

SMART Myanmar

SMEs for environmental Accountability, Responsibility and Transparency
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About:

The SMART Study Mission –organized by t+m - aimed to familiarize the participants with best practices in policy development, services as well as advocacy strategies regarding issue pertaining to sustainable consumption and production (SCP), corporate social responsibility (CSR) and social dialogue in Germany and Europe.

After the chosen delegates (list included below), accompanied by t+m representative of the project Juliane Schroeder, have spent a working week visiting several organisations (listed below) in Germany, the chosen delegates have been invited to share the experiences (lesson learnt) and way forward (back home action plan) of their co-operation with SMART Myanmar during this wrap up session.

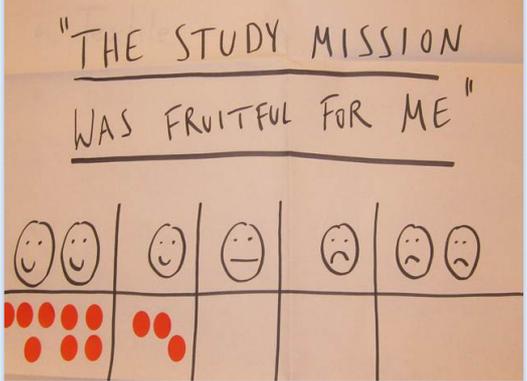
Results:

The results of the Study Mission and the wrap up session have been attached below.

Delegates for the Study Mission to Germany

No.	Name	Position	Organization/ Company
1.	U Aung Soe	Deputy Director General, Department of Trade Promotion	Ministry of Commerce
2.	Daw Tin Aye Han	Director of the Directorate of Company Administration (DICA)	Ministry of National Planning and Economic Development
3.	Das Aye Aye Win	Director, Central Department of SME Development	Ministry of Industry
4.	U Kyaw Kyaw Tun	Assistant Director, Factories and General Labour Law Department	Ministry of Labor, Employment and Social Security
5.	Dr. Sein Maung	Vice President	MBA (Myanmar Banks Association, First Private Bank Ltd.
6.	U Myint Soe	Chairman	MGMA (Myanmar Garment Manufacturers Association), Chindwin Co. Ltd.
7.	Daw Khine Khine	Joint Secretary General	UMFCCI (Union of Myanmar Chambers of Commerce and Industry)/ MGMA, best Industrial Co. Ltd.
8.	U Aung Zaw Oo	Joint Secretary General	UMFCCQ, Aung Thit Sar Trading Co. Ltd.
9.	Daw Htay Htay Aye	Treasurer	MGMA, Thiri Sandar Co-Op
10.	Daw Yin Yin Htay	Board Member	MGMA, Rising White Tiger Co. Ltd.
11.	U Sai Maung	Board Member	MGMA, Rising White Tiger Co. Ltd.



28. March - Wrap up session		Information (I), Decision (D), Results (R)
05:30 pm	Welcome remarks + Introduction	
05:35 pm	<p>LOOKING BACK (Flipchart) Group question: "The Study Mission was fruitful for me." Categories: 😊😊 😊 😐 😐 😐😐</p>	<p>Results (R) :</p> 



"It was a very inspiring trip. It helped us to coordinate yourselves better between the private sector organisations and the public sector."
Khine Khine Nwe

"It was a fascinating experience to make all these new contacts and to get such fruitful information for our future steps."
Participant of the study tour

05:40pm

GROUP WORK (brown paper)
 1) Government Officials (Ministries)

- **“Back Home Action Plan: What are concrete plans to implement the lessons learned?”**

Institution	Action Point	Time Frame	Resources	Results
MOC	Information Exchange	2014 April	Govt + PPP	Trade Information Centre
MNPED	BIT Investment Protection Agreement	2014 August	Govt + Private (UMFCCI)	To promote investment from Germany in Myanmar
MOI	Workshop with exchange idea & knowledge	2014 September	Govt + PPP	Consumer choice
MOLES	OSH (Occupational Safety & Health)	2014 April - 2015 March	GFLID + MGMA	Good workplace environment (safety workplace)

- **“Which best practices/ lessons learned are discovered?”**

Agencies Visited	Best Practices/ Lesson Learned
BG Etem	BG Etem
GFA/GIZ	Awareness of Energy Efficiency for the cost reduction environmental With GFA consulting: GIZ
IG Metall	To get knowledge about the insured worker's OSH inspection
Oeko-Tex	
Federation of German Consumer Organization	Provide the awareness by publication && holding workshop "Consumer Protection & Health Products"
Ministries	Federal Ministry of Economic Affair & Energy -Industrial Policy -Social market -Foreign trade promotion policy- step to promote bilateral trade relation CSR OECD guiding principles National Contact Point (formation of)
	-Workshop on implementation for Medration Process for policy environment With National Contact Point of OECD

5:45 pm	GROUP WORK (brown paper) 2) MGMA/UMFCCI
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- “Back Home Action Plan: What are concrete plans to implement the lessons learned?”

Institution	Action Point	Time Frame	Resources	Results
MBA	Implementation of Green financing	2 years	Vice President	
UMFCCI	CSR in EU context (In Germany) - SME context - Code of conduct of MGMA - Labor market relation/ promotion - Social value - Awareness increasing - CSR prize (Award system) - Vocational training	1 year	MGMA Members	Social & Economic Improvement
MGMA				

- “Which best practices/ lessons learned are discovered?”

Agencies Visited	Best Practices/ Lesson Learned
BG Etem	OSH (Accident Insurance) -Prevention Rehabilitation, Compensation -Ergonomic on Workspace Occupational Support -Social Rehabilitation Treatment
GFA/GIZ	Criteria for Green Financing Green Financing -Independent -Monthly bilateral talk -legal framework talk
IG Metall	-How to use social dialogue to negotiate employer & employee -Employer & employee both side respect the decision of agreement
Commerzbank	Trade Finance -Good, Trustful Label Certification System -Have transparency
Oeko-Tex	-Enforcing Law -Provide services to consumer -Product testing
Federation of German Consumer Organization	Can't read what it say : for German consumer Organisation
Systain	-Carbon energy saving measures -Providing training -Growing market 24% -Most important of EU market of import -More than 50% from CSR License to operate
Euratex	Can't read what it says for Euratex -Ways to synthesis CSR 28.3.2014 -Methodology to SMEs of Myanmar -SMEs adaptation to EU context (including amendment), how to adopt Myanmar CSR through SMART Myanmar project
Ministries	NCP(Nation Contact Point) CSR incentive (prize) for those who is active

For a comprehensive listing of the lessons learned/ best practices see the Delegation's Activity Sheets in the Annex.

06:25pm

PRESENTATION & DISCUSSION of group work

Each team has presented their group work.

Photo on the left : Mr Kyaw Kyaw Tun from Ministry of Labour has presented on behalf of the Public Sector team.

Photo on the right : Mr Sai Maung from Rising White Tiger Co., Ltd (MGMA) has presented for the Private Sector .



06:55pm

WRAP UP

Cooperation potentials with SMART



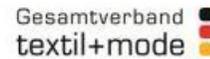


Annex I

SMART Myanmar Study Mission to Germany March 23rd – 29th 2014

Contact: Juliane/ Jules (+49 151 12558531)

Sunday, March 23 rd			
Time	Location	Program	Comments
7:05 pm	Airport	Arrival in Frankfurt	LH9719 via Bangkok 3 Taxis are waiting in front of the airport (Taxi24 Frankfurt Tel. 069 74747676)
9:00 pm	Hotel Ibis Style Frankfurt City, Moselstraße 12, Frankfurt	Check-in hotel	
9:00 pm	Selera (Malaysian, Indonesian) Münchener Straße 52, Frankfurt	Possibility for joint dinner	





Monday, March 24th

Time	Location	Program	Comments
8:00 – 8:30 am	Hotel, breakfast room	Short briefing on program of the study tour/ distribution of material	
9:00 – 9:45 am		Group 1 - BG ETEM : Transfer to Wiesbaden	Via S-Bahn (S1, S8, S9) approx. 45 min. from Frankfurt central station to Wiesbaden central station
		Group 2 - GFA consulting group and GIZ: Transfer to Eschborn	Via S-Bahn (S3, S4) approx. 15 min. from Frankfurt Central Station to Eschborn
10:00 – 12:00 am	BG ETEM Rheinstraße 6-8, Wiesbaden Entry located in Auguste Viktoria-Street	Group 1 - BG ETEM: Occupational health and safety in Germany (Dr. Jühling, Ms. Dauth)	Group 1: Accompanied by Juliane
10:00 – 12:00 am	GIZ Dag-Hammarskjöld-Weg 1-5, 65760 Eschborn House 1, ED 11064	Group 2 - GFA consulting group and GIZ: Green finance, banking regulation (Ms. Cordes/ GFA; Ms. Iltgen, Ms. Dettling, Mr. Bücker, Mr. Gross, evtl. Mr. Motz and evtl. Mr. Barsky/ GIZ)	Group 2: Accompanied by Simone <u>Suggested participants:</u> Dr. Sein Maung (Myanmar Banks Association), Mr. Aung Soe (Ministry of Commerce), Ms. Tin Aye Han (Ministry of National Planning and Economic Development) (to be decided during briefing)
12:00 – 12:45 am		Transfer to Frankfurt/Main	Via S-Bahn to Frankfurt Central Station
1:00 – 2:00 pm	IG Metall Wilhelm-Leuschner-Straße 79, 60329 Frankfurt	Joint lunch at IG-Metall, Buffet	Group 1 and 2 will have lunch together
2:00 - 4:00 pm	Room K3	IG Metall (Mr. Menningen) and textil+mode Employers' Federation (Mr. Blömeke): Collective bargaining and social dialogue in Germany	



2:00 – 3:00 pm	Commerzbank Tower Kaiserplatz, Frankfurt	Commerzbank Frankfurt: Bilateral meeting between Dr. Sein Maung and Simone Mrs. Agnes Vargas-Hein-Roedling (Managing Director, Greater China and ASEAN, Financial Institutions)	Simone will accompany Dr. Maung to Commerzbank
4:00 – 5:15 pm		Individual meeting Rosaline (Heide Wiezorek-Zeul)	
As of 4:00 pm	Free time in Frankfurt		
5:30 pm	Deutsche Bank Große Gallusstrasse 10-14, Frankfurt	Individual meeting Rosaline	
6:15 pm	Meeting at Hotel Lobby for departure to joint dinner		
Evening (as of 7 pm)	Apfelwein Klaus (German), Kaiserhofstr. 18-20, Frankfurt	Possibility for joint Dinner	



Tuesday, March 25 th			
Time	Location	Program	Comments
8:00 am	Check-out hotel after breakfast		Leave luggage in luggage room
8:30 am	Hotel Lobby	Meeting for walk to Oeko-tex	
9:00 – 10:30 am	Stiftung Oeko-tex GmbH Kaiserstraße 39, Frankfurt	Stiftung Oeko-tex GmbH: presentation of the organization and the new the Step label (Ms. Knels)	
10:30 – 12:00 am		Switch Asia Network Facility (Dr. Uwe Weber): lessons learnt of SWITCH Asia projects, program overview, background input on SCP	
12:00 – 1:00 pm	tbc	Joint Lunch with Ökotex and Switch Asia Network Facility	After lunch pick-up luggage from ibis style hotel
1:45 pm	Frankfurt Central Station	Meeting at the Central Station (latest!)	
2:15 pm	Transfer to Berlin (by fast-speed train)		
6:30 pm	Hotel Motel One Berlin Central Station, Invalidenstraße 54, 10557 Berlin	Arrival in Berlin and Check-in Hotel	
8:00 pm	Restaurant ISSAAN (Thai) Reinhardtstr. 44, 10117 Berlin	Possibility for joint Dinner	



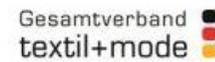
Wednesday, March 26th

Time	Location	Program	Comments
08:15	Hotel Lobby	Pick-up by Taxi	Taxis will come to hotel
08:45 – 9:15 am	Conference Room Viethaus, 1st floor Leipziger Straße 54-55, Berlin	Federation of German Consumer Organizations (VZBV, Ms. Vitt): The view of the consumer on sustainability in the clothing industry	
9:30 – 10:00 am		Systain Consulting (Mr. Dietrich): Examples for sustainability projects in the supply chain in cooperation with German clothing retail/industry (environmental and social focus)	
10:00 – 10:15 am		Coffee break	
10:15 – 11:30 am	Conference Room Viethaus, 1st floor	Meeting with t+m member associations GermanFashion (trade association representing the German fashion industry) Gesamtmasche (trade association representing the German knitwear, lingerie and knitted fabric producers)	
11:45 – 2:00 pm	SEN-Restaurant, Viethaus (Vietnamese)	<u>Lunch reception with the ambassador of Myanmar</u> <ul style="list-style-type: none"> • Welcome by Ms. Neumann, president t+m • Keynote Khine Khine Nwe, MGMA 	
2:00– 2:45 pm	Conference Room Viethaus, 1st floor	Modint (Mr. Wintermans) : Dutch textile and apparel association and its view on CSR	
3:00 – 3:45 pm		Euratex (Ms. Le Berre): European apparel and textile confederation and its view on CSR	





After 4:00	Free time in Berlin (possibility for boat ride, visit of KadeWe department store, galleries Lafayettes)		
7:30 pm	Restaurant Esszimmer (traditional German and also Vegetarian), Scharnhorstraße 28-29 , 10115 Berlin	Possibility for joint dinner	

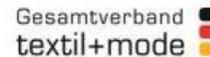




Thursday, March 27 th			
Time	Location	Program	Comments
7:00 am	Hotel Lobby	Bus pick up at Motel One	
7:00 – 10:00 am		Transfer to Dorfchemnitz	
10:00 – 12:00 am		<ul style="list-style-type: none"> • Presentation of FALKE • Visit of production facilities 	A snack will be provided
12:00 – 1:00 pm		Transfer to Dresden	
1:15 pm	Restaurant Piazza Nova (Italian), An der Frauenkirche 1, Dresden	Lunch	
2:00 – 4:00 pm		City walk through Dresden	
4:00 – 7:00 pm		Transfer to Berlin	
8:00 pm	Restaurant Amrit (Indian), Oranienburger Straße 45	Possibility for joint dinner	



Friday, March 28 th			
Time	Location	Program	Comments
08:00 – 09:30	Hotel Lobby	Meeting Sheffield Chamber of Commerce and Industry (Paul Tinsley) with MGMA and UMFCCI	
09:30	Hotel Lobby	Pick up by Juliane for walk to the Ministry	
10:00 – 11:30 am	Federal Ministry of Economic Affairs and Energy, Scharnhorststrasse, Berlin, Room (D0.031)	National Contact Point (NCP) of OECD (Ms. Campanelli): OECD guidelines, roles and functions of the NCP	9:45 gathering at gate 2
		Federal Ministry for Labor and Social Affairs, Department for CSR (Dr. Christen): CSR at the national and international level	
11:30 – 1:00 pm		Federal Ministry of Economic Affairs and Energy: <ul style="list-style-type: none"> Department for industrial policy / division for consumer goods industry (Ms. Schmeling): Structure of industry in Germany, roles and functions of the ministry, legal frameworks for industry in Germany Department for foreign-trade policy/ division for export business assistance and location marketing (Mr. Leibbrandt): Framework for export business assistance in Germany (tbc) 	Participation of a representative of the country department for south-east Asia (Mr. Krautkrämer)
1:00 – 3:00 pm	t+m conference room Reinhardtstraße 12-14, 10117 Berlin	Wrap up session & snack	





3:00 pm	DIHK, Breite Straße 29, 10178 Berlin	Individual meeting Rosaline	
3:00 – 6:30 pm	Free time: possibility for city tour / visit of Galeries Lafayette/ KadeWe department stores/ Alex TV tower/ City walk		
7:30 pm	Augustiner (Bavarian) Charlottenstr. 55, 10117 Berlin	Joint dinner & Good bye	

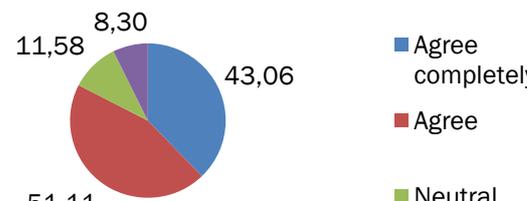
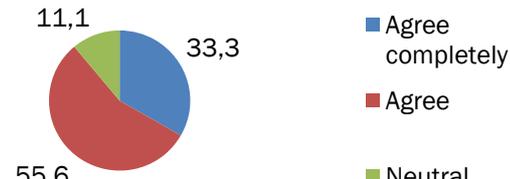




Saturday, March 29 th			
Time	Location	Program	Comments
Until 12:00 am		Check-out hotel	Leave the luggage in hotel room or after check-out in a special luggage room
Forenoon	Possibility for free time in Berlin		
12:00 am	Hotel Lobby	Transfer to Airport	Pick-up by taxi in front of Hotel Motel One
	Flight back home		<p>12:30 pm arrival at airport and check-in at Lufthansa desk</p> <p>2:45 pm flight number LH 0191 from Berlin to Frankfurt</p> <p>5:40 pm flight number LH0772 from Frankfurt to Bangkok</p> <p>1:00 pm March, 30th flight number LH9724 from Bangkok to Yangon</p>

Annex II

SMART Myanmar Study Mission Evaluation

<p>1. As a whole, the Study Mission program was a worthwhile learning experience. The objectives were attained.</p>  <p>33,3 66,7</p> <ul style="list-style-type: none"> Agree completely Agree 	<p>2. The agencies/institutions visited were relevant to the SMART Myanmar Project.</p>  <p>8,30 43,06 51,11</p> <ul style="list-style-type: none"> Agree completely Agree Neutral
<p>3. Good quality of experts/ resource persons in the agencies and institutions visited.</p>  <p>11,1 33,3 55,6</p> <ul style="list-style-type: none"> Agree completely Agree Neutral 	<p>4. Best practices and lessons learned during the Study Mission can be applied to my institution/ business/ agency.</p>  <p>20 40 40</p> <ul style="list-style-type: none"> Agree completely Agree
<p>5. The overall quality of the Study Mission was good.</p>  <p>30 70</p> <ul style="list-style-type: none"> Agree completely Agree 	<p>6. The Administrative arrangement (Acommodation, facilities, etc.) was good.</p>  <p>9,4 19,1 49,7 28,2</p> <ul style="list-style-type: none"> Completely satisfied Satisfied Neutral
<p>7. Are you satisfied with the organization and conduct of the Study Mission in general?</p>  <p>100</p> <ul style="list-style-type: none"> Completely satisfied 	



Study Tour: Delegation's Activity Sheets

Date of visit	24 March 2014
Agency visited	BG ETEM
Location	Wiesbaden
Resource Person	Dr Jühling, Ms Dauth

Scope of Meeting (What the meeting was all about)

- Experience sharing + explanation of occupational health & safety of BG ETEM, insurance policy
- Work places, safety and health
- Structure and procedure of organization

Observations/ Questions

- Rehabilitation
- Compensation
- Tasks of the inspectors: 1st step consultation, 2nd step supervision
- Special Campaigns
- Is consultancy for the companies for free? Safety consultant/ engineer
- Status of institution
- Cooperation of workplaces, safety and health training, inspection
- Workers position study in Myanmar cooperation request

Cooperation Areas (Possible cooperation between the agency visited and your institution/ the Myanmar government/ or the SMART Myanmar project)

- Train safety engineers (Train our trainers)
- Exchange of inspectors + provide/ support information for Myanmar
- Centre of experts with information unwilling to share with no changes
- Send trainers to be trained for 2 weeks on an inspection cruise
- Happy to offer help in the inspection law in Myanmar (by providing workshops)
- Inspection of work places
- Procedure of insurance and dealing, contribution of income

Lessons learned/ Best Practices (that can be applied to your institution)

- To hire full-time OHS inspector/ supervisor
- To develop number of OHS measures at the workplace; set money aside for prevention of accidents at the workplace
- Procedures of institution and status
- Cooperation of other nations in Germany
- Research and study of workers work positions and places

Action points (actions to be taken to implement the possible cooperation with the agency visited)

- Replicate the system in Myanmar; maybe make adjustments to fit the current situation in Myanmar
- Run safety consultant/ engineer course at MGMA training centre
- Distribute brochures on OHS to SMEs (SMART Myanmar)
- Workshops are good, but is this a better way to start?
- Work place inspection procedures and technic



- Organization of work places that have less than five workers
- Workers position study and work places safety training

Date of visit 24 March 2014
Agency visited GIZ
Location Eschborn
Resource Person

Scope of Meeting (What the meeting was all about)

- Green Finance, banking relation, GIZ support the various programs in the world including Myanmar

Observations/ Questions

- Activities and targets of Green Finance of Germany, condition of supporting program to Myanmar, strengthening of capacity building of Myanmar financing sector or institution

Cooperation Areas (Possible cooperation between the agency visited and your institution/ the Myanmar government/ or the SMART Myanmar project)

- Private sector development of Myanmar, financial sector and vocational training with Ministry of Industry and Ministry of Finance
- Awareness and lessons learned of the finance for Green Industry of Germany

Lessons learned/ Best Practices (that can be applied to your institution)

- Need to practice for energy efficiency program in Myanmar with Green Finance
- To promote for HRD, technology for finance access

Action points (actions to be taken to implement the possible cooperation with the agency visited)

- Currently we are going to cooperate with GIZ and we can more appreciate for the new program accord to good practice

Date of visit 24 March 2014
Agency visited IG Metall
Location Frankfurt
Resource Person Manfred Meningen (Responsible for collective bargaining textile branch) and Mr Bloemeke

Scope of Meeting (What the meeting was all about)

- Framework and activities of IG Metall Organisation. Frame agreement regulation between owner and employee, role of the bargaining commission
- Collective bargaining in Germany (both in IG Metall and employer side)

Observations/ Questions

- How to establish the IG Metall organisation independently
- How to consider for the membership development, how to use its money and how to support to members
- Maximum working hours? Tax?
- How to organize and proceed with activities in union





Cooperation Areas (Possible cooperation between the agency visited and your institution/ the Myanmar government/ or the SMART Myanmar project)

- Ministry of Labour in the main department in Myanmar
- With Ministry of Labour (MM): Maybe share the criteria of dismissal from the union.
- To share the awareness of them to Myanmar Employers Association and Employee Association

Lessons learned/ Best Practices (that can be applied to your institution)

- We can provide the information of IG Metall organisation and local regulation to investors (local & foreigner) in Myanmar
- No way to win the court with employer, if you are not member of Labour Union. Terms and condition to include in employment contract
- Their rules and regulation to stand for labour
- System regulation
- Dialogue and collective bargaining

Action points (actions to be taken to implement the possible cooperation with the agency visited)

- Relation of owner and employee is very important. Good relation can support not only business success but also peaceful workers. Therefore, we can cooperate to hold the workshop and seminar related information with Ministry of Labour and Ministry of Industry
- Special collective bargaining for companies
- Making the network and sharing the practice with Myanmar Garment Association

Date of visit	25 March 2014
Agency visited	OEKO-TEX, Head of German Certification Centre
Location	Frankfurt
Resource Person	Ms Jutta Knels

Scope of Meeting (What the meeting was all about)

- Certification for textile product
- Improvement program for sustainable consumption and production
- Quality in assurance

Observations/ Questions

- Test standard and modular certification system for global markets
- Cooperation and implementation for SCP program with partner organization in the world
- Sustainable awareness throughout textile chain
- Certification process
- Product monitoring
- Potential harmful substances
- Product quality and legally banned & regulated substance
- How to test for textile product and certificate for consumers

Cooperation Areas (Possible cooperation between the agency visited and your institution/ the Myanmar government/ or the SMART Myanmar project)

- Ministry of Science and Technology is focal point for cooperation
- Ministry of Health, Ministry of Industry and UMFCFI should cooperate with German Certification Centre





- SMART MM to learn about safety in the textile chain
- Sharing of quality audits
- Chemical situation and workplace safety
- Sustainable form of textile production
- Certification the quality assurance

Lessons learned/ Best Practices (that can be applied to your institution)

- IP law is on-going process and registration body will be defined. We can apply this information in our area in the near future
- SCP is important for business and GDP growth. In addition consumer can get the low price for goods because of reduction for energy, raw materials and production cost
- OEKO-TEX stands for affordable brands for the public, it is not only for niche consumers
- Product identification with level

Action points (actions to be taken to implement the possible cooperation with the agency visited)

- SME registration for remarks, brand and innovative are required with audit. We would like to cooperate the exchange of experience, knowledge sharing and strengthening of capacity building for testing a certification body
- We are going to implement the SCP for SME. Energy efficiency program is recently being discussed to implement with UNIDO and SWITCH in Myanmar
- Testing and certification of textile products which are made in Myanmar

Date of visit	25 March 2014
Agency visited	SWITCH Asia network facility
Location	Frankfurt
Resource Person	Dr Uwe Weber

Scope of Meeting (What the meeting was all about)

- Switch Asia Projects and lessons learnt
- Sustainable consumption and production

Observations/ Questions

- Components of SWITCH Asia/ similar projects in Asia
- Government has to initiate and propose with an agency to implement the project
- Investment facility is part of the components of SWITCH Asia
- How to participate with suppliers and partners for SCP friendly business

Cooperation Areas (Possible cooperation between the agency visited and your institution/ the Myanmar government/ or the SMART Myanmar project)

- Myanmar banks to cooperate with SMART Myanmar to contract the funding to facilitate SCP in Myanmar's SMEs
- SCP practices in Myanmar on regional level

Lessons learned/ Best Practices (that can be applied to your institution)

- Facilitating the exchange of information

Action points (actions to be taken to implement the possible cooperation with the agency visited)

- Agency for SCP friendly business in value chain





Date of visit 26 March 2014
Agency visited Federation of German Consumer
Location Berlin
Resource Person Judith Vitt, Policy Officer

Scope of Meeting (What the meeting was all about)

- Role of Consumer Association in Germany
- This organization goes to fulfil the customer's requirements and consumer protection by taking collective legal action. They provide the professional training and advice
- Representing the interest of consumer
- Consumer interest and sustainable textile production

Observations/ Questions

- Legislation for Consumer Protection Association?
- Area to improve in Myanmar for EU consumer?
- Accord to consumer right, price reduction and better quality are needed in all processes. In the changing market requirement, they solve the many problems in different ways, different schemes and different strategies
- How to make functions for consumers in legal action on product
- Legal enforcement for protection of consumer and provide training and advice for consumer
- Provide systematic solutions for sustainability and help in CSR challenges

Cooperation Areas (Possible cooperation between the agency visited and your institution/ the Myanmar government/ or the SMART Myanmar project)

- Dept. of trade promotion to learn consumer behaviour in EU
- Dept. of commerce and consumer affairs to share knowledge and awareness
- Ministry of Commerce and Ministry of Industry including SME Service Centre. Also, UMFCI is important
- Product and social standard for consumers

Lessons learned/ Best Practices (that can be applied to your institution)

- Formation of consumer associations
- SMEs need to learn the strategies and different ways in the supply chain
- SMEs need to stand in changing consumer behaviour by supporting different approaches
- Supporting to members

Action points (actions to be taken to implement the possible cooperation with the agency visited)

- DTP and DCCA to cooperate in marketing and awareness on consumer protection
- We can support the awareness and exchange ideas for concerned consumer interest to SMEs in Myanmar cooperation with Federation of Germany Consumer Organization
- Hold the workshop cooperation with Central Department of SME Development under the Ministry of Industry
- Provide the information to public about consumer protection and healthy products
- Testing product results and CSR monthly for the public





Date of visit 26 March 2014
Agency visited VZBV (Verbraucherzentrale Bundesverband)
Location Berlin
Resource Person Roland Schapere

Scope of Meeting (What the meeting was all about)

- Supply chain of textile production in Germany

Observations/ Questions

- Myanmar needs to improve textile industry from company to FOB

Cooperation Areas (Possible cooperation between the agency visited and your institution/ the Myanmar government/ or the SMART Myanmar project)

- Quality standard
- Design and innovation

Lessons learned/ Best Practices (that can be applied to your institution)

- Development of R&D and design institute is very important

Action points (actions to be taken to implement the possible cooperation with the agency visited)

- Cooperation in workshop and training for marketing and quality improvements
-

Date of visit 26 March 2014
Agency visited SUSTAYN Consulting
Location Berlin
Resource Person Mr Dietrich

Scope of Meeting (What the meeting was all about)

- CSR Challenges and strategy for company

Observations/ Questions

- Evaluation and training for social responsibility and environmental issues

Cooperation Areas (Possible cooperation between the agency visited and your institution/ the Myanmar government/ or the SMART Myanmar project)

- Helping in CSR for Myanmar garment manufacturers

Lessons learned/ Best Practices (that can be applied to your institution)

- Cooperation and training in CSR strategy and environmental issues

Action points (actions to be taken to implement the possible cooperation with the agency visited)

- CSR Strategy and environmental issues
-





Date of visit 26 March 2014
Agency visited The German Fashion Industry (www.germanfashion.net/)
Location Berlin
Resource Person Thomas Lange (lange@germanfashion.net)

Scope of Meeting (What the meeting was all about)

- How the organisation is consist of the services and activities for member companies; 70% members are SMEs and need help
- Target and activities of the German fashion industry

Observations/ Questions

- German brands: Difference of made in Germany and other countries
- German fashion supports their members in such way as legal advice, etc.
- Supporting program and advisory service to its member
- Trade communication connects buyers through online

Cooperation Areas (Possible cooperation between the agency visited and your institution/ the Myanmar government/ or the SMART Myanmar project)

- promote export to Germany
- Ministry of commerce, Ministry of Industry and UMFCCL, Garment Association

Lessons learned/ Best Practices (that can be applied to your institution)

- Value Chain, same pants-design and marketing in Germany and production in other countries
- Excellent technologies and innovative ideas can support the global and international market standard
- Monitoring, data information of international market and influence decision on flexibility are applied in the process

Action points (actions to be taken to implement the possible cooperation with the agency visited)

- Marketing and information exchange for Germany and EU market
- Garment Association need to connect the German Fashion Association
- SME Service Centre should hold the seminar cooperated by Garment Fashion Association of Germany for Myanmar Garment members and local SME
- Need to give more information to local business and SMEs

Date of visit 26 March 2014
Agency visited The German Knitting Industry
Location Berlin
Resource Person Silvia Jungbauer

Scope of Meeting (What the meeting was all about)

- German knitting industry

Observations/ Questions

- Myanmar export to Germany is very small but increasing quickly
- Designers are freelancer
- Product development and market trends





Cooperation Areas (Possible cooperation between the agency visited and your institution/ the Myanmar government/ or the SMART Myanmar project)

- Research, design, technology and innovation
- Product development and supply chain of knitted garment

Lessons learned/ Best Practices (that can be applied to your institution)

- Institutional set up
- Product development and to improve supply chain of knitted garment in our situation

Action points (actions to be taken to implement the possible cooperation with the agency visited)

- Training and awareness
- Market information exchange
- Supply chain of knitted garment to improve to FOB from CMP

Date of visit 26 March 2014
Agency visited MODINT
Location Berlin
Resource Person Jef Wintermans (wintermans@modint.nl)

Scope of Meeting (What the meeting was all about)

- CSR in textile and fashion industry
- CSR and cooperation with members in development or industry

Observations/ Questions

- 5% revenue from members, 95% from the services offered
- How to act between members and their counterparts for development of CSR
- To define strategy and steps to achieve; you do not have to be perfect to be good

Cooperation Areas (Possible cooperation between the agency visited and your institution/ the Myanmar government/ or the SMART Myanmar project)

- Share more employees' views
- Help Myanmar SMEs to find strategies + integrated support (design + production + product + communication)
- CSR and centre of product legislation which are needed in current situation in Myanmar

Lessons learned/ Best Practices (that can be applied to your institution)

- Scopes they look at before entering into the new business + partner
- CSR strategy
- Integrate both sustainability + quality (only more clean is not good)
- Representatives of their providing in their members for development

Action points (actions to be taken to implement the possible cooperation with the agency visited)

- Identify labels that match the company profile and use certificates
- Different ways to contribute CSR to the companies does not have to be perfect to do well
- CSR and development of industry





Date of visit 26 March 2014
Agency visited EURATEX (www.euratex.eu), European Apparel and Textile Confederation
Location Berlin
Resource Person Stephanie Le Berre

Scope of Meeting (What the meeting was all about)

- EU apparel and textile confederation & CSR
- About EURATEX and drivers of the future: Technology platform
- How to organize to get international level for textile and clothing industry
- Commercial and industrial policies, research and innovation, social issues

Observations/ Questions

- Official body for EU and international law
- International competition and WTO
- Application of Darwin Theory
- How to cooperate in sustainable development of employment and industrial competitiveness
- Learn about EU Code of Conduct

Cooperation Areas (Possible cooperation between the agency visited and your institution/ the Myanmar government/ or the SMART Myanmar project)

- Information exchange
- Innovation and R&D
- CSR in the European textile and clothing industry
- In social dialogues in Myanmar employee and employer which have being acted by MGMA
- For training like environment, education and standard

Lessons learned/ Best Practices (that can be applied to your institution)

- 3 pillars: Trade + Sustainability + Innovation R&D
- Key drivers for the future
- Cooperation in number of actions in EU and international like sustainable development and promoting of industry competitiveness

Action points (actions to be taken to implement the possible cooperation with the agency visited)

- To inform relevant agencies
- To provide information trade information centre
- Develop clear strategy on CSR
- In social dialogue and training standards

Date of visit 27 March 2014
Agency visited FALKE
Location Dorfchemnitz
Resource Person

Scope of Meeting (What the meeting was all about)

- Brand image of FALKE
- Study to the production facilities including technical advance, modernized machines and qualified material





- Overview of the company/ Philosophy of the brand (high quality material, technical perfection)

Observations/ Questions

- Good quality
- Same quality for all markets
- Use high quality material; doing and learning the improvement of the process all the year, create the design and brand with technology centre support
- uses OEKO TEX label (90% is quality, 10% more affordable quality)

Cooperation Areas (Possible cooperation between the agency visited and your institution/ the Myanmar government/ or the SMART Myanmar project)

- To provide awareness on quality assurance, practice for Myanmar garment industry
- How to upgrade the production process with technicians, their supply chain in network production, how to raise quality with eco-test standard are need to more detail share for Garment Association

Lessons learned/ Best Practices (that can be applied to your institution)

- Technical perfection
- Use of special equipment
- Clean, quality control, using database
- Owner should always try to upgrade their production facilities every time, according to customer needs or market change
- Need to strengthen the technology support centre and to have many support centres

Action points (actions to be taken to implement the possible cooperation with the agency visited)

- To report and develop quality management systems for garment industry collaboration with private
- Need to incite the consultant to the Garment Association and study visit Myanmar factories
- Need to study the technology know how and information of supply chain
- Establish new technology support centres in Myanmar
- Need to survey the condition of SMEs and support related technology know-how and information

Date of visit	28 March 2014
Agency visited	Ministry of Commerce and Energy
Location	Berlin
Resource Person	Officials from Ministry of EAE and Labour

Scope of Meeting (What the meeting was all about)

- Policy of trade, industry and labour, CSR

Observations/ Questions

- Criteria of social prize
- Well informed of policy and practice on international standard

Cooperation Areas (Possible cooperation between the agency visited and your institution/ the Myanmar government/ or the SMART Myanmar project)

- Information exchange
- Bilateral trade promotion and relation
- Standard for industrial products





Lessons learned/ Best Practices (that can be applied to your institution)

- Economic policy, (social) market economy
- CSR Department in Ministry
- International standard of CSR

Action points (actions to be taken to implement the possible cooperation with the agency visited)

- To establish bilateral contact points
- Exchange of information and thoughts, trade information centre in Myanmar
- To participate trade fair in Germany
- To cooperate on standard requirement

Date of visit	28 March 2014
Agency visited	Federal Ministry of Labour and Social Affairs, Dep. CSR
Location	Berlin
Resource Person	Petra Campanelli, Nicola Schredig

Scope of Meeting (What the meeting was all about)

- CSR and trade promoting

Observations/ Questions

- CSR terms and complaints discussing between social stakeholders

Cooperation Areas (Possible cooperation between the agency visited and your institution/ the Myanmar government/ or the SMART Myanmar project)

- Complaints management and trade promotion

Lessons learned/ Best Practices (that can be applied to your institution)

- Complaints management and product secure process

Action points (actions to be taken to implement the possible cooperation with the agency visited)

- More cooperation in these sectors with Germany and Myanmar

