

Cambodian Mine Action Standards

Chapter 2

Organizational Accreditation and Operational License for Mine Action Operators

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Introduction

Organizational accreditation of Mine Action Operator is the procedure by which a mine action organisation is formally recognised as competent and able to plan, manage and implement mine action activities. The Mine Action Operator is required to demonstrate its administrative, financial, legal, management, quality and technical capacity to undertake mine action activities in accordance with the Cambodian National Mine Action Standards (CMAS).

Obtaining an Operational license for Mine Action activity is the procedure to certify the competency of a Mine Action Operator to undertake the specified Mine Action activities in Cambodia. On the basis of documents supplied, the proposed issue of the accreditation and license will be evaluated against meeting all the criteria in this CMAS. This stage includes the evaluation of procedures (including standard operating procedures), equipment, training, internal quality management, logistics, staff composition (gender and diversity) and data management.

Cambodian Mine Action and Victim Assistance Authority (CMAA) requires formal accreditation and issues licenses to Mine Action Operators before they are permitted to start operations in Cambodia. The aim is to confirm that a Mine Action Operator is appropriately established, staffed, and equipped, and has the required systems, procedures and support structures in place, before starting work.

The aim of this standard is to provide a consistent framework for the accreditation and licensing of Mine Action Operators as part of the Mine Action process. The goal is to promote a common and consistent approach to accreditation/licensing.

Organizational Accreditation and Operational License for Mine Action Operators

1. Scope

This standard provides specifications and guidelines for the implementation of a system for organizational accreditation and operational licensing of Mine Action Operators in the Kingdom of Cambodia.

2. Overall aim of quality management

The Accreditation and Licensing procedures specified in this CMAS are a vital part of the CMAA overall Quality Management System. The overall aim of Mine Action quality management (QM) is to provide confidence (to the beneficiary, the Mine Action Operator, the CMAA, the donor and to other interested parties) that quality requirements have been met. Mine Action QM should ensure that documentation is in order, and a system is implemented to make sure that non-conformities are identified, rectified and lessons learned are used to improve the quality of future work.

3. Accreditation general principles and procedures

Accreditation is the procedure by which a Mine Action Operator is formally recognised as competent and able to plan, manage and implement Mine Action activities.

The result of the accreditation process is an accreditation agreement between the CMAA and the Mine Action Operator. The agreement specifies which activities may be carried out and the relevant standards, norms, regulations, quality requirements, methods and processes to be implemented/used. The agreement forms the basis for follow-on monitoring of Mine Action activities.

Accreditation follows the following 2 steps; the requirements are described:

- 1) **Organizational Accreditation:** The Mine Action Operator demonstrates administrative, financial, legal, management, quality and technical capacity. The accreditation is evaluated/assessed on the basis of documents provided by the operator. The first stage of accreditation confirms that the organisation and its staff are competent and able to supply the goods or services, which are to be contracted. Accreditation requires compliance with relevant standards, norms, regulations, and quality requirements. Following a successful assessment, a provisional accreditation certificate would be provided to an operator to allow it to prepare for implementation in the country or to prepare for the second stage (Operational License). Accreditation is granted on the basis that the operator will maintain the stated capacity for the duration of the accreditation.
- 2) **Operational license:** The Mine Action Operator demonstrates that it has the practical and operational ability and competence to undertake the specified mine action activities in the country. On the basis of documents supplied and the proposed implementation will be evaluated against meeting the license criteria as in annex A. This stage includes evaluation/assessment of procedures (standard operating procedures), equipment, training, internal quality management, logistics, staff composition (gender and diversity) and data management. On successful completion of this stage an Operational licence will be issued to the Mine Action Operator allowing them to commence operations. Monitoring of any operational activities will then be implemented by the CMAA.

On-site assessment: When the operator is ready to start work, an on-site assessment is then conducted by the CMAA to ensure that the Mine Action Operator is able to satisfactorily demonstrate that adequate and sufficient people, equipment, materials, processes and procedures are available as described in the operational license. The on-site assessment by the CMAA and accompanied demonstration by the Mine Action Operator should be conducted under realistic conditions. In the case of work in hazardous areas the assessment/demonstration shall take place in an adjacent safe area to ensure compliance before field operations commence in hazardous areas. The assessment/demonstration shall replicate all aspects of normal operations that are to be accredited, and shall include demonstration of emergency procedures as appropriate. The CMAA staff will conduct the assessment and observe the demonstration and record any nonconformities that have been discovered during the course thereof. The CMAA and Mine Action Operator shall then both sign the monitoring form. Once the non-conformities have been addressed successfully to the satisfaction of the CMAA, or upon completion of the assessment (if no non-conformities have been found) then full accreditation shall be issued by the CMAA without delay.

4. General requirements

4.1 Basic considerations

To obtain organizational accreditation and an operational license, a Mine Action Operator must show competence to apply the Cambodian Mine Action Standards (CMAS), and any specific provisions of the CMAA, including national laws and regulations, and financial and insurance requirements. The operator must also demonstrate the ability to implement the approved standards and other provisions in practice. Organizational accreditation and operational license will be for a fixed period. It may be revoked at any time during the validity period if monitoring shows that the Mine Action Operator is no longer meeting the terms of the accreditation.

The CMAA Regulation and Monitoring Department (R&M) will be responsible for accreditation and license processes including documentation, verification, monitoring and assessment etc.

The basic considerations for obtaining, modifying and retaining an organizational accreditation and operational license are that:

- a. Accreditation will only be granted to a Mine Action Operator as long as it remains in conformity with Cambodian Mine Action Standards.
- b. The applicant shall be competent to apply the specific provisions of the Cambodian Mine Action Standards in full.
- c. Operational licenses will only be granted to an accredited operator and its sub-units, that are within the scope of the operational license and are in conformity with Cambodian Mine Action Standards.
- d. Prior to the process of accreditation and license commencing, a Mine Action Operator must demonstrate that it has a commitment and ability to implement Mine Action activities in the Kingdom of Cambodia. Licenses are issued by the CMAA and are specific to the licensed activities. The Mine Action Operator intending to carry out activities outside of the license terms must apply for a modification.

4.2 The accreditation and license process

A summary of the accreditation and license process is shown in outline in Annex D, 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.

4.2.1 Application for accreditation and license

All applications for Accreditation and license shall be submitted to Secretary General of CMAA for review, and for decision making. The Secretary General of CMAA will officially issue accreditation and Licenses to Mine Action Operators based on the Royal Government decision No. 29 SSR dated August 10, 2005.

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

4.3 Mine Action Operator Registration

4.3.1 Introduction

Organizational accreditation to carry out mine action activities in Cambodia is the first step in the overall quality assurance of Mine Action Operators by the CMAA. Accredited operators are acknowledged to have a reliable management and planning structure, qualified staff, sound finances, functioning logistical support, information management capacity, safety policy, gender mainstreaming and environment, freedom from legal encumbrances and a viable quality management system in compliance with national standards. The CMAA shall review the relevant experience and safety record of the operator, in Cambodia and internationally as appropriate, as well as any other relevant factors such as the accreditation of the operator in other mine affected countries or accreditation by internationally recognised quality management authorities. If the accreditation process proves to be successful, the Mine Action Operator will be granted with 2 certificates. The validity of the Accreditation Certificate is 2 years and the validity of the Operational License certificate is 1 year.

4.3.2 Registration

Prior to accreditation by CMAA, operators shall register or make the necessary agreements with relevant departments of the Royal Government of Cambodia. International humanitarian Mine Action Operators shall sign a Memorandum of Understanding with the Ministry of Foreign Affairs. Local Mine Action Operators are required to register with the Ministry of the Interior. Commercial operators are required to register 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 operator has demonstrated a commitment and ability to implement mine action activities in the Kingdom of Cambodia.

4.3.3 Step 1 - Organizational accreditation

The purpose of organisational accreditation is to confirm that the operator has competence and ability to operate as a Mine Action Operator.

Applications to CMAA shall 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. The accreditation committee shall confirm receipt of the application and supporting documents promptly. Having established these basic criteria, the CMAA will grant accreditation to the operators for a period of 2 years. After an initial review the accreditation committee shall, if necessary, ask the applicant to provide further information. 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 organizational structure and the proposed representation in Cambodia.
- c. The operator's Standing Operating Procedures (SOPs).
- d. Financial control procedures.
- e. Relevant formal qualifications and practical experience of the management team relating to the proposed activity.
- f. Declaration of freedom from any outstanding or pending legal liability in the Kingdom of Cambodia.
- g. System of compliance with national information management systems, reporting and mapping.
- h. Management training schemes and employee skills development programs.
- i. Safety and occupational health policy,
- j. Gender mainstreaming and environmental management policy
- k. Insurance cover, both staff medical insurance and third-party liability;
- l. Organization/Company CV detailing all relevant international or national previous or ongoing projects or associated experience.
- m. Details of previous accreditations with any other mine action authorities.
- n. The internal quality management system including procedures for root cause analysis of non-conformities, for ensuring lessons learned, and for continual improvement;

If the accreditation committee found that the relevant requirements for accreditation have not been met, the Mine Action Operator shall be informed of the reasons in writing as soon as possible. Whenever possible, the applicant should be given the opportunity to take corrective action within a deadline agreed by the CMAA. The accreditation committee shall then reconsider the application on the basis of the new information.

If the Mine Action Operator is unable to satisfy the requirements within the agreed deadline then the application shall be terminated and the Mine Action Operator informed of the decision in writing.

When an operator is applying for renewal of an existing accreditation, the results of monitoring during the current or previous phases of the contract should be taken into account. If monitoring has shown that the operator is consistently reaching a good quality standard and there are no substantial changes to the accreditation, then the CMAA should consider a simplified accreditation process or automatic renewal. As long as the application/renewal documents were submitted prior to the expiration date, the accreditation renewal process (supporting document is in annex D) should not require stopping field operations that are in progress unless there are serious concerns about the future quality of work.

4.3.4 Step 2 - Operational license

The purpose of operational license is to confirm that the applicant has the resources, competences and management to perform specific mine action tasks at a specific location. Having established these basic criteria, the CMAA will grant operational license to the operators for a period of 1 year.

All Operational license applications shall be sent to the CMAA and shall be followed by designed to consider the suitability:

- a. Existing organizational accreditation.
- b. The sub-unit(s)'s organisational structure, including its logistic and re-supply system.
- c. Human skills (formal qualifications and experience of its operational and support staff).
- d. Equipment capabilities (equipment performance and supportability).
- e. Worksite safety and occupational health (S&OH) procedures and practices.
- f. Previous operational license obtained by the sub-unit which demonstrate the effectiveness of its operational capabilities.

If the accreditation committee found that the relevant requirements for operational license have not been met, the Mine Action Operator 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 Mine Action Operator is unable to satisfy the requirements for operational license and is unable to take corrective action within a reasonable time, then the application shall be terminated and the Mine Action Operator will be informed.

4.3.5 On-site demonstration

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

The assessments 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 new technology
- e. Observing mine action activities
- f. Assessing operator quality management system

During the on-site demonstration, 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 found that the requirements for accreditation have not been met during the on-site demonstration phase, the Mine Action Operator shall be informed as soon as possible. The non-conformities shall be identified and the required corrective action discussed and agreed between the CMAA and the Mine Action Operator. The Mine Action Operator will then be required to present its corrected operational procedures to the CMAA, and to demonstrate that full compliance with the requirements has been achieved.

If the Mine Action Operator is unable to take corrective action within a reasonable time, then the operational license shall be terminated. When the accreditation committee is satisfied that the requirements have been met, without delay, the operational license would be signed.

4.3.6 Disqualification or termination of an accreditation or license application - Appeals process

Mine Action Operator 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 Mine Action Operator. The Mine Action Operator will then be required to present its corrected management or operational procedures to the CMAA.

If the CMAA found that all the requirements for accreditation have not been met at any stage of the accreditation process, and if the Mine Action Operator is unable to take corrective action within a reasonable time, then the application shall be disqualified or the provisional accreditation shall be terminated. (See clause 4.6.2)

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 Mine Action Operator 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.

Operator's letters of appeal shall be addressed to the Secretary General of CMAA, and should state clearly the reasons why an operator judges a disqualification/termination to be unwarranted. Each point detailed in the notification from the 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 CMAA, and then CMAA shall organise and convene an appeal committee as consisting of the Secretary General of CMAA as Chairperson, Deputy Secretary General in charge of Regulation and Monitoring department as vice chairperson, the Director of Regulation and Monitoring Department vice chairperson, the Director of relevant Department as members, Deputy director of Regulation and Monitoring department in charge of regulation as secretary and the representatives of the mine action operator and/or the private company of the relevant appeal case. The appeal board shall then discuss the points of appeal presented by the mine action operators 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..

4.4 Extending or modifying an accreditation or licence

4.4.1 Modification or changes in the management system

If a Mine Action Operator 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. For this reason, the accredited operator 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.

4.4.2 Modification or changes to operational procedures

In the same way, the accredited operator 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 or techniques. The CMAA shall determine whether the announced changes require 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 operational license are no longer valid, then the CMAA shall require the Mine Action Operator to request a new license as defined in Clause 4.4.3. above.

4.4.3 Increasing the number of mine action sub units using the same SOPs

The accredited Mine Action Operators shall inform the CMAA of any intended increase in the number of its sub units and use the same equipment, techniques and operational procedures then no further action is necessary, provided that the existing management and administrative structures have sufficient capacity to manage the larger operation. This applies to all types of mine action activities, including risk education, victim assistance, non-technical survey, clearance, etc. Otherwise, the CMAA shall require amendment of the operational license.

4.4.4 Monitoring

The CMAA shall monitor the Mine Action Operator and its sub-units to confirm that the management systems and operational procedures are consistent with the terms of the operational license.

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

The CMAA shall inform the accredited operator of the results of all monitoring.

4.5 Suspension and termination of accreditation or licences

4.5.1 Suspension

The CMAA may suspend an organizational accreditation or operational license of a Mine Action Operator or one of its sub-units for a limited period, in the following cases:

- a. If monitoring shows non-compliance, refer to the severity of non-conformity list with the requirements of an accreditation or license procedures
- b. In the case of improper use of the accreditation or license
- c. If monitoring shows that non-critical non-conformities, which have been previously notified, have not subsequently been properly addressed in a timely manner;
- d. In the event of failure to disclose major and significant management or operational changes.

4.5.2 Termination

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

- a. If the accredited operator goes out of business; or
- b. If the accredited operator does not wish to prolong the accreditation or license or
- c. If the requirements such as provisions of standards or laws are changed and the accredited operator will not ensure compliance with the new requirements or provisions; or
- d. If monitoring reveals that non-compliance with the accreditation or license 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.

The Mine Action Operator has the right to appeal against the decision to terminate an accreditation or licence. (See clause 4.3.6)

Before the termination of an accreditation or licence, the CMAA shall determine measures to be taken to re-clear land 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 Mine Action Operator. The responsibilities should be specified in their contract or agreement.

4.7 Obligation for Accreditation and License Fee Charged

The national, international and local humanitarian operators conducting mine action 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.

The commercial Mine Action Operators SHALL register with the Ministry of Commerce and shall have an obligation to pay all fee's charged for Accreditation and Licensing to CMAA with the scale defined by the Royal Government of Cambodia.

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

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

All fees charged for Accreditation and Licensing will be considered as the State's income.

5. 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 Mine Action Operators 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 confidentiality of information collected from its monitoring activities. All right protection shall be preserved.

5.1 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 and license team shall not be released to anyone but the CMAA, although reasons for non-compliance with accreditation and license requirements may be made known to applicants.

5.2 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 to operators.

5.3 Personnel

Within the Accreditation committee, the Director of the Regulation and Monitoring Department is directly responsible for all activities related to the accreditation and licensing as well as the monitoring of quality assurance on all mine action 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.

5.4 Accreditation methods and procedures

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

5.5 Records

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

5.6 Appeals

The CMAA shall establish a fair and impartial system to enable mine action organisations to appeal against decisions of the accreditation and license committee that the organisation considers unfair, or when new evidence comes to light. The appeals system shall include the use of independent arbitration from the international community present in a mine-affected country.

6. Responsibilities

6.1 Cambodia Mine Action and Victim Assistance Authority (CMAA)

- a) establish a system for the accreditation of mine action operators and operations;
- b) specify the national standards and provide written guidelines for the accreditation of mine action operators and operations;
- c) ensure that accreditation does not unnecessarily interrupt or delay mine action projects; and
- d) ensure appropriate follow-up action is taken on the accreditation and license committee's recommendations.
- e) accredit and appoint an accreditation and license committee; and
- f) conduct periodic external quality and financial audits on the accreditation and license committee.
- g) Grant accreditation and license to mine action operators, including sub-units;
- h) process accreditation and license applications promptly so that delays do not impact on the operational effectiveness and efficiency of the applicants. Provisional accreditation should be used if delay cannot be avoided;
- i) work with mine action operators to resolve any issues arising during the accreditation and license process;
- j) establish and maintain an effective and documented quality management system for accreditation and license;

- k) recruit appropriately qualified and experienced accreditation and license staff;
- l) publish current accreditation and license requirements and make them available to all interested parties.

6.2 Mine Action Operators

- a) apply management practices, and quality management and operational procedures which lead to mine action activities that meet or exceed agreed, specified standards and that also meet or exceed requirements specified in the contract, accreditation and license agreement and any other relevant formal agreement;
- b) maintain and make available documentation (including SOPs and other written procedures), reports, records, (including internal monitoring and quality reports), and other data on their staff and activities to the accreditation and license committee;
- c) provide the accreditation and license committee with access to all sites, buildings and other facilities, which need to be visited as part of the accreditation and license requirement.
- d) agree with the donor (or client) a system for accrediting mine action activities; and

6.3 Donors

When a contract or other formal agreement has been written by a donor organisation, the donor organisation shall be responsible for including details of the national accreditation and license requirements by CMAA.

Phnom Penh, 23, Nov 2020

 SECRETARY GENERAL

Prum Sophakmonkol

Annex: A - Application form for accreditation and license

Annex: B - Application form for Renew License

Annex: C - Accreditation Component

Annex: D - Flow Chart Accreditation Process

Annex: E - Scale of Charge for Accreditation and License

Annex: A - Application for Accreditation

Application for Accreditation

To: The Secretary General of the Cambodian Mine Action Authority

Project Reference: _____

Name of Mine Action Operator
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 Mine Action Operators 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.
- g. Support documentation checklist

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

1 Support documentation checklist

| Documentation | Mine Action Operator | | | | |
|---|------------------------|--------------------------|----------------------|---------------------|-------------------|
| | International Operator | International Commercial | Local Operators NGOs | National Commercial | National Operator |
| 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 operator'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 operators | • | • | • | • | • |
| Details of existing accreditation's | • | • | • | • | • |

| | | | | | |
|---|---|---|---|---|---|
| Financial Statement | | | | | |
| Capital (USD \$) | • | • | • | • | • |
| Annual value of recent Mine Action work in USD \$K (if required) | • | • | • | • | • |
| Mine Action operator accounts including Assets/Liabilities Analysis | • | • | • | • | • |
| Bankers references | • | • | • | • | |
| Litigation record | • | • | • | • | • |
| Details of Insurance | • | • | • | • | • |

| | | | | | |
|--|---|---|---|---|---|
| Joint Venture Proposals (If applicable) | | | | | |
| Details of partner organization/s | • | • | • | • | • |
| Partner operator/s bankers references | • | • | • | • | |
| Partner operator/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 organization

2.1 Mine Action Operator Details

| | |
|--------------------------------------|--|
| Name of Mine Action Operator: | |
| Mailing Address: | |
| Telephone: | |
| Fax: | |
| E Mail: | |

| | |
|--|--|
| Website URL: | |
| Registered Address: | |
| MOFA Memorandum of Understanding reference number: <i>(For International Operators)</i> <i>See notes 1, 2 and 5</i> | |
| Ministry of Commerce Registration Number: <i>(For commercial operators)</i> <i>See notes 1, 3 and 5</i> | |
| Ministry of the Interior Registration Number: <i>(For Local operator)</i> <i>See notes 1, 4 and 5</i> | |

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

Note 2: International humanitarian operators 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 operators 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: Local operators 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: Organizational 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 Organizational Structure

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

2.3 Proposed in-country representation

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

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

2.4 Technical Information

Please give summaries of the Mine Action Operators' experience in the following activities:

See note 5 below

| AREA | DETAILS |
|--|---------|
| Years' Experience in Mine action: | |
| Specialist Areas | |

| | |
|---|--|
| | |
| Explosive Ordnance Disposal: | |
| Manual Demining: | |
| Mine Detection Dogs: | |
| Mechanical Assistance: | |
| Explosive Ordnance Risk Education: | |
| Others | |

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

2.5 Project Management Capability

(Include an explanation of the operator'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 Mine Action Operators 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 operator's quality management policy and procedures).

2.10 Safety and occupational health

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

2.11 Associated organizations

(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 operator including commencement dates, expiry dates if applicable and contact details of accrediting operator).

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 mine action activity (USD)

| Project | Location | Current Year | 2017 | 2018 | 2019 | 2020 | 2021 | REMARKS |
|----------------|-----------------|---------------------|-------------|-------------|-------------|-------------|-------------|----------------|
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

(Submit on separate sheet if required)

3.3 Mine Action Operator accounts

(Please attach copies of the Mine Action Operator 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 operator'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 operator intends to enter into a joint venture for the project, please provide the following information, otherwise state "not applicable").

4.1 Details of organization

| | |
|---|--|
| Name of Mine Action Operator: | |
| 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 operator'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 managers¹)

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 (Include previous contracts) |
|--------------------------|-------------|-----------------------|---|
| 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).

1. Resources – equipment and facilities

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

2. 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: | |

¹ 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.

| | |
|--|--|
| Charity Registration Number: (For NGOs) | |
| National Mine Action Operator Registration Number: (For commercial operators) | |

3. 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 |
|---------|---------|------|----------------|---------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

4. Experience – relevant ongoing projects

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

| Country | Project | Year | Value- \$US | Remarks |
|---------|---------|------|----------------|---------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

5. Accident record

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

(FAILURE TO COMPLETE THIS SECTION ACCURATELY WILL SERIOUSLY PREJUDICE THE OPERATOR'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 |
|--|------|---------|------------|----------|-------------------|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

6. 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 |
|-----|-------|
| | |
| | |
| | |
| | |

7. 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% |

Insurance categories

The definitions of the Categories of the Insured Persons are:

- m) Category A - Any person involved in the actual defusing &/or clearance of explosives/ordnance
- n) 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.
- o) Category C - Any person who will neither enter known hazardous/mined areas nor handle explosives

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 (under-writing) schemes, provided they are formally constituted on accepted actuarial principles and provide adequate cover, may be an acceptable alternative

8. 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 – Application for Renew License

Renew License

Supporting documents are required to renew license as following:

| Documentation | Renew Accreditation | Renew License | Remark |
|---|---------------------|---------------|-------------------------|
| Memorandum of Understanding with the Ministry of Foreign Affairs or a copy of the letter of request | • | | International operator |
| A copy of the Ministry of Commerce registration document or a copy of the request for registration. | • | | Commercial company |
| A copy of the Ministry of the Interior registration document or a copy of the request for registration. | • | | National/Local operator |
| Organization structure | • | | |
| Copy of Standing Operating Procedures relating to proposed activity. | • | • | If any update |
| Copy of existing accreditation | • | | |
| Copy of existing license | | • | |
| Demining Tools/Teams | • | • | |
| Annual budget by donors (USD \$) | • | | |
| Total staff number | • | • | |

Annex: C - Accreditation committee - responsibilities and obligations

Accreditation committee - responsibilities and obligations

1. General

In order to ensure the process of Accreditation and License to all Mine Action 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 action operations and the inspection of the released land in Cambodia.

Accreditation and License committee shall compose of:

- Secretary General of CMAA: Chairperson
- Deputy Secretary General in charge Regulation and Monitoring of CMAA: Vice chairperson
- Director of Regulation and Monitoring Department/CMAA: Vice chairperson
- Director of relevant department: Secretary
- Deputy director of Regulation and Monitoring department in charge of regulation: Secretary

2. Role and Responsibility of the committee

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

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 Licensing to all Mine Action Operators conducting mine action operations in Cambodia.

2.2 Deputy Secretary General in charge of regulation and monitoring department:

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 Licensing of Mine Action Operators conducting mine action operations in Cambodia.

2.3 Director of Regulation and Monitoring/CMAA:

Acting as vice chairperson of the Accreditation and License committee he/she is responsible for preparing all comments to the Secretary General of CMAA or his/her duty on all application for Accreditation and License to Mine Action Operators conducting mine action operations in Cambodia. Moreover, the Director of Regulation and Monitoring CMAA is responsible for following up and directly supervising the Accreditation and license Committee or the technical team in matters of quality management before the issuance of the Accreditation and License to Mine Action Operators.

2.4 Director of Relevant Department/CMAA:

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

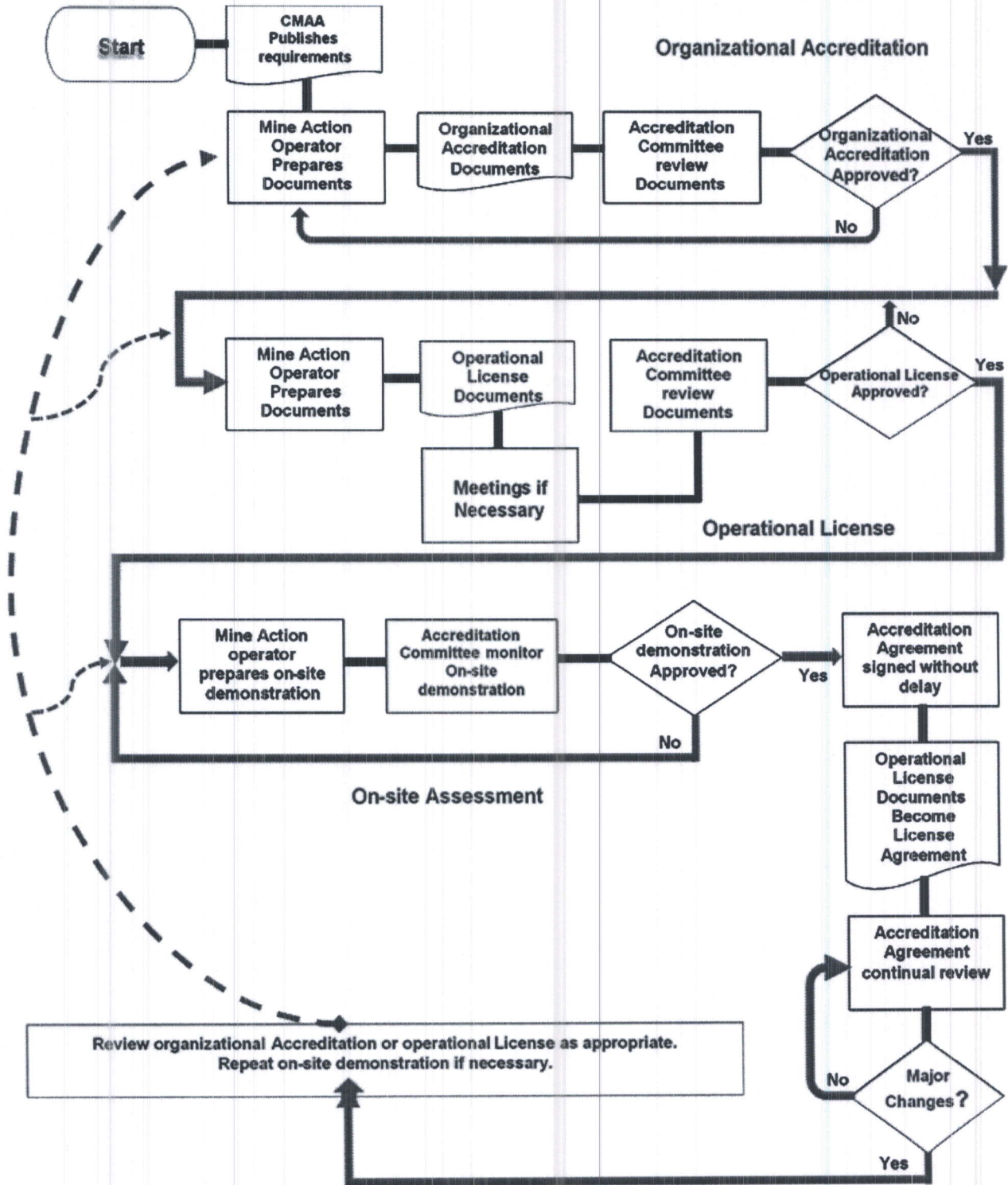
2.5 Deputy director of Regulation and Monitoring department in charge of regulation:

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 the director on all applications for Accreditation and License to Mine Action Operators conducting mine action operations in Cambodia. As Chief of the technical team he/she is acting as the assistant to the Secretary General during the monitoring inspections and evaluations of Mine Action Operators in the field and all and any affairs related to the Accreditation and Licensing of Mine Action Operators conducting mine action operations in the Kingdom of Cambodia.

The Regulation and Monitoring Department is a sole department responsible for implementing of all technical procedures, investigations, monitoring, inspections and evaluations, on behalf of the Committee, in relation to all Mine Action Operators 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 License procedure to the Mine Action Operators conducting mine action operations in Cambodia.

Annex: D - Flow chart for accreditation process

Flow chart for accreditation process



Annex: E - Scale of Fee Charged for Accreditation and License

SCALE OF FEE CHARGED FOR ORGANIZATIONAL ACCREDITATION AND OPERATIONAL LICENSE OF PRIVATE COMPANIES

- Fee charged for Accreditation: 4,000,000 Riel (four hundred thousand riel) for the 2 years duration started by the issuing date of Accreditation.
- Fee charged for License for the 1 year duration:

| Sub-Unit | Fee | Unit | Amount | Total |
|-------------------------|-------------|------|--------|-------------|
| Manual Clearance | 1,000,000 R | 1 | 1 | 1,000,000 R |
| Animal Detecting System | 1,000,000 R | 1 | 1 | 1,000,000 R |
| Mechanical Clearance | 1,000,000 R | 1 | 1 | 1,000,000 R |
| EOD | 1,000,000 R | 1 | 1 | 1,000,000 R |
| EORE | 1,000,000 R | 1 | 1 | 1,000,000 R |
| ERW Museum | 1,000,000 R | 1 | 1 | 1,000,000 R |