



Cambodian Mine Action Standards

Chapter 3

Monitoring of demining organisations



Secretariat-General
Cambodian Mine Action and Victim Assistance Authority
274 Prah Monivung Blvd, Phnom Penh

Phone/Fax: (885)-23-213-543
Email [samsoutha@camnet.com.kh](mailto:samsotha@camnet.com.kh)

Contents

Contents	a
Introduction.....	1
Monitoring of demining organisations.	2
1. Scope	2
2. General principles	2
3. General requirements	2
3.1. Planning and preparation	2
3.2. Monitoring	2
3.2.1. General	2
3.2.2. Management practices and documentation	3
3.2.3. Worksite safety	3
3.2.4. Medical support	3
3.2.5. Storage, transportation and handling of explosive	3
3.2.6. Investigations of incidents and accidents	4
3.2.7. Equipment.....	4
3.2.8. Clearance activities.....	4
3.3. Reporting	4
3.4. Corrective action.....	4
4. Monitoring component - general obligations.....	4
4.1. General	4
4.2. Organisation	5
4.3. Management system	5
4.4. Independence, impartiality and integrity	5
5. Responsibilities	5
5.1. CMAA's responsibilities	5
5.2. Monitoring component's responsibilities.....	6
5.3. Demining organisation's responsibilities.....	6
5.4. Donor's responsibilities.....	6

Introduction

Quality management of the demining process is achieved through the accreditation and monitoring of demining organisations before and during the clearance process, and by the inspection of cleared land prior to its formal release.

The CMAA will apply external monitoring to confirm that demining organisations are applying their approved management processes and operational procedures in a manner that will result in the safe, effective and efficient clearance of land. Monitoring is, essentially, a passive activity conducted by the CMAA. It will involve observation, recording and reporting.

The aim of this standard is to provide a framework for the implementation of a monitoring system as part of the demining process in Cambodia. The goal is to promote a common and consistent approach to the external monitoring of demining organisations.

Monitoring of demining organisations.

1. Scope

This standard provides guidelines for the implementation of a system for the monitoring of demining organisations in Cambodia.

Although this standard focuses on clearance, the concept of monitoring can be applied to other components of mine action including impact surveys and mine risk education projects.

2. General principles

Monitoring is an essential part of quality management of the clearance process. Together with accreditation and post-clearance inspections, it provides the CMAA with the necessary confidence that the demining organisation has cleared the land in accordance with its contractual obligations, and that the land is safe for its intended use.

To achieve this, monitoring must examine the demining organisation's capability (people, equipment and procedures) and observe how this capability is being applied. External monitoring complements the demining organisations own internal quality management system. It verifies that the demining organisation's quality assurance procedures and internal quality control inspections are appropriate and are being applied – but it does not replace the demining organisation's responsibility for ensuring the application of safe, effective and efficient operational procedures.

Monitoring will also be used, particularly at the beginning of a clearance project as on-site verification, as part of the accreditation and licensing process.

Guidance on accreditation and licensing is given in CMAS 02.

3. General requirements

3.1. Planning and preparation

Site visits by CMAA should be well prepared with the detail on the frequency and form of such visits clearly established with the “monitored” organisation. Prior to any visits the CMAA should have read all relevant documentation including the clearance agreement, accreditation and licensing agreements, documented management practices and operational procedures, reports from previous visits, the results of post-clearance inspections, incident and investigation reports, and all other information which will assist the CMAA develop a plan and programme for its site visit.

Prior to the visit, the CMAA should inform the demining organisation of the objectives and programme, and any preparation required (such as ensuring the availability of certain documents or key staff). The actual date and timings of site visits may be given in advance or visits may be unannounced. The CMAA should carry out a combination of announced and unannounced visits.

3.2. Monitoring

3.2.1. General

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. Such monitoring should be random, non-intrusive and should not interfere with the conduct of planned clearance activities.

On-site monitoring should include:

- a) Visits to management, logistic and administrative offices or facilities including explosive storage areas, medical facilities and equipment maintenance areas
- b) Visits to sub-unit locations including worksites and supporting workplaces
- c) Observing clearance activities, including internal quality assurance and quality control procedures, and the destruction of mines and UXO. This is particularly important if the mines and UXO are being destroyed in bulk away from the worksite
- d) Audit of monitored organisations quality management system
- e) And if appropriate, observing the field-testing and evaluation of equipment.

3.2.2. Management practices and documentation

Monitoring should include the inspection of demining management documentation, for example: qualifications, training records, insurance cover, and general occupational health practices and records. Routine administrative documents and personal information on employees, and information of a classified, sensitive or confidential nature, should not be inspected.

Samples of all documentation and records referred to above should be selected randomly. Samples should be representative of all relevant documentation.

3.2.3. Worksite safety

The provision of a safe working environment includes the design and layout of a clearance worksite by marking hazardous areas, controlling the movement of deminers, visitors and the local population, enforcing safety distances, and providing effective medical cover and casualty evacuation procedures. The worksite procedures shall be consistent with national standards and conducted in accordance with the demining organisation's own SOPs. The CMAA shall assess the suitability of the worksite layout and safety procedures, and should assess how effectively the procedures are being applied. CMAS provides guidance on clearance worksite safety and guidance on the minimum requirements of PPE will be developed.

3.2.4. Medical support

Developing an appropriate medical support capacity requires good planning, well-trained staff and the availability of medical services able to provide effective emergency treatment. The CMAA shall assess the medical support available on site including the qualifications of the medical staff, medical equipment, stores, supplies and drugs provided to the medical staff, and vehicles for casualty evacuation. Documented procedures for treatment and casualty evacuation should be examined. The monitoring department should invite the demining organisation to demonstrate its treatment and casualty evacuation procedures at least once every three months. CMAS provides guidance on the minimum requirements for medical support to clearance operations will be developed.

3.2.5. Storage, transportation and handling of explosive

The provision of a safe working environment includes the safe storage, transportation and handling of explosives and explosive materials. This requires appropriate storage facilities, equipment and vehicles to be made available, and for demining organisations to develop and maintain appropriate procedures. The CMAA shall assess the suitability of the demining organisation's procedures for the safe storage, transportation and handling of explosives, and assess how effectively the procedures are being applied. The CMAA shall also confirm the availability of documented procedures for the accountability and transfer of explosive items and accessories, and confirm that these procedures are being applied. CMAS 04 provides guidance on the safe storage, transportation and handling of explosives.

3.2.6. Investigations of incidents and accidents

The CMAA shall assess the suitability of the demining organisation's procedures for reporting incidents and conducting post-incident investigations. CMAS 05 provides guidance on the minimum requirements for reporting incidents and conducting post-incident investigations.

3.2.7. Equipment

The CMAA shall assess the effectiveness and suitability of equipment. This should include the inspection of a sample of critical equipment (such as mine/UXO detectors), and examining records of equipment maintenance, repairs, upgrades and modifications. Repair facilities and tools should be inspected.

3.2.8. Clearance activities

The CMAA shall observe clearance activities to ensure that they are consistent with the demining organisation's SOPs. Where specialist clearance methods are being used, such as the use of mine detection dogs or mechanical systems, the CMAA shall include staff with the necessary specialist knowledge. CMAS provides additional guidance on the monitoring of projects involving mine detection dogs and the additional guidance on the monitoring of projects involving mechanical assistance equipment will be developed.

3.3. Reporting

Wherever possible, the CMAA representative should debrief the head of the organisation or sub-unit being monitored on site prior to departure, drawing attention to any major concerns, particularly those involving safety.

The CMAA shall prepare and submit a written report within 15 working days of a site visit in accordance with CMAA established procedures. Reports should be copied to the monitored demining organisation. Reports should normally be 'in-confidence' at this stage, especially if they criticise the management and/or operational activities of the demining organisation.

3.4. Corrective action

Any problems identified by the monitoring department shall be addressed by the demining organisation. If the problems are sufficiently serious, the demining organisation shall be invited to present its corrected management or operational procedures to the CMAA, and demonstrate that it is in full compliance with the stated requirements.

4. Monitoring component - general obligations

4.1. General

The Department of Regulation and Monitoring/CMAA is a monitoring component responsible for monitoring, following up, inspecting and evaluating on the process of the implementation of CMAS by all demining operators. The department shall be adequately staffed, equipped and trained to monitor demining organisation's operating in Cambodia, and their sub-units, in an effective and appropriate manner.

The department shall have the necessary documentation that describes its responsibilities, the methods to be used in the monitoring process, and the technical scope of its activities. Within the CMAA, the relationship between the accreditation, licensing and inspection functions shall be clearly defined.

4.2. Organisation

The Regulation and Monitoring Department shall have an organisation 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 monitoring process and who has overall responsibility for ensuring that the monitoring activities are carried out in accordance with CMAS and other relevant technical guidelines. The technical manager should if possible be a permanent employee, but may be a suitably qualified consultant.

The Department shall have a sufficient number of permanent personnel with the range of expertise required to carry out its normal functions.

4.3. Management system

The Regulation and Monitoring Department shall define and document its management system and procedures and shall ensure that its management policy is understood and its procedures are implemented and maintained at all levels in the organisation. Where its systems and procedures affect the conduct of the mine action programme, the working relationship between the body and the demining organisation should be agreed, and form part of the contractual arrangements.

The Department shall establish and maintain procedures for site visits.

The Department shall prepare and maintain records of all site visits, and any information needed to understand and interpret them. All records shall be safely stored for a period of at least five years, held secure and in confidence to the applicant, unless otherwise required by law.

4.4. Independence, impartiality and integrity

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

The Department and its staff shall not engage in any activities that may conflict with their independence of judgement and integrity in relation to their observations, inspections, and evaluations. 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 interested parties shall have access to the services of the Department. The procedures under which the body operates shall be administered in a non-discriminatory manner.

The Department shall ensure confidentiality of information obtained in the course of its activities. Proprietary rights shall be protected.

5. Responsibilities

5.1. CMAA's responsibilities

The CMAA shall:

- a) Establish a system for the monitoring of demining organisations which complements the procedures for accreditation and post-clearance inspections
- b) Develop the national standards and provide technical guidelines for the monitoring of demining organisations

- c) Establish and train a monitoring component.
- d) Oversee the work of the monitoring component, ensure that the monitoring system is being applied in a fair and equitable manner, and that monitoring does not interrupt or delay demining projects
- e) Apply the appeals process detailed on CMAS 02 Accreditation when appeals have been presented by demining organisations.

Ensure appropriate follow-up action is taken on the monitoring component's recommendations.

5.2. Monitoring component's responsibilities

The monitoring component of the CMAA shall:

- a) Carry out the necessary training and development to enable efficient operation as a monitoring department
- b) Develop a monitoring plan and schedule that will allow the department to effectively monitor demining organisations and sub-units efficiently and unobtrusively.
- c) Make available to legitimate interested parties documentation relating to site visits and inspections.

5.3. Demining organisation's responsibilities

The organisation undertaking demining shall:

- a) Apply management practices and operational procedures which aim to clear land to the requirements specified in the clearance contract or other formal agreement in compliance with Cambodian Mine Action Standards.
- b) Ensure that clearance operations are planned in consultation with the CMAA, are consistent with national standards and address national priorities.
- c) Maintain, and make available, documentation, reports, records and other data on demining activities to the monitoring department.
- d) Provide the CMAA with access to all sites, buildings and other facilities that need to be visited as part of the monitoring requirement.

5.4. Donor's responsibilities

When the contract or other formal agreement has been framed by the donor countries, it shall be responsible for including details of the national monitoring requirements. The donor is also responsible to ensure that demining activities are planned in coordination with the CMAA and address defined national policies and priorities.

Phnom Penh Dated 20 October 2005

Secretary General

Signed and Sealed

Sam Sotha