



Cambodian Mine Action Standards

Chapter 2

Accreditation of demining organisations and licensing of operations



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Introduction

Accreditation is the first step in the application of the nationally implemented quality management system for mine action in Cambodia. By establishing the quality of an organisations' management, operational processes, staff and internal quality assurance system, the CMAA can gain a level of confidence in that organisations activities and output (usually cleared land).

CMAS specifies the methods of achieving clearance quality through a quality management process will be developed. This process involves the accreditation/licensing and monitoring of demining organisations¹ in Cambodia, before and during the demining process. There will be an option to carry out the inspection of cleared land prior to its formal release. The necessity for, and the level of, post clearance inspection will depend on the results during accreditation, field monitoring and quality auditing of an organisation's and private demining companies own quality management system in the Kingdom of Cambodia.

In The Kingdom of Cambodia the aim is to establish and confirm the quality of the demining operators and their processes, particularly those with specialist capabilities such as mine detection dogs (MDD) or mechanically assisted clearance. The Cambodian Mine Action and Victim Assistance Authority (CMAA), acting on behalf of the Royal Government of Cambodia, is the approving Authority for all national and international organizations, NGOs, private companies and agencies carrying out mine action activities in The Kingdom of Cambodia.

The Ministry of Social Affairs, Labour, Vocational Training and Youth Rehabilitation, the Disability Action Council (DAC), as well as the relevant national and international institutions, are responsible for victim assistance activities and are excluded from the accreditation process. The CMAS provides specifications and guidelines for the accreditation of Mine Risk Education organisations will be developed.

Mine action in Cambodia refers to those activities that aim to reduce the social, economic and environmental impact of landmines and unexploded ordnance (UXO). The objective of mine action is to reduce the risk from landmines to a level where people can live safely; in which economic, social and health development can occur freely from the constraints imposed by landmine contamination, and in which the victims' needs can be addressed.

Mine action in Cambodia comprises four complementary groups of activities:

- a) Mine and UXO awareness and risk reduction education;
- b) Demining, i.e. mine and UXO survey, mapping, marking and, when necessary, clearance;
- c) Victim assistance, including rehabilitation and reintegration and;
- d) Advocacy against the use of anti-personnel mines.

For the purposes of this standard, demining shall include the following activities:

- Verification and Survey including National, Technical and Post Clearance surveys as well as any other surveys/data gathering activities directly related to demining.
- The location, marking, removal, transportation, storage, neutralization and destruction of mines and UXO. This may also include other types of explosive devices that pose a hazard to the population but will exclude unfired munitions under the control of official authorities.
- Acquisition, transport, storage, distribution and use of explosive materials used in connection with mine and UXO destruction.
- Technical training related to the above.

¹ For the purposes of this standard the term 'demining organisation' includes organisations that carry out demining as part of their overall activities.

- Dog support
- Mechanical support
- Development of new technologies related to the above

The aim of this standard is to provide specifications and guidelines for the implementation of an accreditation and licensing system for demining organisations and private companies as part of the overall mine action process in Cambodia. The goal is to promote a common and consistent approach, which will encourage demining organisations and private companies in Cambodia to develop and demonstrate a broadly similar quality of management practices, operational capabilities and safety.

Note; The following standard refers to timelines in the form of working days assuming 5 working days in a week. e.g. 10 working days equates to 2 weeks

Accreditation and Licensing of demining organisations.

1. Scope

This standard provides specifications and guidelines for the implementation of a system for the accreditation of demining organisations in Cambodia.

2. General principles

This standard makes a distinction between accreditation and licensing of demining organisations. Accreditation is the procedure by which a demining organisation is formally recognised as competent and able to plan and manage demining activities safely, effectively and efficiently. For all organisations carrying out demining activities in Cambodia, the CMAA will be the body that provides accreditation. Accreditation will be given to the in-country headquarters of an organisation for a finite duration, normally for a period of two years.

Licensing is the procedure by which a demining organisation is formally recognised as competent and able to carry out demining activities. Each license shall refer to the capabilities required to carry out a particular activity such as survey, manual clearance, EOD, mechanical support or the use of mine detection dogs. The granting of a license assumes that the capability will not change beyond the scope or intention of the original license.

In most situations it will be appropriate to award accreditation, and to grant licenses, in two stages. The first stage shall involve a provisional desk assessment by CMAA based on documentary evidence presented by the demining organisation as described in Annex-A, 'Application for accreditation', in this standard. The second stage involves an on-site assessment to confirm that people, equipment, materials and procedures are being used as intended, and that demining activities are being conducted in a safe, effective and efficient manner.

3. General requirements

3.1. Basic considerations

The basic considerations for obtaining, modifying and retaining a demining accreditation and license(s) are that:

- a. The applicant or licensee(s) shall be competent to apply the specific provisions Cambodian Mine Action Standards (CMAS) in full.
- b. Accreditation will only be granted to a demining organization so long as it remains in conformity with Cambodian Mine Action Standards.
- c. Licenses will only be granted to an accredited organization and its demining sub-units, however named, that are within the scope of the licensing agreement and are in conformity with Cambodian Mine Action Standards.
- d. Prior to the process of accreditation commencing, an organization must demonstrate that it has a commitment and ability to implement demining activities in the Kingdom of Cambodia. This should include a clear commitment of support by donor/s.

Licenses are issued by CMAA for specific activities. An organization intending to carry out activities outside of the license terms must apply for a modification.

3.2. The accreditation and licensing process

A summary of the accreditation and licensing staffing process is shown in outline in Annex A, and is described in detail below. The desk assessment process shall be completed, and provisional accreditation issued, within 15 working days after the receipt of a full and comprehensive application in compliance with CMAS, this shall allow operational activities to commence. Specific licences and full accreditation shall be issued within 40 working days from the issue of the provisional accreditation, subject to approval of worksite activities and procedures.

3.2.1. Application for accreditation and/or license(s)

All applications for Accreditation and licensing should be submitted to Secretary General of CMAA for review and for decision making and comment. The Secretary General of CMAA will issue Accreditation (provisionally and officially) and Licensing to demining operators based on the Royal Government decision No. 29 SSR dated August 10, 2005.

The format and content for applications is described in this standard.

3.3. Demining Organisation Registration and Accreditation/Licensing

3.3.1. Introduction

Accreditation to carry out demining activities in Cambodia is the first step in the overall quality assurance of demining agencies by the CMAA. Accredited organisations are acknowledged to have a reliable management and planning structure, qualified staff, sound finances, functioning logistical support, information management capacity, safety policy, freedom from legal encumbrances and a viable quality management system in compliance with national standards. Having established these basic criteria the CMAA will grant accreditation to the organisations' headquarters or country office for a period of 2 years. In addition to the qualities of an organisation listed above, the CMAA shall review the relevant experience and safety record of organisations, in Cambodia and internationally as appropriate, as well as any other relevant factors such as the accreditation/s of the organisation in other mine affected countries or accreditation by internationally recognised quality management authorities.

3.3.2. Registration

Prior to accreditation by CMAA, organisations should register or make the necessary agreements with relevant departments of the Royal Government of Cambodia. International non-commercial organisations should sign a Memorandum of Understanding with the Ministry of Foreign Affairs, Cambodian NGOs are required to register with the Ministry of the Interior and commercial organisations are required to be registered with the Ministry of Commerce.

Accreditation with CMAA may be carried out concurrently with the registration process, and accreditation may proceed when it can be shown that the registration process has commenced. However, this shall only occur when an organisation has demonstrated a commitment and ability to implement demining activities in the Kingdom of Cambodia. This should include a clear commitment of support by donor/s or other funding source. All private companies shall demonstrate the company's capital and state clearly the company's status to the CMAA.

3.3.3. Desk (provisional) assessment of the application

Applications to CMAA should be submitted to the Secretariat General of CMAA in the following format with all relevant supporting documentation. Applications should be concise and unambiguous and may be submitted in Khmer or English. Each application should contain the following information:

- a. A copy of the MoU or registration document or a copy of the relevant request.

- b. The details of the organisational structure and the proposed representation in Cambodia. This should include the management structure of the organisation relating to:
 - Project management
 - Project planning
 - Logistical planning, procurement, equipment evaluation, maintenance and repair.
- c. The organization's Standing Operating Procedures (SOPs).
- d. Financial planning and control procedures.
- e. Relevant formal qualifications and practical experience of the management team relating to the proposed activity.
- f. Details of financial situation, liabilities and capital reserves that are relevant to the organisation in Cambodia.
- g. Declaration of freedom from any outstanding or pending legal liability in the Kingdom of Cambodia.
- h. System of compliance with national information management systems, reporting and mapping.
- i. Management training schemes and employee skills development programmes.
- j. Safety and occupational health policy
- k. Details of insurance cover for all organisational staff relating to Medical costs, repatriation and death.
- l. Details of third party liability insurance.
- m. Organisation/Company CV detailing all relevant international or national previous or ongoing projects or associated experience.
- n. Details of any accreditations held or previously issued by recognised organisations (ISO 9000, etc.). Consideration will be given to other existing accreditations held by the organization.
- o. Details of previous accreditations with any other mine action authorities.
- p. Details of safety record and any previous accidents or incidents including internal accident/incident reports. Copies of accident reports carried out by any internationally recognised mine action authorities.
- q. Community liaison experience and capabilities, or access to teaming partners with relevant experience.
- r. Details of planning processes used to ensure consistency with national policies and priorities set by CMAA and the Provincial Mine Action Committee's.

3.3.4. Licensing

All Accreditation applications shall be sent to the office of the Secretary General of CMAA and shall be followed by comprehensive a desk assessment designed to consider the suitability of:

- a. The sub-unit(s)'s organisational structure, including its logistic and re-supply system
- b. Human skills (formal qualifications and experience of its operational and support staff)

- c. Equipment capabilities (equipment performance and supportability)
- d. Worksite safety and occupational health (S&OH) procedures and practices
- e. Previous licenses obtained by the sub-unit which demonstrate the effectiveness of its operational capabilities
- f. Additional requirements (such as the use of sub-contractors and local labour) required by the CMAA.

Additional requirements for granting a license to operate mine detection dogs are described in CMAS 09.40. and requirements for granting a license to operate mechanical equipment are provided in CMAS 09.50.

If the CMAA is not satisfied that all the requirements for accreditation and/or granting a license(s) have been met, the demining organisation will be informed as soon as possible, and reasons given for its unsuccessful application. The applicant will be given reasonable opportunity to take corrective action or reply more fully to the questions posed by CMAA.

If the demining organisation is unable to satisfy the requirements for accreditation and/or license(s), and is unable to take corrective action within a reasonable time, then the application shall be terminated and the demining organisation will be informed.

3.3.5. On-site assessment

The CMAA shall carry out the on-site assessment to confirm that the management practices and operational procedures proposed by the demining organisation in its application are being applied in a safe, effective and efficient manner.

The assessment shall include:

- a. Visits to all management, logistic and administrative offices or facilities including explosive storage areas, medical facilities and equipment maintenance areas
- b. Visits to selected of sub-unit locations including worksites and supporting workplaces
- c. Observing sub-units during training
- d. Observing the field testing and evaluation of equipment and mine detection dogs
- e. Observing demining activities
- f. Audit of assessed organisations quality management system

During the on-site assessment, samples of documentation and records shall be selected randomly. Samples shall be representative of all products, documented procedures and SOPs for which accreditation is sought.

If the CMAA is not satisfied that all the requirements for accreditation and/or granting a license(s) have been met during the field assessment phase, the demining organisation shall be informed as soon as possible. The problems shall be identified and the required action discussed and agreed between the CMAA and the demining organisation. The demining organisation will then be required to present its corrected management or operational procedures to the CMAA, and demonstrate that full compliance with the stated requirements has been achieved.

If the demining organisation is unable to take corrective action within a reasonable time, then the provisional accreditation and/or licence(s) shall be terminated.

There may be a delay between the desk (provisional) assessment and the on-site (confirmatory) assessment. In this situation the CMAA shall issue a provisional accreditation or provisional license until the full accreditation or licensing process has been completed. Subject to the conditions of the provisional accreditation and license, it may be necessary for the demining organisation to commence work prior to the on-site (confirmatory) assessment.

3.3.6. Disqualification or termination of an accreditation and/or licence application – Appeals process

Demining organisation shall be informed as soon as possible if full compliance with the stated requirements has not been achieved during the process. The problems shall be identified and the required action discussed and agreed between the CMAA and the demining organisation. The demining organisation will then be required to present its corrected management or operational procedures to the CMAA.

If the CMAA is not satisfied that all the requirements for accreditation and/or granting a license(s) have been met at any stage of the accreditation and licensing process, and if the demining organisation is unable to take corrective action within a reasonable time, then the application shall be disqualified or the provisional accreditation and/or licence(s) shall be terminated. (See clause 3.6.2)

Unsuccessful applicants shall be informed in writing giving the full details for the failure of the application or the termination within 5 working days from the decision to disqualify/terminate. The demining organisation will have 20 working days from the receipt of the letter to either re-submit a corrected application or to appeal against the decision to disqualify/terminate.

Letters of appeal shall be addressed to the Secretary General of CMAA, and should state clearly the reasons why an organisation judges a disqualification/termination to be unwarranted. Each point detailed in the notification of from CMAA should be addressed point by point and any additional mitigating factors should be carefully explained. It should be noted that any deviations from Cambodian Mine Action Standards must be addressed by corrective action.

Within fifteen working days of the receipt of a letter of appeal to the Secretariat General of CMAA, the Secretary General shall organise and convene an appeal board consisting of the Secretary General of CMAA as Chairperson, Deputy Secretary General of CMAA as vice-chairperson to the committee, one advisor to the CMAA, the Director of Regulation and Monitoring Department, the Director of Administration Personal and Logistic Department as members, the bureau chief of monitoring as secretary and the representatives of the demining organisation and/or the private company of the relevant appeal case. The appeal board shall then discuss the points of appeal presented by the demining organisation and decide to either; reverse the decision to disqualify/terminate, accept a corrected application or uphold the disqualification/termination. If a majority consensus cannot be reached then the chairperson shall make the final decision on an appropriate course of action.

3.4. Extending or modifying an accreditation and/or licence

3.4.1. Modification or changes in the management system

If during the demining programme the management of the demining organisation intends to make major or significant changes to its management structure, which could impact on its management capability, CMAA may require a revision of the accreditation and license(s). For this reason, the accredited organisation shall inform the CMAA of any intended modification to its management system, or other changes that may affect compliance with its accreditation. The CMAA shall determine whether the announced changes require any form of re-assessment, either desk or on-site.

3.4.2. Modification or changes to operational procedures

In the same way, the accredited organisation shall inform CMAA of any intended modification to the operational procedures of one or more of its sub-units, or of the introduction of new or modified equipment. The CMAA shall determine whether the announced changes require a desk or on-site re-assessment.

If the changes are minor and are consistent with CMAS, then no further action should be necessary.

If the changes are significant, then the CMAA shall consider conducting an on-site assessment.

If the changes are substantial and the conditions and scope of the original license(s) are no longer valid, then the CMAA shall require the demining organisation to request a new license(s) as defined in Clause 3.3.4 above.

3.4.3. Increasing the number of demining sub units using the same SOPs

The accredited organisation shall inform the CMAA of any intended increase in the number of its sub units. If it is intended that the additional sub-units will apply the same operational procedures and use the same equipment, then no further action should be necessary.

If the changes are significant, then the CMAA should consider conducting an on-site assessment.

If the changes are substantial and the conditions and scope of the original license(s) are no longer valid, then the CMAA shall require the demining organisation to request a new license(s) as defined in section 3.3.4 above.

The implication of increasing the number of mine detection dogs, and the need for additional licenses, are addressed in CMAS 09.40.

3.5. Monitoring

The CMAA shall monitor the demining organisation and its sub-units to confirm that the management systems and operational procedures are consistent with the terms of the accreditation and licenses.

The CMAA shall be adequately staffed, equipped and trained to monitor the demining organisation and its sub-units in an effective and appropriate manner.

The accredited organisation shall be informed of the results of all monitoring.

3.6. Suspension and termination of accreditation agreements or licences

3.6.1. Suspension

The CMAA may suspend an accreditation or license(s) of a demining organisation or one of its sub-units for a limited period, for example in the following cases:

- a. If monitoring shows non-compliance with the requirements of the accreditation or licensing agreements which is of a nature that would not warrant cancellation of the accreditation or licence(s); or
- b. In the case of improper use of the accreditation agreement or licence(s); or
- c. In the event of failure to disclose major and significant management or operational changes.

3.6.2. Termination

The CMAA may terminate an accreditation or license(s) in the following cases:

- a. If the accredited organisation goes out of business; or
- b. If the accredited organisation does not wish to prolong the accreditation agreement or license(s); or
- c. If the requirements or provisions of standards or laws are changed and the accredited organisation cannot or will not ensure compliance with the new requirements or provisions; or
- d. If monitoring reveals that non-compliance with the accreditation or licensing agreement is of a serious nature, such as repeated violations of the provisions for safety and occupational health; or
- e. If inadequate measures are taken following the suspension of an accreditation or license.

Serious non-compliance may include the repeated failure to apply accredited management systems or operational procedures, the refusal to allow monitoring or inspection to take place, or the interference of monitoring or inspections, the premature release of cleared land or the application of processes known to place staff or the local population at unacceptable risk.

A demining organisation has the right to appeal against the decision to terminate an accreditation or licence. (See clause 3.3.6)

Before the termination of an accreditation agreement or licence, the CMAA shall determine measures to be taken to re-clear land released prior to the cancellation of the accreditation agreement or licence. The responsibility for re-clearing land and the cost of such re-clearing will lie with the demining organisation. The responsibilities should be specified in their contract or agreement.

3.7. Obligation for Accreditation and Licensing Fee Charged

Non-commercial demining operators shall sign a MOU with the Ministry of Foreign Affairs and International Cooperation. All Mine Action NGO's shall register with the Ministry of Interior. The above mentioned operators while they are conducting demining operations for humanitarian purpose which are supported by donors shall NOT be required to pay any fee or charges for Accreditation and License from CMAA. However, in order to ensure the efficiency of the monitoring management process to commercial demining operators they SHALL register with the Ministry of Commerce and shall have an obligation to pay all fee's charged for Accreditation and License to CMAA with the scale defined by the Royal Government of Cambodia.

The scale of fee charged for Accreditation and License is presented in Annex-B.

All National and International demining operators have no right to conduct demining operations for their personal interest and purpose such as conducting "a bit of clearance" without CMAA authority. All National and International are not permitted to conduct clearance operations which charge money for direct private interest or for private organizations.

All fee charged for Accreditation and License will be considered as the State's income.

4. Accreditation component - responsibilities and obligations

4.1. General

In order to ensure the process of Accreditation and Licensing to all demining operators runs smoothly and transparently, the CMAA shall designate an Accreditation Committee, a component of which will be responsible for considering all applications for accreditation and license as well as the monitoring during mine clearance operations and the inspection of the cleared land in The Kingdom of Cambodia.

The committee shall compose of:

- | | |
|---|------------------|
| - Secretary General of CMAA | Chairperson |
| - The involved Deputy Secretary General of CMAA | Vice chairperson |
| - Deputy Secretary General of CMAA in charge RCAF | Vice chairperson |
| - An CMAA's Advisor | Member |
| - Director of Regulation and Monitoring Department/CMAA | Member |
| - Director of Admin. Personal and Logistic | Secretary |
| - Bureau Chief of Monitoring/CMAA | Secretary |

4.2. Role and Responsibility of the committee

In order to ensure the timely and efficient running of the Accreditation and License process to all demining operators the CMAA shall create a committee which has the responsibilities as follow:

4.2.1-Secretary General of the CMAA:

As the chairperson of Accreditation and License committee the Secretary General shall responsible for making the final decision on the issuance of Accreditation and License to all National and International demining operators conducting mine clearance operations in The Kingdom of Cambodia.

4.2.2-Deputy Secretary General of CMAA:

Acting as vice chairperson of the Accreditation and License committee he/she is responsible for giving comments to the Secretary General of CMAA on all application for Accreditation and License to National and International demining operators conducting mine clearance operations in The Kingdom of Cambodia.

4.2.3-Advisor to the CMAA:

Acting as a member of the Accreditation and License committee he/she is responsible for jointly raising up comments to the Secretary General of CMAA on all application for Accreditation and License to National and International demining operators conducting mine clearance operations in The Kingdom of Cambodia.

4.2.4-Director of Regulation and Monitoring/CMAA:

As member of the Accreditation and License committee he/she is responsible for preparing all comments to the Secretary General of CMAA or his/her deputy on all application for Accreditation and License to National and International demining operators conducting mine clearance operations in The Kingdom of Cambodia. Moreover, the Director of Regulation and Monitoring CMAA is responsible for following up and directly supervising the Accreditation Committee or the technical team in matters of quality management before the issuance of the Accreditation and License to demining operators.

4.2.5- Director of Administration Personal and Logistic/CMAA:

Acting as secretary of the committee he/she is responsible for preparing all documents and policies concerning to the issuance of Accreditation and License.

4.2.6- Bureau chief of Monitoring/CMAA:

Acting as secretary of the committee and assistant to the director of Regulation and Monitoring Department he/she is responsible for preparing all comments to director on all application for Accreditation and License to National and International demining operators conducting mine clearance operations in the Kingdom of Cambodia. Chief of the technical team is acting as assistant to the monitoring bureau chief on all technical affairs in monitoring inspection and evaluation demining operators in the fields and all and any affairs related to the Accreditation and Licensing to National and International organizations conducting mine clearance operations in the Kingdom of Cambodia.

The Regulation and Monitoring Department is a sole department responsible for implementing on all technical process, investigation, monitoring, inspection and evaluation, on behalf of the Committee, to all National, International and private companies applying for Accreditation and License from CMAA. The Regulation and Monitoring Department by using the National and International Standards will detail the responding capacities, methods and techniques to be used in the Accreditation and Licensing process to the National and International organizations conducting mine clearance operations in the Kingdom of Cambodia.

4.3. Independence, impartiality and integrity

The personnel of the Regulation and Monitoring Department shall be free from any commercial, financial and other pressures, which might affect their judgement. Policies and procedures shall be implemented to ensure that persons or organisations external to the accreditation component cannot influence the results of any inspections, evaluations or monitoring carried out by the Regulation and Monitoring Department.

The Regulation and Monitoring Department and its staff shall not engage in any activities that may conflict with their independence of judgement and objectivity in relation to their inspection, evaluation or monitoring activities. In particular they shall not become directly involved in organisations that design, manufacture, supply, install, use or maintain services or equipment for demining organisations operating in the mine action sector, or similar fields.

All legitimate interested parties shall have full and unrestricted access to the services of the Regulation and Monitoring Department. The procedures under which the body operates shall be administered in a non-discriminatory manner.

The Regulation and Monitoring Department shall ensure the confidential of information collected from its monitoring activities. All right protection shall be preserved.

4.4. Confidentiality

The Regulation and Monitoring Department shall ensure confidentiality of information obtained in the course of its activities. Proprietary rights shall be protected. In practice, the proceedings of the accreditation body shall not be released to anyone but the CMAA, although reasons for non-compliance with accreditation requirements may be made known to applicants.

4.5. Organisation and management

The Regulation and Monitoring Department shall have a technical department that enables it to maintain the capability to perform its technical functions quickly and satisfactorily. It shall have

a technical manager who is qualified and experienced in the operation of the accreditation process and who has overall responsibility for ensuring that the accreditation activities are carried out in accordance with CMAS and other relevant standards. The technical manager should if possible be a permanent employee, but may be a suitably qualified consultant.

The Regulation and Monitoring Department shall develop and maintain documented procedures. Where the accreditation department also supplies inspection and monitoring services, the relationship between its functions shall be clearly defined.

4.6. Personnel

Within the Accreditation and License committee, the Director of the Regulation and Monitoring Department is directly responsible for all activities related to the accreditation and license as well as the monitoring of quality assurance on all mine clearance operations in Cambodia. The Regulation and Monitoring Department shall have a sufficient number of permanent personnel with the range of training and expertise required to carry out its normal given functions.

4.7. Accreditation methods and procedures

The Regulation and Monitoring Department shall establish and maintain procedures for desk assessments (provisional assessment) and inspections defined in the requirements of this standard and other relevant standards against which conformity shall be determined.

4.8. Records

The Regulation and Monitoring Department shall prepare and maintain records of all assessments and inspections, and any information needed to understand and interpret them. All records shall be safely stored (at the R & M department) for a period of at least five years, held secure and in confidence to the applicant, unless otherwise required by law.

Done in Phnom Penh, dated 20 October, 2005

SECRETARY GENERAL

Signed and Sealed

SAM SOTHA

ANNEX A: APPLICATION FORM FOR ACCREDITATION AND LICENSING

ANNEX B: (INFORMATIVE) ACCREDITATION AND LICENSING PROCESS

ANNEX C: SCALE OF FEE CHARGE FOR ACCREDITATION AND LICENSING TO PRIVATE COMPANIES.

ANNEX A:

Application for Accreditation

To: The Secretary General of the Cambodian Mine Action Authority

Project Reference: _____

Name of Demining Organisation Applying for Accreditation: _____

Notes to applicants:

- a. Please answer all relevant questions.
- b. Please reply in the format described in the application document.
- c. Please retain a copy of your complete submission.
- d. If a joint venture is proposed, all participating demining organisations are to submit the required information.
- e. Project financial data is to be given in US Dollars (\$ USD) unless otherwise requested.
- f. Ensure that all supporting documentation is included with the application.

1. Support documentation checklist

The following documentation should be provided with the application to support the completed accreditation application.

Documentation	Demining Organization					
	International NGOs	International Commercial	Cambodian NGOs	National Commercial	CMAC	RCAF
Memorandum of Understanding with the Ministry of Foreign Affairs or a copy of the letter of request.	•					
A copy of the Ministry of Commerce registration document or a copy of the request for registration.		•		•		
A copy of the Ministry of the Interior registration document or a copy of the request for registration.			•			
Diagram of the international headquarters personnel organization and description.	•	•				
Proposed in-country representation structure diagram and description	•	•	•	•	•	•
Company or Organisations' CV or service history.	•	•	•	•	•	•
Explanation of the organization's capability for project management.	•	•	•	•	•	•
Copy of Standing Operating Procedures relating to proposed activity.	•	•	•	•	•	•
Description of logistic planning procedures	•	•	•	•	•	•
Description of quality management policy and procedures	•	•	•	•	•	•
Description of safety and occupational health policy	•	•	•	•	•	•
Description of associated organisations	•	•	•	•	•	•
Details of existing accreditation's	•	•	•	•	•	•
Financial Statement						
Capital (USD \$)	•	•	•	•	•	•
Annual value of recent demining work in USD \$K (if required)	•	•	•	•	•	•
Demining organization accounts including Assets/Liabilities Analysis	•	•	•	•	•	•
Profit/Loss Account		•		•		
Bankers references	•	•	•	•		
Litigation record	•	•	•	•	•	•
Details of Insurance	•	•	•	•	•	•
Joint Venture Proposals (If applicable)						
Details of partner organization/s	•	•	•	•	•	•
Partner organization/s bankers references						

	•	•	•	•		
Partner organization/s litigation record	•	•	•	•	•	•
Resources – Personnel						
Staff numbers	•	•	•	•	•	•
Details of management experience	•	•	•	•	•	•
Details of proposed project personnel (CV Summaries)	•	•	•	•	•	•
Details of management training programmes	•	•	•	•	•	•
Details of workers skills development programmes	•	•	•	•	•	•
Project planning capability	•	•	•	•	•	•
Details of resources - equipment and facilities	•	•	•	•	•	•
Details of other resources	•	•	•	•	•	•
Details of relevant previous experience - locations and projects	•	•	•	•	•	•
Details of current activities - ongoing relevant projects	•	•	•	•	•	•
Accident records, internal and external accident investigation reports	•	•	•	•	•	•
Relevant supplementary information	•	•	•	•	•	•

2. Structure and organisation

2.1 Demining Organisation Details

Name of Demining Organisation:	
Mailing Address:	
Telephone:	
Fax:	
E Mail:	
Website URL:	
Registered Address:	
MOFA Memorandum of Understanding reference number: <i>(For International NGOs)</i> <i>See notes 1, 2 and 5</i>	
Ministry of Commerce Registration Number: <i>(For commercial organisations)</i> <i>See notes 1, 3 and 5</i>	
Ministry of the Interior Registration Number: <i>(For Cambodian NGOs)</i> <i>See notes 1, 4 and 5</i>	

Note 1: Prior to accreditation by CMAA, organisations should register or make the necessary agreements with relevant departments of the Royal Government of Cambodia.

Note 2: International non-commercial organisations should sign a Memorandum of Understanding with the Ministry of Foreign Affairs. A copy of the MoU or letter of request should be attached to this application.

Note 3: Commercial organisations are required to be registered with the Ministry of Commerce. A copy of the registration document or request for application should be attached to this application.

Note 4: Cambodian NGOs are required to be registered with the Ministry of the Interior. A copy of the registration document or request for application should be attached to this application.

Note 5: Accreditation with CMAA can be carried out concurrently with these processes and accreditation can be granted in the event that the necessary agreements and registrations are obtained.

2.2 Organisational Structure

(Please include a diagram of the international headquarters personnel organisation with the application.)

2.3 Proposed in-country representation

(Please include details of proposed demining organisation structure in-country, including arrangements for sub-contractors or joint ventures).

Do not include full details of Joint Venture organisations. (Complete Section 4 with this information).

2.4 Technical Information

Please give summaries of the demining organisations' experience in the following activities:
See note 5 below

AREA	DETAILS
Years Experience in Demining:	
Specialist Areas	
Explosive Ordnance Disposal:	
Manual Demining:	

Mine Detection Dogs:	
Mechanical Assistance:	
Mine Risk Education:	
Others	

Note 5: In addition to the information above, please include a copy of the company or organisations' CV with this application.

2.5 Project Management Capability

(Include an explanation of the organisation's background capability and methodology for project management).

2.6 Project Planning Capability

(Details of planning processes used to ensure consistency with national policies and priorities set by CMAA and the Provincial Rural Development Committee.)

2.7 Standing Operating Procedures (SOP)

(Include a copy of the demining organisations SOPs relevant to this project, see section 5.11.)

2.8 Logistic planning procedures

(Explain the organisations policy and methodology for logistic planning. This should include details of procurement, equipment evaluation, and maintenance/repair schedules).

2.9 Quality management

(Please explain and provide evidence of the organisation's quality management policy and procedures).

2.10 Safety and occupational health

(Describe and provide evidence to support the organisation's safety and occupational health policy).

2.11 Associated organisations

(This should not include details of Joint Venture proposals, as this is included in Section 4).

2.12 Existing accreditation's

ISO:	
National:	
National Mine Action Authorities: (List current accreditation with other NMAA)	
Other:	

(Submit separate details of the current accreditations held by the organisation including commencement dates, expiry dates if applicable and contact details of accrediting organisations).

3. Financial statement

3.1 Capital in \$US available for project/s in Cambodia

Capital sum:	
Funding source:	
Date authorised:	
Date issued:	

3.2 Annual value of recent demining work (USD)

Project	Location	Current Year	2005	2004	2003	2002	2001	REMARKS

(Submit on separate sheet if required)

3.3 Demining organisation accounts

(Please attach copies of the demining organisation accounts for the three previous financial years. These should include the Profit/Loss Account and Assets/Liabilities Analysis. List and include all attachments).

3.4 Bankers references

(Please list name and address of bankers from whom references can be obtained).

3.5 Litigation record

Please provide the organisation's history of litigation or arbitration from contracts executed in the last six years or currently under execution. Please indicate for each case year, name of employer, cause of litigation, matter in dispute, disputed amount and whether the award was for or against the organisation.

3.6 Insurance

Please provide details of insurance coverage, for staff life, medical and third party liability insurance. If self-insured then provide financial evidence).

4. Joint venture information

(If the organisation intends to enter into a joint venture for the project, please provide the following information, otherwise state "not applicable").

4.1 Details of organisation

Name of Demining Organisation:	
Speciality / Activity:	
Mailing Address:	
Telephone:	
Fax:	
E Mail:	
Website URL:	
Registered Address:	
Charity Registration Number: (For NGOs)	
National Company Registration Number: (For commercial organisations)	

4.2 Bankers references

(Please list name and address of bankers from whom references can be obtained).

4.3 Litigation record

Please provide the organisation's history of litigation or arbitration from contracts executed in the last six years or currently under execution. Please indicate for each case year, name of employer, cause of litigation, matter in dispute, disputed amount and whether the award was for or against the organisation.

5. Resources - personnel

5.1 Staff numbers

(Please indicate the number of staff in each location for the organisation. Projects may be listed by country for ease of compilation).

LOCATION	Management	Technical	Administration	Remarks
Headquarters:				
Project? (International):				
Project? (Indigenous):				
TOTAL				

5.2 Management experience

(Describe the formal qualifications and experience of the HQ management team and list membership of relevant, recognised professional institutes or bodies).

POSITION	NAME	QUALIFICATIONS	EXPERIENCE
CEO / MD			
Operations Manager			
Quality Manager			
Safety Manager			

(Provide the CVs of senior managers and middle managers²)

5.3 Proposed project personnel

(Describe the formal qualifications and experience of the HQ management team and list membership of relevant, recognised professional institutes or bodies).

POSITION	NAME	QUALIFICATIONS	EXPERIENCE <i>(Include previous contracts)</i>
Project Manager			
Technical Advisor			
Quality Manager			
Safety Manager			

5.4 Management training programmes

(Describe and provide evidence to support any organisational management training programmes).

5.5 Employees skills development programmes

(Describe and provide evidence to support the organisation's employee skills development programmes).

² Senior managers are defined as those at country representative and head of department level such as country programme manager, operations manager, head of finance/logistics etc. Middle managers are those who manage sub departments/units in headquarter or field level such as procurement managers, regional managers or demining sub unit managers.

6. Resources – equipment and facilities

(Please indicate the demining equipment and facilities considered by the organisation to be necessary for undertaking the project. Indicate whether this is already in the demining organisation's ownership or will be purchased or hired. Indicate the ownership status of equipment at the completion of project period).

7. Resources - other

(If it is foreseen that any part of the contract will be sub-contracted, state the type of work to be undertaken by the sub-contractor(s) and, if known, give the name and address of the sub-contractor(s) to be used).

Name of sub-contractor:	
Speciality / Activity:	
Mailing Address:	
Telephone:	
Fax:	
E Mail:	
Website URL:	
Registered Address:	
Charity Registration Number: (For NGOs)	
National Demining organisation Registration Number: (For commercial organisations)	

8. Experience – locations and projects

*(List all countries in which work similar to this project has been undertaken)
(The name of the Contracting / Donor Party and Donor Reference MUST be included in the Remarks column):*

Country	Project	Year	Value-\$US	Remarks

9. Experience – relevant ongoing projects

(List all countries in which work similar to this project has been undertaken):

Country	Project	Year	Value-\$US	Remarks

10. Accident record

(List the number of demining incidents/accidents that the organisation have been involved in since the incorporation of the organisation).

(FAILURE TO COMPLETE THIS SECTION ACCURATELY WILL SERIOUSLY PREJUDICE THE ORGANISATION'S ACCREDITATION APPLICATION).

Supporting documentation should be included e.g. copies of internal and external accident reports.

Organisation/ staff member/ sub unit	Year	Country	Fatalities	Injuries	Brief Description

11. Review of Technical SOPs

SER	AREA	Relevant CMAS	ACCEPTABLE		REMARKS
			YES	NO	
1	Introduction, Summary, Amdt Sheet, Dates				
2	Structure of supervision for task sites				
3	Responsibilities of personnel on a task site				
4	Deminer in Lane AND Changeover Drills				
5	Tools & Drills for tripwire feeler in lanes				
6	Actions to be taken when a tripwire is found				
7	Tools & Drills for vegetation cutting in lanes				
8	Tools & Drills for manual prodding in lanes				
9	Tools & Drills for use of metal detectors				
10	Actions to be taken when a mine is found				
11	Procedures for excavation of buried mines				
12	Procedures for remote pulling of mines				
13	Daily destruction of mines and UXO				
14	Methods for survey & marking of mined areas				
15	Diagrams showing typical Task Site layout				
16	Explosives & Demolition procedures				
17	Transport and storage of explosives				
18	Communications & Radio Procedures				
19	Routine for reporting to MAC: Week/Month				
20	Procedures for Handover of Cleared Land				
21	Task Site Safety Routine				
22	Visitor procedures at task sites				
23	Medical Cover & CASEVAC procedures				
24	Quality Control Routine & Procedures				
25	Drills and procedures for the use of MDD				
26	Accident Reporting & Investigation				
27	Drills and Procedures for Mechanical Aids				
28	Drills for Clearance of Buildings				
29	Drills for Clearance of Booby Traps				
30	PPE: Coveralls / Jackets - Helmets / Visors				
31	Metal Detector: Maint / Calibration / Testing				

NOTES BY CMAA QUALITY ASSURANCE AND EVALUATION STAFF

SER	NOTES

12. Guide to accident insurance

Insurance cover for death or permanent total disability for national staff shall be set at a level of three times the workers annual salary.

Lesser injuries may be covered in line with a sliding scale of compensatory payments, (sometimes called “The Continental Scale”) of which an illustrative example follows:

Loss by amputation or permanent loss of use of: -			
		RIGHT	LEFT
a.	One phalange of thumb	10%	8.7%
b.	One thumb	20%	17.5%
c.	One phalange of index finger	5%	4%
d.	Two phalanges of index finger	10%	8%
e.	One index finger	15%	12.5%
f.	One phalange of any other finger	3%	2.5%
g.	Two phalanges of any other finger	6%	5.0%
h.	The whole of any other finger	10%	7.5%
i.	Permanent total loss of use of shoulder or elbow	25%	25%
j.	Permanent total loss of use of wrist	20%	15%
Loss by amputation or permanent total loss of use of: -			
k.	One big toe	10%	
l.	Any other toe	3%	
m.	Permanent total loss of use of hip or knee or ankle	20%	
n.	Removal of lower jaw by surgical operation	30%	
o.	Shortening of at least 5 centimeters of lower limb	15%	
p.	Permanent facial disfigurement to an extent of not less than 5 square centimeters of scar tissue in the area from the hairline to and including the lower jaw and ears	10%	

12.1 Insurance categories

The definitions of the Categories of the Insured Persons are:

- a) Category A - Any person involved in the actual defusing &/or clearance of explosives/ordnance
- b) Category B - Any person who may enter known hazardous/mined areas or handle explosives/ordnance but is not involved in actual defusing &/or clearance of explosives/ordnance.
- c) Category C - Any person who will neither enter known hazardous/mined areas nor handle explosives

12.2 Third Party Liability Insurance

(Please provide details and evidence of third party liability cover)

Such insurance need not necessarily have to be arranged through an insurance broker or company, unless otherwise required by contractual arrangements. Self insurance (underwriting) schemes, provided they are formally constituted on accepted actuarial principles and provide adequate cover, may be an acceptable alternative

13. Other information

(Please add any further information that you consider relevant to the evaluation of your application. If you wish to attach any other documents please list below).

I certify that all information stated in this application is true and complete to the best of my knowledge. I authorize the Cambodian Mine Action Authority to verify the information provided in the application.

I understand that any misstatements may lead to non-accreditation, suspension and/or cancellation of the accreditation.

Signed:

Appointment:

Date:

Annex B

(Informative)

The staffing process for accreditation and licensing

Process description	Responsibility	
	Demining organization	Accreditation / licensing component, CMAA
Submit application for accreditation and/or licensing of demining sub units		
Acknowledge receipt of application		
Conduct desk assessment based on information submitted with application		
Does application and supporting information meet the accreditation and licencing requirements?		d)  → yes no
Notify applicant of additional information needed to process the application		e) 
Applicant provides additional information		f) 
Prepare plan for on-site visits and assesments		g) 
Conduct on-site assessments		h) 
Does demining organisation meet the accreditation and/or licensing requirements?		i)  No Yes
Advise the applicant of corrective action required		j) 
Carry out corrective action to meet accreditation and/or licensing requirements.		k) 
Complete assessments required for accreditation and licencing		l) 
Does demining organisation meet the accreditation and/or licensing requirements?		m)  → yes no
Prepare and sign accreditation and licensing agreement		n) 
Terminate application for accreditation and/or licensing		o) 
Monitor demining organisation and sub units for compliance with the accreditation and license(s)		p) 

Legend

Document		Process		Decision	
Document (multiple)		Multiple responsibility		Connector	

ANNEX C

SCALE OF FEE CHARGED FOR ACCREDITATION AND LICENSE OF PRIVATE COMPANIES

- Fee charged for Accreditation: 1,000.00 USD (one thousand USD) for the 2 years duration started by the issuing date of Accreditation.

- Fee charged for Licensing for the 1 year duration:

Sub-Unit	Fee	Unit	Amount	Total
Manual Clearance	200 USD	1	1	200 USD
Mine Detecting Dog	200 USD	1	1	200 USD
Mechanical Clearance	200 USD	1	1	200 USD
EOD	200 USD	1	1	200 USD
MRE	200 USD	1	1	200 USD