



2014

ANNUAL REPORT



Department of Labor and Employment
National Conciliation and Mediation Board

MANDATE

The NCMB shall formulate policies, develop plans and programs and set standards and procedures relative to the promotion of conciliation and mediation of labor disputes through preventive mediation, conciliation and voluntary arbitration; facilitation of labor-management cooperation through joint mechanisms for information sharing, effective communication and consultation and group-problem solving.

MISSION

To sustain harmonious labor and management relations through continuous education, mainstreaming of alternative dispute resolution (ADR) mechanisms, and implementation of innovative approaches towards worker's empowerment.

VISION

The NCMB shall be the center of excellence in enhancing harmonious relationship in every workplace.



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2014 Accomplishments

In 2014, the National Conciliation and Mediation Board continued to work towards maintaining a stable and peaceful industrial relations climate in the country. The Board monitored only two work stoppages during the year, which is the result of the provision of timely, efficient and effective conciliation and mediation services to companies and unions involved in labor disputes. The new strike cases comprise only one percent of the 191 total notices of strike/lockouts handled during the period.

The Board likewise heightened its efforts towards the promotion of bipartite plant level cooperation and dispute resolution mechanisms resulting in increased number of LMCs facilitated and grievance machineries operationalized/institutionalized. Its sustained efforts in promoting the Voluntary Arbitration program also reaped positive results, as seen in the increase in the number of cases submitted to Voluntary Arbitration.

Technical Advisory Services

In 2014, the Board reached 3,494 companies through its promotional activities on bi-partite plant-level workplace cooperation and partnership mechanisms (LMCs) and labor dispute settlement mechanisms or grievance machineries (GMs).

LMC provides a channel of communication between employees and management, a means of constructive cooperation between them, and a forum to study and discuss possible solutions to mutual problems affecting labor-management relations.

It is the outcome of a continuing process of enhancing mutual trust and respect through information sharing, discussion, consultation and negotiations as schemes of workers' participation in decision making processes on matters not covered by collective bargaining agreements. It also aims to strengthen tripartism and broaden representation of workers as a tool for attaining employment goals toward productivity gain-sharing and competitiveness.

LMCs help reduce the rate of grievances, speed up resolution of issues between labor and management, and evolve better communication processes to improve the benefits and welfare of workers.

NCMB promotes LMC through its corps of conciliator-mediators and LMC facilitators in the regional branches working closely in attending to issues faced by employees.

The NCMB also promotes grievance machineries to pursue the policy of minimal government intervention in labor disputes through bipartite plant-level dispute resolution mechanisms that aim to leave the resolution of workplace conflicts to the parties themselves. Unresolved conflicts are elevated to voluntary arbitration.

In pursuit of this policy, the Board conducts area-wide seminars and skills training on grievance handling, conflict management and joint problem solving processes to help labor and management settle grievances between themselves without government or third party assistance. These seminars and skills training are geared towards the operationalization (in organized establishments) and institutionalization (in unorganized companies) of grievance machinery that will process employee grievances at the shop floor.

The program aims to strengthen tripartism and broaden representation of workers as a tool for attaining employment goals toward productivity gain-sharing and competitiveness.

It also promotes the primacy of collective bargaining and negotiation in the settlement of disputes through the grievance machinery in organized and unorganized establishments.

The promotion of grievance handling at the workplace has made grievance machineries functional allowing labor disputes to be addressed at the plant level. Oftentimes when these happen, only a few of the grievances manage to reach voluntary arbitration, hence the minimal number of VA cases.

The 3,494 companies reached through promotional activities were beneficiaries of a total of 6,220 technical advisory services provided by the Board during the period. The 6,220 technical advisory services resulted in the following outputs:

- *facilitation of 273 LMCs (the 273 new LMCs brought to 2,565 the total number of LMCs existing as of December 31, 2014)*



- *strengthening of 1,237 LMCs through the provision of skills training on negotiation, consultation, problem-solving, and corporate social responsibility*
- *operationalization and institutionalization of 313 GMs. There are 2,894 existing grievance machineries as of December 31, 2014, 1,119 in organized establishments and 1,775 in unorganized establishments.*
- *enhancement of 1,214 existing GMs*

As a result of these outputs, 91% of companies with existing LMCs and active GMs were not involved in labor disputes during the period. (Out of the 2,420 companies with existing LMCS, 2,214 were not involved in NS/L and PM cases, while of the 2,894 companies with active GMs, 2,623 were not involved in NS/L and PM cases.)

The Board achieved a 97% very satisfactory service rating from its clients in 2014. A citizen's feedback mechanism was devised and implemented by the Board to determine the level of service satisfaction of the clients.

Labor Conciliation, Mediation and Arbitration Services

NCMB promotes conciliation-mediation as the preferred mode of resolution of unfair labor practice and bargaining deadlock issues raised in cases of actual strikes, notices of strike/lockout and preventive mediation cases. The Board offers conciliation-mediation services to parties involved in notices of strike/lockout and preventive mediation cases to prevent the same from maturing into actual work stoppages. If a work stoppage has already occurred, the NCMB, thru the conciliator-mediators, continues with conciliation and mediation in an effort to settle the dispute at the earliest possible time to minimize if not prevent its adverse effects to the workers, to the company, and to the economy.

The Boards' conciliation-mediation program is one of the strategies to achieve the objectives of Philippine Labor and Employment Plan 2011-2016.

During the period covered, 4,285 out of 3,342 respondents said they were very satisfied while 815 others said they were satisfied with the Board's services.

Convergence program with other DOLE offices:

a) The NCMB has tied up with the NWPC through a convergence program to enhance productivity in companies using the LMC as an entry point. In 2014, this convergence program with the NWPC has resulted in the enhancement of 554 LMCs with RTWPB-initiated productivity improvement programs.

b) NCMB's tie-up with the Occupational Safety and Health Center and the Employees Compensation Commission also resulted in the enhancement of 607 LMCs with basic programs on occupational safety and health and on employees compensation;

c) NCMB's convergence program with the Bureau of Workers with Special Concerns through the DOLE regional offices likewise led to the enhancement of 499 LMCs with family welfare programs.

Voluntary Arbitration (VA), another program being administered by the Board, is the terminal step in the parties' grievance machinery. It is a third party settlement of a labor dispute involving the mutual consent by the representative of the company and the labor union to submit their case to a neutral third party who decides the case based on merits.

In 2014, the Board monitored two work stoppages. The new strike cases comprise one percent of the 191 total notices of strike/lockouts handled during the period.

Productive mandays lost as a result of work stoppages increased to ____ from ____ in 2013 due to longer duration.



During the reporting period, the Board was able to achieve the following:

a) Settle/resolve 79% or 5,577 out of 7,057 cases handled; overall target is 85%

- Settle 4,793 of 6,024 Requests for Assistance (RFAs) (80%)
- Settle 424 of 495 Preventive Mediation (PM) cases (86%)
- Settle 154 of 191 Notices of Strike/Lockout (NS/L) cases (81%)
- Settle 2 of 2 Actual Strike/Lockout (AS/L) cases (100%)
- Resolve 204 of 345 Voluntary Arbitration (VA) cases (60%)

b) Contain appeals rate at only 2% (of the 204 decided VA cases, only 3 VA case decisions were appealed to the CA during the period); target is not to exceed 20%

c) Achieve 100% affirmation rate for appealed VA case decisions; target is 75%

d) Facilitate monetary benefits resulting from case settlement as follows: (see Table 1)

Table 1

Type of Case	Monetary Benefits	Worker Beneficiaries
NS/L	P 2.3B	13, 600
PM	P 258M	3, 538
SENA	P 128M	4, 646
VA	P 405M	1, 230

Other Accomplishments

Project SpeED 6 (Project Current Dockets)

The Board achieved the following accomplishments on SpeED 6 during the period:

AS/L: disposed 2 of 2 cases (100%)
 NS/L: disposed 157 of 174 cases (90%)
 PM: disposed 444 of 468 cases (95%)
 VA: disposed 204 of 299 cases (68%)



Capability Building Programs



On January 14, 2014, the NCMB conducted the Planning and Budgeting Workshop for Regional Branch Directors/OICs and Budget Officers held at the Occupational Safety and Health Center, North Avenue, Diliman, Quezon City.



On April 10-11, 2014, 65 employees from the NCMB CO, NCR, RCMB III, RCMB IVA and RCMB IVB attended the Moral Renewal Seminar at the Layforce Chapel at the San Carlos Seminary in Guadalupe, Makati City.



On May 19-21, 2014, personnel from the CO, RCMBs NCR, III, IVA and IVB participated in the Joint NCMB 2014 Team Enhancement Exercises with Lakbay Aral held at Tanay, Rizal.



On July 1-3, 2014, 45 NCMB officials and staff composed mostly of conciliator-mediators, regional branch directors, and technical personnel attended the 18th Labor Dispute Management Course at the Brentwood Suites, Quezon City

REGIONAL HIGHLIGHTS

Cordillera Administrative Region



A



B

Assisted in the CBA signing of the following:

A. Lepanto Consolidated Mining Company and Lepanto Local Employees Union on January 9, 2015;

B. Lepanto Consolidated Mining Company and Lepanto Local Staff Union on February 20, 2014;

C. University of the Cordilleras and Kapatiran ng mga Manggagawa at Empleyado ng University of Cordilleras on October 14, 2014



Conducted area-wide seminars in the education sector and plant-level orientation in a restaurant in CALMACAVAR



Conducted enhancement activities in three cooperatives in Ifugao through reconstitution, restructuring and reactivation of their dormant LMCs and non-operational GMs



Region II



Assisted in the signing of 1st CBA signing at OceanaGold Phils., Inc. on February 12, 2014



Attended the oath taking of POWER 2 officers and Board of Directors with DED Shirley M. Pascual during NORCEL Area-wide Seminar in Tuguegarao City



Participated in the NCMB-RTWPB convergence activity with POWER 2 at Cordon, Isabela, on October 24, 2014.



Conducted a gift and feeding program in partnership with POWER 2 (LMC branch association) at EB Tomaneng Elementary School in San Fermin, Cauayan City on December 12, 2014.



Conducted LMC specialized training on Customer Service conducted training at ISELCO I, Alicia, Isabela on December 3-4, 2014.

Region III



Facilitated the conclusion of CBA of Holcim Philippines Inc. and San Miguel Brewery Incorporated.

Area Wide Seminars



Area Wide Seminar entitled "Productivity Enhancement through Safe and Healthy Workplace and Sound Labor Management Relations held at dj Paradise Resort, Inc., Dakila, Malolos, Bulacan on March 18, 2014. It was participated in by 32 companies consisting of 23 organized establishments and 9 unorganized establishments with a total of 94 participants.



Region VI



Facilitated the MOA signing between RCMB-6 and PAANAVA with the Diocesan Association of Parochial Schools in Bacolod City on January 30, 2014. The agreement links member schools to the NCMB and PAANAVA's services of promoting harmonious and productive employment relationships through setting-up and institutionalization of plant-level mechanisms (LMC and GM).



Conducted consultation with the Sugar Industry Players in Negros Occidental held in Bacolod City last January 31, 2014. The consultation aims to solicit ideas from the sugar industry players on the preparation and strategies of each company come 2015 when the AFTA is fully implemented.

Facilitated the LMC Regional Convention in coordination with the LMC Associations in Western Visayas held at Mambukal Mountain Resort, Murcia, Negros Occidental on May 15-16, 2014.



Region VII



Through the joint efforts of DOLE, LGU Mandaue and RCMB VII, first ADR Center in Mandaue City was created through an ordinance which was approved by the Sangguniang Panglungsod.



Facilitated the conduct of a joint seminar last August 28, 2014 at the Cebu Provincial Capitol Social Hall in cognizant to the effects of the Asean Free Trade Agreement which will be fully implemented this year. The activity was in coordination with AVAC, AIPA, Cebu City and TIPC and Office of the Governor-Cebu.



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