

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

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**1. Project Details**

- 1.1 Project Reference No.** : PS191005
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- 1.2 Project Title** : Elevating Professional Standards of Mediators, Reaching Out to the Greater Bay Area
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- 1.3 Grantee** : Hong Kong Institute of Mediation Limited (HKIM)
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- 1.4 Collaborating Organisation(s)** : Hong Kong Mediation Council (HKMC)
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- 1.5 Implementation Agent(s)** : N.A.
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- 1.6 Sponsoring Organisation(s)** : N.A.
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- 1.7 Consultant(s)** : N.A.
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- 1.8 Project Co-ordinator** : (Name) Roy CHENG  
(Post title) Director
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- 1.9 Deputy Project Co-ordinator** : (Name) Cindy FONG  
(Post title) Executive Committee Member
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- 1.10 Project Period (duration)** : from 01/10/2019 to 28/02/2021 ( 17 months)
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- 1.11 Major Beneficiary Sector(s)** : Legal Services
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- 1.12 Approved PASS Grant (HK\$)** : 280,000
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## 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 was planned with the following objectives:

- Invite Hong Kong mediators to share and exchange their mediation experience and practices with their counterparts in the Greater Bay Area (GBA);
- Enhance the mediation knowledge and competence of Hong Kong mediators through exchanges; and
- Promote Hong Kong's mediation services and practices to the potential users in the GBA.

Project deliverables to benefit Legal Services and Arbitration and Mediation Services sectors include:

1. One online exchange meeting in Hong Kong to increase exchanges between Hong Kong mediators and their counterparts in the GBA;
2. Two online workshops in Hong Kong on advanced mediation techniques
3. One online visit to Guangzhou to promote Hong Kong's mediation services and explore potential industry sectors for mediation services

### 2.2 Project Deliverables

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

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>
03/12/2019  One exchange meeting	100 professionals (including 65 local professionals from legal and other sectors, and 35 non-local professionals)	19/10/2020  One online exchange meeting	200 professionals (including 178 Hong Kong professionals and 22 non-local professionals)  (For Hong Kong professionals: 274% of the target met)

<b>Agreed Targets</b>		<b>Actual Results Achieved</b> <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>
04/12/2019  Two 3-hour workshops	60 local mediators  (30 local mediators per workshop)	11/08/2020 and 13/08/2020 (1.5-hour each)  27/08/2020  Two 3-hour workshops	106 Hong Kong mediators (For Hong Kong professionals: <b>177%</b> of the target met)
01/07/2020 - 31/07/2020  One 2-day visit to Guangzhou	15 local mediators	08/12/2020  One 1-day online visit to Guangzhou	24 participants (including 18 Hong Kong mediators and 6 non-local participants)  (For Hong Kong professionals: <b>120%</b> of the target met)
01/09/2020 - 30/09/2020  One report on the project outcomes	Browsers on internet	26/05/2021	Browsers on internet

### 2.3 Project Promotion and Dissemination

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

<b>Agreed Activities</b>	<b>Actual Means Used / Outcomes</b> <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>
<b>(a) For Project Promotion:</b>	
<b>(i) One Exchange Meeting</b>	
<ul style="list-style-type: none"> <li>To issue invitation letters and distribute promotional leaflets for the exchange meeting to GBA and Hong Kong target participants by email</li> <li>To promote the exchange meeting via HKIM's website</li> </ul>	<ul style="list-style-type: none"> <li>Issued invitation emails and distribute promotional e-leaflet for the exchange meeting to potential organizations in Hong Kong, Guangzhou and overseas.</li> <li>Publicised promotional e-leaflet on HKIM's website.</li> </ul>

<p align="center"><b>Agreed Activities</b></p>	<p align="center"><b>Actual Means Used / Outcomes</b> <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></p>
<p><b>(ii) Two 3-hour Post Symposium Workshops</b></p>	
<ul style="list-style-type: none"> <li>• To issue invitation letters and distribute promotional leaflets for the post symposium workshops to HKMAAL accredited mediators</li> <li>• To promote the post symposium workshops via HKIM’s website</li> </ul>	<ul style="list-style-type: none"> <li>• Issued invitation emails and distribute promotional e-leaflets for the two 3-hour post symposium workshops to HKMAAL accredited mediators.</li> <li>• Publicised promotional materials for two 3-hour post symposium workshops on HKIM’s website.</li> </ul>
<p><b>(iii) Visit to Guangzhou</b></p>	
<ul style="list-style-type: none"> <li>• To issue invitations and distribute promotional information for the visit to HKMAAL accredited mediators</li> </ul>	<ul style="list-style-type: none"> <li>• Issued invitation emails and distribute promotional information to the people showed interest in physical Guangzhou visit and data bank connected from Exchange Meeting.</li> <li>• Invited five professional organizations in Guangzhou to participate including Zhong Lun Law Firm, Guangzhou Arbitration Commission, Jinan University Law School and Intellectual Property School, Huashang Education Group and Guangzhou Intellectual Property Court.</li> </ul>
<p><b>(b) For Dissemination of Project Deliverables:</b></p>	
<ul style="list-style-type: none"> <li>• Producing a report on the outcome and findings of the exchange meeting, post symposium workshops and visit</li> <li>• E-copy of the report on the findings of the exchange meeting, workshops and visit - <ul style="list-style-type: none"> <li>(i) Upload onto HKIM’s website; and</li> <li>(ii) Notify HKIM’s members and organisations on the contact list of the release of the online report</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Produced a final report on the outcome and findings of the Project. Final report was uploaded on HKIM’s website. <a href="https://www.mediate.org.hk/files/ugd/570bb1_7545c02d69b84911bd969b9f0fb5890e.pdf">https://www.mediate.org.hk/files/ugd/570bb1_7545c02d69b84911bd969b9f0fb5890e.pdf</a></li> <li>• Publicize all deliverables on HKIM’s website and advise HKIM members on the achievement. <a href="https://www.mediate.org.hk/copy-of-events-2020">https://www.mediate.org.hk/copy-of-events-2020</a></li> <li>• Notified HKIM’s members and organisations on the contact list of the release of the online report by email.</li> </ul>

### 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) One exchange meeting	178 Hong Kong professionals
(ii) Two 3-hour post symposium workshops	106 Hong Kong mediators
(iii) One visit to Guangzhou	18 Hong Kong mediators
(iv) One report on the project outcomes	Browsers on internet

#### 3.2 Feedback from participants / users / professional services sectors

For the one exchange meeting:

- 91 participants gave feedback on evaluation form. 96.7% rated 'Totally Agree' or 'Agree' that they were satisfied with the activity. 75.8% of feedback showing participants were willing to be included in the data bank for future networking and professional development.

For the two 3-hour post symposium workshops:

- 42 participants of the workshop conducted on 11 and 13 August 2020 gave feedback on evaluation form. 100% rated 'Totally Agree' or 'Agree' that they were satisfied with the activity;
- 39 participants of the workshop conducted on 27 August 2020 gave feedback on evaluation form. 100% rated 'Totally Agree' or 'Agree' that they were satisfied with the activity.

For the one visit to Guangzhou

- 8 participants gave feedback on evaluation form. 100% rated 'Totally Agree' or 'Agree' that they were satisfied with the activity.

#### 3.3 Dissemination of project deliverables to relevant professionals

A data bank for Hong Kong, GBA & overseas professional connection was established.  
Final Report on the project outcomes was uploaded on HKIM's website  
([www.mediate.org.hk/copy-of-events-2020](http://www.mediate.org.hk/copy-of-events-2020)).

#### 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:

Hong Kong professionals had the opportunities to exchange views with GBA and Overseas professionals in exchange meeting, workshops and the visit to Guangzhou. Hong Kong mediation development and practices were introduced in the visit to Guangzhou. GBA professionals are interested in future connection to learn more. All deliverables also gave Hong Kong professionals an open-eye opportunity on overseas and China market and standards.

### **3.5 Overall achievements of the project**

Overall planned objectives of the project were achieved / overachieved and are supported by the following:

- (a) Shoot over the agreed target in terms of number of beneficiaries in all deliverables;
- (b) Agreed professional data bank was successfully built for future physical and on-line connection;
- (c) Guangzhou Arbitration Commission invited HKIM to sign a Memorandum of Understanding for future co-operation, this was beyond the project scope and expectation.

**The Project Final Report is prepared by the Grantee.**