

Project Final Report for Professional Services Advancement Support Scheme (“PASS”)

1. Project Details

- 1.1 Project Reference No.** : PS171004
- 1.2 Project Title** : Promoting Hong Kong as a Venue to Mediate International Trade Disputes and Enhancing the Effectiveness of Mediation as an Alternative Dispute Resolution Method
- 1.3 Grantee** : Joint Mediation Helpline Office (JMHO)
- 1.4 Collaborating Organisation(s)** : (i) Hong Kong Bar Association
(ii) Chartered Institute of Arbitrators (East Asia Branch)
(iii) Hong Kong International Arbitration Centre – Hong Kong Mediation Council
(iv) The Law Society of Hong Kong
(v) Hong Kong Mediation Centre Limited
(vi) Hong Kong Trade Development Council
(vii) The Hong Kong University of Science and Technology
- 1.5 Implementation Agent(s)** : N.A.
- 1.6 Sponsoring Organisation(s)** : (i) Hong Kong Legal Training Institute
(ii) Hong Kong Institute of Surveyors
- 1.7 Consultant(s)** : N.A.
- 1.8 Project Co-ordinator** : (Name) Antony MAN
(Post title) Chairman
- 1.9 Deputy Project Co-ordinator** : (Name) CHAN Bing-woon
(Post title) Advisor
- 1.10 Project Period (duration)** : from 01/11/2017 to 30/06/2019 (20 months)
- 1.11 Major Beneficiary Sector(s)** : Legal services
- 1.12 Approved PASS Grant (HK\$)** : 664,000

2. Project Implementation

2.1 Project Summary

(Please give a summary of the project including objectives, deliverables and target professional service sectors within 100 words.)

The project aims to enhance the external competitiveness of Hong Kong mediation services by –

1. conducting a research to study the receptiveness of companies in using mediation as a method to resolve international trade disputes and its implications;
2. disseminating the research findings and practical knowledge on mediation for international disputes; and
3. promoting Hong Kong mediation services to the Belt and Road regions through the set-up of exhibition booths at local and overseas Belt and Road related exhibitions/ trade shows.

2.2 Project Deliverables

(Please compare the actual results achieved with the agreed targets for each item.)

Agreed Targets		Actual Results Achieved (Please submit copies of all relevant supporting materials, e.g. proceedings, attendance records.)	
Date / Deliverables (with quantity)	Beneficiaries (estimated no. of local / non-local participants)	Date / Deliverables (with actual quantity)	Beneficiaries (actual no. of local / non-local participants)
01/02/2018 to 31/10/2018 Two exhibition booths at Belt and Road exhibitions/ trade shows	Around 11 000 visitors/ exhibitors of commercial sectors, including 2 400 visitors for exhibition in Hong Kong and 8 600 visitors for exhibition in Singapore	<u>Completed:</u> 28/06/2018 One exhibition booth at Belt and Road Summit in Hong Kong 18-20/10/2018 One exhibition booth at FLAsia in Singapore	Around 5 000 government officials and business leaders from 55 countries and regions 7 188 visitors from 10 countries (For total participants: 111% of the target met)
01/02/2018 to 30/06/2019 One research project	Questionnaires to be sent out to 800 – 1 000 local and overseas corporations/ companies (expected feedback rate is 10% (i.e. 80 – 100 estimated no. of participants)	<u>Completed:</u> 01/02/2018 to 30/06/2019 One research project	92 sets of questionnaires were collected (For total participants: 100% of the target met)
01/02/2018 to 31/03/2019 One to three case studies (include company visits)	1-3 cases of participating interviewees / companies in Hong Kong)	<u>Completed:</u> 04/09/2018 10/12/2018 25/04/2019 Three case studies	3 companies in Hong Kong (For total participants: 100% of the target met)
01/01/2019 to	Around 2 000 Hong Kong	<u>Completed:</u>	1 862 Hong Kong mediators

Agreed Targets		Actual Results Achieved <i>(Please submit copies of all relevant supporting materials, e.g. proceedings, attendance records.)</i>	
<i>Date / Deliverables (with quantity)</i>	<i>Beneficiaries (estimated no. of local / non-local participants)</i>	<i>Date / Deliverables (with actual quantity)</i>	<i>Beneficiaries (actual no. of local / non-local participants)</i>
31/03/2019 One research report (60-80 pages in English)	mediators and 1 000 commercial entities in Hong Kong and overseas	28/06/2019 One research report (68 pages in English)	and 937 commercial entities in Hong Kong and overseas Browsers on internet (For total participants: 93% of the target met)
01/04/2019 to 30/06/2019 Two seminars	100 mediators in Hong Kong	<u>Completed:</u> 21/06/2019 28/06/2019 Two seminars	45 mediators in Hong Kong (For total participants: 45% of the target met)

2.3 Project Promotion and Dissemination

(Please compare the actual means used / outcomes with the agreed activities for each item.)

Agreed Activities	Actual Means Used / Outcomes <i>(Please submit copies of all relevant supporting materials, e.g. posters, leaflets, invitation letters, publications, website printouts, dissemination e-mails, newsletters, feedback surveys and analysis.)</i>
(a) For Project Promotion:	
Promotion at exhibition	Leaflets for promoting the mediation in Hong Kong were prepared and distributed at the exhibition booths.
Promotion advertisements for research and case studies to facilitate collection of questionnaires and arrangement of research interview	eDM was designed and sent out to target companies.
Design and disseminate the seminar flyer for promotion	Flyers for the enrolment of seminars were prepared and distributed through eight member organisations and corporations/companies through collaborating organisations.
(b) For Dissemination of Project Deliverables:	
To publish Research Report on JMHO's website and circulate to the mediators through eight member organisations and corporations/companies through collaborating organisations	The Research Report was published on JMHO's website (https://www.jointmediationhelpline.org.hk/pdf/PASS2019Report.pdf) and circulated to the mediators through eight member organisations and corporations/companies through collaborating organisations.
To send email to notify the commercial companies on the findings of research and case studies via JMHO database/	eDM for the release of research and cases studies has been sent to the commercial companies.

Agreed Activities	Actual Means Used / Outcomes <i>(Please submit copies of all relevant supporting materials, e.g. posters, leaflets, invitation letters, publications, website printouts, dissemination e-mails, newsletters, feedback surveys and analysis.)</i>
collaborating organisations	
To conduct seminars for disseminating the results of the research project	Two seminars were conducted.
To conduct feedback survey to assess the effectiveness of the seminars	Feedback survey was conducted to assess the effectiveness of the seminars.

3. Achievements and Grantee's Evaluation of the Project

3.1 Number of participants and eligible beneficiaries

Project Deliverables	Eligible Number of Beneficiaries (if known)
(i) Two exhibition booths at Belt and Road exhibitions/ trade shows	Around 5 000 government officials and business leaders from 55 countries and regions for Hong Kong exhibition; 7 188 visitors from 10 countries for Singapore exhibition
(ii) One research project	92 sets of questionnaires were collected
(iii) One to three case studies	3 companies in Hong Kong
(iv) One research report	1 862 Hong Kong mediators and 937 commercial entities in Hong Kong and overseas, Browsers on internet
(v) Two seminars	45 mediators in Hong Kong

3.2 Feedback from participants / users / professional services sectors

Many corporations indicated that they have never used mediation to resolve disputes. One main reason of not using mediation is that they do not know about mediation.

For those who have used mediation to resolve disputes, many of them are willing to continuously adopt mediation as a preferred way of settling their disputes (local and international) in future.

For the seminars, a total of 26 evaluation forms were received from the attendees. 100% respondents rated the seminars as fair to excellent.

3.3 Dissemination of project deliverables to relevant professionals

The questionnaires were distributed to visitors and exhibitors of the exhibitions.

Interviews were conducted by JMHO's consultants during company visits on a voluntary basis.

The findings of this project were summarized in a report. The report was published on JMHO's website, which is open to public, and disseminated to professionals of mediation industries and commercial industries by email circulation.

Two seminars were organised to disseminate the results to the mediators in Hong Kong.

3.4 PASS and other objectives reached *(May choose more than one)*

- ☒ Increasing the exchanges and co-operation of Hong Kong's professional services with their counterparts in external markets
- ☒ Promoting relevant publicity activities
- ☒ Enhancing the standards and external competitiveness of Hong Kong's professional services
- ☐ Others

Please elaborate on how the objective(s) was/were met:

By setting up the exhibition booths at Belt and Road Summit in Hong Kong and FLAsia in Singapore, JMHO reached more than 11 000 visitors which came from local and overseas and promoted the advantage and professional of mediation services in Hong Kong.

A research report has been complied with the in-depth study on the use and competitiveness of mediation in Hong Kong. The case studies identified the effectiveness of mediation, and raised the awareness from the commercial companies on adopting mediation for commercial disputes resolution.

3.5 Overall achievements of the project

By setting up booths, company visits and collecting completed questionnaires from companies, a better grasp of Hong Kong's mediation industry has been achieved.

Targeted measures were suggested on the report to promote Hong Kong as a venue to mediate international trade disputes and enhance the effectiveness of mediation as an alternative dispute resolution method.

The report was disseminated not only to mediators but also commercial entities in Hong Kong. It is believed that the free provision of the report will encourage mediation users to review the effectiveness of Hong Kong mediation, increase their confidence in using mediation, and provide mediators with a general understanding of mediation users' opinions on certain issues concerning mediation.

The Project Final Report is prepared by the Grantee.