, was not renewed due to rising tensions between unions and employers, resulting from large-scale strikes following an earlier round of minimum wage fixing. The parties were eventually reconciled and signed a new MOU on Improving Industrial Relations in the Garment Industry in October 2012 with a duration of two years. The MOU provides a framework for employment relations and orderly collective bargaining in the industry. The Employers' Association (GMAC) and eight trade unions agree to support the Most Representative Status (MRS) Union as the exclusive bargaining agent on behalf of all workers in an enterprise. The bipartite mechanism to review implementation of the MOU has been strengthened, with the parties having met twice already in 2013. The new MOU revitalizes a political 	<ul style="list-style-type: none"> The ILO acted as facilitator and broker in a highly confrontational industrial relations environment. It engaged with the social partners on an ongoing basis, pointing out the advantages of an MOU and encouraging them to return to the negotiating table. The ILO provided the facilitation services of an international expert on conciliation. The ILO facilitated a bipartite meeting that brought the parties back to the table for the final negotiation and signature of the MOU.

		<p>commitment by the parties to abide by the statutory dispute resolution procedures and to use binding arbitration at the Arbitration Council for rights disputes.</p> <ul style="list-style-type: none"> The MOU covers all employers and workers belonging to the signatory parties and encourages them to promote and to extend its coverage to all garment and footwear factories registered with NSSF. 	
<p>China/CHN156 Promotion of collective bargaining for harmony, equity and inclusive growth</p>	2	<p>New practices of collective agreements at regional and sectoral levels have grown in importance. Collective agreement now plays a more significant role than before in regulating wages, although the formalistic nature of collective bargaining process continues to be a challenge.</p> <p>In 2011 31 million workers were covered by regional agreements and 11 million workers were covered by sectoral agreements. By the end of 2012, 45 million workers are covered by regional agreements and 16 million workers by sectoral wage agreements.</p>	<p>The ILO built on progresses made through technical assistance, capacity building and advisory services on collective bargaining development in collaboration with social partners over the last decade.</p> <ul style="list-style-type: none"> The ILO delivered a series of activities designed to elaborate collective bargaining strategies for trade unions and to improve organizational capacity of employers' associations for collective bargaining in the 2012-13 biennium. This included two workshops (40 participants each) for trade unions on wage policies, collective bargaining strategies and decent work. The ILO also organized four capacity-building training workshops (around 30 participants in each workshop) on collective bargaining for representatives of employers' associations at national, provincial and municipal levels. ILO's sustained technical assistance and sharing of international experiences contributed to spread of new ideas on collective bargaining, helping trade unions that have taken nation-wide initiatives for new forms of collective agreements..

<p>Viet Nam/VNM101 Effective social dialogue and sound industrial relations promoting better working conditions</p>	<p>2</p>	<p>The revised Labour Code, which entered into effect on 1 May 2013 makes provision for collective bargaining to take place at different levels: enterprise, sector or group of companies. This paved the way for local-sectoral bargaining. A sectoral collective bargaining agreement was renewed in the garment sector covering 100 companies. A local-sectoral wage agreement was reached in the Binh Duong province covering 10 garment-manufacturing enterprises in one Industrial Zone. In the Dong Nai Province, between 3 and 5 collective agreements were reached at the enterprise level in the garment manufacturing, electronics, and machinery sectors. The effectiveness of collective bargaining has been improved and there is better union coordination in wage negotiations.</p> <p>A strategic plan for sound industrial relations at the provincial level was developed and adopted by the Ministry of Labour and targeted provinces. Mediation and arbitration systems at local level have been reoriented and strengthened. This marks a shift to a professional system of labour disputes resolution providing active mediation and arbitration services for industrial actors with a view to promoting collective bargaining, in accordance with</p>	<p>The ILO provided technical advice to the government on the industrial relations system. It also supported a number of expert seminars and workshops in which tripartite partners at different levels discussed and built understanding, consensus and commitment on issues relating to industrial relations.</p> <ul style="list-style-type: none"> • The ILO facilitated seminars on comparative practices in sectoral bargaining held to assist parties in pilot initiatives at the provincial level in garment sector. • The ILO provided support to the VGCL to conduct pilot initiatives for improvement of union representational capacity and coordinated wage bargaining. <p>The ILO provided support for the improvement of the industrial relations services of the Government. The ILO assisted the Ministry of Labour and social partners to conduct activities to review and evaluate the current system of labour dispute settlement, both legal framework and practices, focusing on mediation, arbitration, and settlement of wildcat strikes.</p>
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		the revised Labour Code.	
Europe			
Bulgaria/BGR102 Information systems for databases for collective labour agreements and labour disputes are developed	1	<ul style="list-style-type: none"> The National Institute for Conciliation and Arbitration of Collective Labour disputes of Bulgaria (NICA) was revitalized with an improved information and data collection system as mandated in law. This information system is key to the analysis of developments and the formulation of effective strategies for dispute prevention and resolution. NICA is now equipped with a better information and record system so as to monitor developments and improve performance. 	<ul style="list-style-type: none"> The ILO commissioned a national study to review the situation regarding collective labour disputes, including how such disputes are resolved. The study recommended that data collection and management systems be improved for the purpose of effective dispute prevention. The ILO facilitated a tripartite workshop on ILO principles related to collective dispute resolution and international comparative practices and methodologies for data collection and processing labour disputes. The ILO assisted a tripartite working group to establish and elaborate Terms of Reference for an effective labour dispute information system. The ILO provided technical assistance to NICA to overcome statistical difficulties and improve its database.
Former Yugoslav Republic of Macedonia/MKD102 Establishment of an effective labour dispute settlement mechanism	1	<p>A number of amendments to the Law for alternative labour dispute settlement (ALDS) as well as several options for strengthening institutional arrangements were submitted to the Ministry of Labour and Social Policy. This revitalizes the system for labour disputes resolution.</p> <ul style="list-style-type: none"> The capacity of the government, mediators and social partners to implement new processes and institutional arrangements has been strengthened. 	<p>The ILO provided technical support for the establishment of mechanisms for the peaceful settlement of labour disputes.</p> <ul style="list-style-type: none"> The ILO provided technical advice on the amendments to the current Law on Peaceful Settlement of Labour Disputes (LPSD). It delivered training for members of the working group on amending the existing law, as well as representatives of the social partners, members of the Economic and Social Council, and mediators, on how to establish effective mechanisms for dispute settlement. The ILO facilitated a workshop on labour dispute resolution in the public sector. The new Guide on Labour Dispute Systems was

			also translated to provide practical guidance for Ministry officials and the social partners.
Ukraine/UKR101 Legal and institutional environment enabling a functioning social dialogue in place.	2	<p>The 2012 tripartite Memorandum of Understanding on national collective bargaining institutionalizes and strengthens the functioning of collective bargaining mechanism.</p> <ul style="list-style-type: none"> The Government initiated legal changes to the Law on Collective Agreements and the Law on Employers' Organizations, which enabled the participation of employers' organizations as a fully independent party in collective bargaining and strengthened the role of the labour administration in promoting collective bargaining. 	<p>ILO provided technical assistance within a two year technical cooperation project.</p> <ul style="list-style-type: none"> A national study was conducted on the impact of recent reforms on the realization of free and voluntary collective bargaining as well as of current legal and institutional gaps in the functioning of effective, efficient and coordinated collective bargaining machinery at various levels The findings of the study were discussed in a tripartite workshop facilitated by the ILO. A total of 44 tripartite representatives (of whom 34% were women) participated in the workshop. The ILO made a number of recommendations to increase the coordination and effectiveness of collective bargaining at the national, sectoral and enterprise levels.
Armenia/ARM129 National mechanism for collective bargaining and labour disputes settlement is further strengthened in line with international labour standards	2	<p>A National General Agreement was concluded with two major amendments which concern the registration of labour disputes and occupational accidents. The social partners' capacity to negotiate collective agreements has also been strengthened:</p> <ul style="list-style-type: none"> A collective agreement was successfully concluded in one of the communities (Artik city, Shirak region). A collective agreement was concluded 	<p>The ILO provided technical assistance to strengthen the collective bargaining mechanism.</p> <ul style="list-style-type: none"> The ILO delivered <i>joint union-management negotiation skills training</i> to a total of 19 participants (of whom 47% were women) including the social partners in the machinery and energy network system sectors and the tripartite constituents. The ILO supported the translation of the Guide on Labour Dispute Systems into Russian so that

		between The Republican Union of Employers of Armenia (RUEA) and the Confederation of Trade Unions.	<p>this could be used as a resource to the social partners in their negotiation of the general collective agreement.</p> <p>The ILO supported the organization of a study visit of members of the TRP Commission from Lithuania to Yerevan. It also facilitated a round table with the members of the TRP Commission.</p>
Americas			
Saint Lucia/LCA851 Strengthening the capacity for dispute prevention and resolution	1	<ul style="list-style-type: none"> The Saint Lucia government negotiating team (GNT) concluded a three year collective agreement on wages and benefits and several public service unions / associations organized under the Trade Union Federation (TUF). These included agreements with the Police Welfare Association (22 March 2013), the Saint Lucia Teachers Union (30 March 2013), the Saint Lucia Fire Service Welfare Association, the Saint Lucia Correctional Service Welfare Association and the Medical and Dental Association, the Saint Lucia Nurses Association and the National Workers Union and the Vieux Fort General and Dock Workers. The Saint Lucia Civil Service Association was the last to sign (18 April 2013). 	<p>The ILO provided training and facilitation to assist the social partners in public services to negotiate and conclude collective agreements in a highly adversarial climate.</p> <ul style="list-style-type: none"> The ILO (including the workers' and employers' bureau) delivered a five day tripartite training workshop on conciliation/negotiation skills to government conciliators as well as the social partners. Participants included negotiators from several of the public sector unions, other trade union leaders, shop stewards, 9 leading managers (general manager or HR manager) of private enterprises and 2 participants from the Employers' Federation (SLEF). The training programme was widely covered by television, radio and print media. The ILO facilitated a national tripartite round table with over 30 high-level and representative tripartite participants to agree on the establishment of a national social dialogue forum to improve the industrial relations climate. These round table discussions took place at the height of the dispute about public wage increases and shortly before the subsequent collective agreements with several trade unions.

			<ul style="list-style-type: none">• The leaders of the several unions/ associations that signed the collective agreements in public services were participants of the training workshop on negotiation / conciliation skills in 2012 as well as the roundtable discussions on social dialogue in 2013.
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