This report describes work done under the Informal Economy, Poverty and Employment (IEPE) Project during its first eighteen months of operation with emphasis on the first half of 2005.

This period saw partnerships advance full steam and this means a number of things.

- **Replication** – Trainers trained during the previous period, most notably under work improvement programmes, implemented the training among workers in the informal economy. Furthermore, improved methods that were introduced allowed partners to extend their services to a wider reach and to more target groups.

- **Impact** – Pilot strategies produced impact, which is especially significant and discernible among those living in extreme poverty and lack; e.g. farmers, handicraft producers and incipient associations in Cambodia.

- **Moving upstream** – New approaches tested in the field are increasingly used and adopted by institutional actors such as the private sector and government. Policy studies are brought to the attention of government agencies and parliament.

- **“Solutions” emerging for tougher issues** – Strategies to address tougher issues are now emerging. For example, how can trade unions reach out to non-wage workers, how can the labour ministry protect informal workers, how can informal miners find better livelihood. Answers to these questions have eluded most people. Through a continuing process of consultations carried out under the project, strategies and possible solutions are now emerging. One now sees changing attitudes, incipient ideas for pilot strategies, possible solutions to tricky issues. Unfortunately, some of these are emerging towards the last quarter of the project and cannot be fully supported to ensure completion.

The structure of the presentation follows the objectives established by the project to support its overall goal of decent work for women and men in the informal economy:

- **Awareness raising**
- **Policy research & capacity building**
- **Representation & governance**
- **Productivity & market access**
- **Occupational safety and health & social protection**
- **Knowledge sharing**
Awareness Raising

What is informal economy? Who are in it? What are the pressing issues?

**the challenge**
The term informal economy triggers a lot of confusion and interpretations. People look at it in different ways. Economic and financial planners call it the unobserved economy. Labour advocates call it the unorganized sector. Social security officials label it as the unprotected sector. Statistical authorities call them uncounted. Others say they are simply the poor and marginalized who are forced to create their own employment. There is a huge debate on what informal economy is. There is however one common denominator in all these interpretations – all of them refer to some type of exclusion: exclusion from social security, exclusion from statistical coverage, exclusion from traditional trade unionism, exclusion from GDP estimates, exclusion from productive resources typically available to larger enterprises. True, they are inextricably linked to the formal sector through economic relationships – they are producer within supply chains, they market formal sector goods in hard-to-reach markets and communities. Yet, in most cases, their entitlements are low (e.g. human capital, physical assets) and their economic contribution is not matched with commensurate access to protection and resources.

**our approach**
Our approach is to examine this challenge as manifested in specific national contexts and to promote appropriate mechanisms for inclusion. The Informal Economy (IE) Project contributes to the process of awareness raising, policy and institutional analysis, attitudinal change and formulation of technical solutions. We hope to contribute to the formulation of national poverty reduction strategies, especially from the vantage point of employment creation and protection, and to the decent work agenda. In all these endeavours, social dialogue is the primary means pursued to involve stakeholders and to create a learning platform. Social dialogue also ensures that strategies for the informal economy are actually linked to national employment policies, poverty reduction strategies, national development plans and other policy frameworks for employment creation, social protection and poverty reduction.

**our activities**
In order to promote understanding of the informal economy, the IE project has carried out the following:

- **desk review** – Studies were conducted in the three countries looking into the nature and state of the informal economy. These studies follow the decent work framework as they look into how the informal economy is defined in each country, where decent work and greater inclusion have to be endeavoured (again, social security, statistics, organizing, financial and market resources), and what kinds of technical solutions are being implemented by different stakeholders. **work done:** The studies are in different stages of completion. The Cambodian study and a handbook are being edited for publication.

- **consultations and technical meetings** – A platform for social dialogue is created to discuss issues, deliberate priorities, and strengthen motivation for change. The tripartite Project Advisory Committee (PAC) in each country advises the project on country-specific priorities and is also a venue for learning. Another platform for learning created under the project is that among Thai trade unions which seek to share regularly their concerns about informality and explore avenues for extending their reach. **work done:** During the reported period, each of the three countries held their first Project Advisory Committee meetings and, in Thailand and Cambodia, “technical sessions” were held on selected issues. In Thailand, a total of three (3) trade union consultations were held. Furthermore, the Thai Ministry of Labour held consultations with IE workers both on the national and provincial levels to find out how the Ministerial Regulation on Homeworkers and on Agricultural Workers may be implemented properly. These consultations were supported by the IE project. These consultations have led to
expressions of interest among different stakeholder s, including employers, to collaborate on pilot projects involving informal workers and subcontractors. In Mongolia, consultations on informal gold mining led to changed attitudes among formal mining companies, who are now open to having a law on artisanal mining and who also now allow children of informal miners to study in their company-sponsored schools.

**validation workshops** – Validation workshops are held after completion of each policy research study. These workshops solicit views from key stakeholders on the policy issues presented. These workshops also are awareness raising events. Representatives of key stakeholders (e.g. ministries, trade unions, employers, parliament, IE organizations) are asked to review the studies prior to the workshops. Through this process, study findings are enriched and stakeholders begin to seriously consider study recommendations. **work done:** Validation workshops were held in relation to the following studies: State of informal economy (Cambodia, Mongolia, Thailand), Business registration (Cambodia and Mongolia), Labour protection (three countries), Baseline study on informal miners and draft artisanal mining law (Mongolia).

**building a constituency for decent work** – The call for decent work, ultimately, has to emanate from workers themselves. Yet, it is often found that in micro and informal enterprises, workers believe that poor conditions are a necessary part of their work. Home-based workers too often believe that difficult work is endemic to their striving and they often do not realize that their families are affected as well. **work done:** In partnership with the IE project, Homenet has developed a guide for peer-to-peer discussions on such issues as social protection, practical strategies for occupational safety and health, negotiation and bargaining. The aim of these discussion guides is to stimulate reflection among homeworkers about their work conditions and to explore options on how their well-being could be improved.

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**Policy development**

**Fostering inclusion in social and economic institutions**

**the challenge**

In-depth policy research studies were carried out under the IE project. The challenge of policy development involves not only the articulation of broad mandates and general intent. It involves also an examination and recommendations of how policies are to be implemented through appropriate institutions and delivery mechanisms. For example, an effective regulatory environment which encourages enterprises to register (and be protected) has to be supported by clear institutional provisions: appropriate mandates and regulatory roles for government agencies, clear definition of business organizations, accessible registration centers, simplified application procedures, clear and transparent rules and transactions, appropriate post-registration obligations. In many countries, the obstacles to accessing protection, resources and legitimacy, involves interlocking factors that must be understood and addressed.

**our approach**

Policy research done under the IE project look at how policies are presently designed and how institutional arrangements support (or do not support) them. Since the development field can be replete with innovative strategies, we also consider the role of innovations that can potentially inform policies and delivery mechanisms.
To ensure that policy studies reach the intended audience, we try as much as we can to assign these research consultancies to organizations which are also institutionally committed to advocating policy changes. We also hold validation workshops involving different stakeholders and seek parliamentary consultations.

**our policy research initiatives**

The main policy areas studied under the IE project deal with the issue of protection for two types of informal economy workers: micro entrepreneurs (e.g. through business registration) and dependent workers (e.g. through labour protection). Other specific policy issues – on both local and national levels – are also covered.

- **business registration** – Business development takes place when there is a proper legal environment for enterprises. In many countries, including Cambodia and Mongolia, the cost of registration or “formalization” can be high – whether in terms of direct monetary cost or indirect transaction costs. Thus, their respective governments are now on the path to streamlining business registration procedures and creating appropriate regulatory and legal structures. **work done:** Studies on business registration procedures were completed in Cambodia and Mongolia as input to the current moves to reform the regulatory environment. In Cambodia, handicraft export procedures were examined additionally. Advocacy and policy dialogues were held through validation workshops and further consultations are being planned.

- **labour protection** – Labour law and labour administration systems provide a framework and concrete venues for worker representation, negotiation and collective bargaining. They also create mandates for third-party arbitration and dispute settlement between workers and employers. For home-based workers who supply factories from their homes or from their farms, there is no formal employer-employee relationship; thus labour protection systems are not available to them. This study assesses the applicability of labour law and labour administration systems on informal economy workers. It looks into specific subsectors, including agricultural workers, micro vendors, transport operators, construction workers, entertainment workers, home-based workers and domestic servants. It explores how the labour administration systems and other innovative mechanisms could be brought to bear on the protection needs of informal workers. **work done:** The Thailand and Mongolian studies are being finalized. The Cambodian report is complete and edited. Consultation workshops were held in the three countries based on these studies. In Thailand, a parliamentary hearing was organized by the senators in April based on the study findings. These studies were also presented in an Experts Meeting organized by ILO DIALOGUE in Turin in May and will be presented again in a subregional meeting to be held in India in December of this year. While policy reforms are not necessarily expected out of these three country studies (this being a challenging issue and since only Thailand has begun relevant administrative and parliamentary processes), it is hoped that these studies could bring out specific legal and institutional issues on worker protection as well as demonstrating innovative practices.

- **municipal policy on street vending** – Provision of market space for vendors in centrally-placed locations has been a largely overlooked subject in development literature and policy. Yet, space provision is essentially an issue of expanding market access in urban areas where many of the unemployed and underemployed rely on vending as their source of income. Bangkok provides a lively example of how local policies may allow vendors to sell in lucrative areas, with apparent benefits to local government and to society. **work done:** A series of studies is being prepared in Thailand, Cambodia and Mongolia where vendors’ conditions are surveyed and good municipal policies and practices are described. The Cambodian study is being done in collaboration with Urban Management Programme - Asian Institute of Technology (UMP-AIT). All studies are in progress while a Thai report on vendors is available. (See box below for sample findings.)

- **policy on artisanal mining** – In Mongolia, artisanal mining emerged in the early 1990s as a survival strategy among unemployment workers who found themselves without a job in a restructured and privatized economy. It is estimated that 100,000 people or 20 percent of the rural workforce are engaged in artisanal mining and most do so out of necessity. Since the legal environment in Mongolia presently grants mining concessions to well-capitalized, formal entities, with no provisions for small-scale mining, artisanal mining in Mongolia presently operates outside the framework of the law. It is therefore informal. Because of this, artisanal mining is unregulated, takes place in hazardous conditions, and often runs into conflict with large mining companies. Yet, the state has an interest in distributing the benefits of its assets and resources to a broader population.
as well as doing so in a regulated and orderly manner. **work done:** In collaboration with IPEC and ACTEMP, two sets of studies were completed on informal gold mining. The first is a baseline survey report of informal miners in two soums (districts) and the second is a review of existing laws and drafting of a proposed law on artisanal mining. Both the baseline survey and the draft law are now complete. The draft law is being taken up with members of the parliament. Several consultations were conducted which, over a period of one year, resulted in attitudes changing in favour of cooperation.

**mainstreaming gender in policy development** – In collaboration with UNIFEM and ILO-GENDER, the IE project supports gender mainstreaming in policy research and development in Cambodia. Taking off from several ILO studies on specific policy issues (including those listed here), gender issues are being incorporated in specific policy proposals. **work done:** A policy paper is being prepared by the Economic Institute of Cambodia, summarizing policy recommendations resulting from ILO studies and integrating gender considerations. A policy dialogue workshop will be held in November. This is being done in collaboration with the Ministry of Women’s Affairs (MoWA) and the Ministry of Labour and Vocational Training (MoLVT).

**official registries: design and implementation** – In Mongolia, a methodology for registering unemployed persons and their livelihood activities will be implemented through the existing nationwide network of Labour and Social Welfare Service Offices (LSWSO). LSWSO maintains administrative records on unemployed persons and their economic activities. It is hoped that these administrative records could help provide better information and statistics on employment and the informal economy to supplement other official sources of data. Administrative registries are at times considered possible sources of information on the informal economy. A partnership between the IE project and the LSWSO thus involves:

- designing appropriate registration cards to include the following: social and demographic information, description of work and conditions of work
- creating a database to manage data collected or a management information system
- training of staff for registration work and data collection by LSWSO social workers

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The study on Bangkok vendors (both fixed and mobile) shows how local policies that legitimize street vending can play an important role in poverty reduction and economic mobility of the urban labour force. The benefits of such policies accrue not only to vendors who can earn better incomes but also to consumers through cheaper basic goods and to local governments through increased revenues. Some findings from the report:

- 70% of vendors had primary level education
- 80% earned above B200 (minimum wage was B162)
- Vendors with more than 500 baht in daily gross earnings tended to report adequate earnings; 70 percent earned over 500 baht a day
- 82% said that they had adequate earnings and 86% reported satisfaction with their livelihood
- 95% said vending provides very good economic opportunity
- 80% said they would encourage their friends to go into vending; however, only about 25% want their children to end up in vending
- 55% consider themselves on subsistence level while 10% have savings and want to expand. The rest (35%) have some savings but do not seek to expand
- People from all walks of life purchase food from street vendors: 90% of government officials interviewed, 97% of those with bachelor’s degree and those who own a house, and 100% of students and people with higher education.
Representation & governance

Capacity building in organization and participation

_the challenge_

The challenge of inclusion implies participation in decision making. Participation in planning and policy making – whether in public administration or in private, member-based organizations – is possible only when the main constituents articulate and voice their interests, are organized, and assign proper representation. Voice, organization, and representation are important in all aspects of one’s economic and political life – in public policy making, in economic relationships, in self-organized groups. In other words, we speak of governance. Governance refers essentially to decision-making processes in organizations and in whatever venues that impinge upon the life of an entrepreneur or a worker. Small producers, entrepreneurs and workers typically are not well organized and represented.

_our approach_

The approach of the IE project in promoting capacity building and governance consists of three tracks:

- Strengthening organizational structures and mandates
- Developing capacity of organizations to provide responsive services
- Promoting venues for people’s participation in public administration.

_our activities_

In this section, we focus on the first and third tracks. The second track (that of building capacity for service development) is covered in the next two sections, “Productivity and Market Access” and “Social Protection.”

_Development of organizations_

The choice of associations suitable for informal economy workers depends on the nature of their activities and their purpose for organizing. Under the IE project, we look at small business associations (SBAs), trade unions or workers’ associations, community- or sector-based self-help groups.

_Small Business Association_ One of the challenges in Cambodia and Mongolia is that associations are incipient and thus relatively weak. Services are also not well developed. Management, administrative and ownership arrangements are informal. Where revenues are being earned from services, the absence of systems and procedures eventually leads to enormous internal problems and possible breakup of otherwise-promising groups. The IE project finds that one of the important roles it could play is to help develop organizations and strengthen services. _work done:_ The SBA manual is an available ILO tool that could be used. In collaboration with an ILO project called Integrated Support for Small Enterprises (ISED), an SBA workshop was held in January 2005 where selected associations from five countries shared their experiences.

_Promotion of participatory governance_

Cambodia and Mongolia have set up mechanisms for participatory planning on the commune/district level. Such existing infrastructure provided the IE project with the opportunity to support capacity building on planning methodologies using long-tested ILO planning tools (related to infrastructure, economic and social development needs). The activities below address the need for capacity building on participatory planning methods.

_Decentralization, governance and participation_

The IE project contributed to the publication of a handbook on partnerships between civil society and commune councils in Cambodia. This initiative was spearheaded by the Working Group on Partnerships in Decentralization, with contributions from JICA, Oxfam, UNDP, UNICEF, ILO, among others. This was followed up by a collaboration between the IE project and PADEK where they will document and set into a user-friendly manual PADEK’s participatory local planning methodologies.
The IE project followed this up with a partnership with Traidcraft and Artisan Association of Cambodia on developing AAC as a member-based organization. (More on this in the next section)

**Trade Union** - Trade unions in the three countries have limited engagement with the informal economy although, in some cases, they find themselves having to assist members who were retrenched from work (especially in Thailand and Mongolia). Their support has ranged from legal assistance to business development as a post-employment option. Some workers’ organizations involve informal economy workers in their membership and assist them in negotiating with public authorities and with “employers.” However, the legal environment prevents workers with no formal employers from registering as trade unions and they do not have collective bargaining rights. **work done:** Under the IE project a manual on trade union organizing was developed and pilot tested. The manual looks at models and strategies carried out in different countries and guides trade unions in assessing their own priorities and options. Trainers’ training workers were held in August in Cambodia, Mongolia and Thailand. The IE project will also collaborate with ILO Turin in organizing a regional workshop for trade unions on organizing in the informal economy using this manual as the main reference.

**Self help organizations** – The first level of engagement in one’s life is one’s community and its prevailing economic, social and political structures. Living conditions, working conditions – all are often contingent on how communities work together and engage authorities to make their environment livable, their household safe, their livelihoods protected. Communities that are organized around local development issues are better able to make community improvements, they can better convince local governments to provide infrastructure, they can set up mechanisms for mutual help. All these have important impact on each member’s personal and productive well-being. **work done:** The IE project has partnered with PADEK (Partnership for Development in Kampuchea) in documenting their experience in promoting self-help groups as well as in manualizing their community-based strategy called PIDCM or Padek Integrated Community Development Model (more information in next column).

**Manual development with PADEK** – In manualizing the Padek Integrated Community Development Model (PIDCM), PADEK will share its lessons learned from years of experience in promoting participatory governance within communities. This manual will provide guidance to other NGOs which have the same objectives and who have actually approached PADEK for guidance in promoting community development. This manual will also capture experiences and lessons learned in promoting participation in commune councils. **work done:** The manualization process, which by itself will go through a participatory and consultative process, began in June and will be completed in December.

**Integrated Rural Accessibility Programme** – In Mongolia, poor road conditions make it very difficult for people to reach essential facilities. Because of these constraints, school dropouts have risen and people cannot access basic facilities such as health centers and markets. The effect on poverty is obvious. A decentralized mechanism for planning and making investment decisions is in place through local councils in the provincial (aimag), district (soum) and village (bagh) levels. However, local planning capacity is still insufficient. The IE project partnered with the ILO programme ASIST-AP to provide training on Integrated Rural Accessibility Programme (IRAP). IRAP offers a tool for determining the accessibility needs of populations to basic facilities and for establishing priorities. **work done:** The first IRAP training workshop was held in Jargalant soum on 23-24 June and in Batsumbur soum on 28-29 June. While the training in Jargalant was done by an international consultant and an ASIST official, the subsequent training in Batsumbur was carried out by National Household Livelihood Capacity Support Programme (NHLCSP). Participants were members of the local council and staff of the NHLCSP. IRAP tools were explained within the local planning context. Data collection proceeded afterwards, where questionnaires, maps and inventory tools introduced during this training were used. The follow-up training will be held in September where data collected will be validated and analyzed for planning purposes.
Productivity & market access

Focus on service and organizational development

the challenge
In Cambodia, Mongolia and Thailand, there is a significant local market that is untapped. This market is found in growing industries such as tourism. In a survey conducted by the IE project in Mongolia, it was found that tourists end up not spending the money they had set aside for local handicrafts and souvenirs. In Cambodia, Siem Reap attracts over a hundred thousand tourists each month but the province remains the second poorest in the country. In the northern and northeastern provinces of Thailand, homebased workers produce high quality fabrics which however are left unsold.

Access to better markets for small producers often means more than just approaching the market itself. It means developing the capacity of producers to come up with the right product at the right time and the right quantity. This involves improving methods of work, better cooperation among small producers, and greater confidence to adopt new ways. It also requires presence of organizations able to provide technical and business support.

In many developing countries, including Cambodia, Mongolia and Thailand, these are all in a process of development. Among micro producers, this change process requires not only technical inputs but also mentoring and confidence building.

Based on the identified local needs, the IE project works with the following target groups: farmers, handicraft producers, herders, and traditional musicians.

our approach
The approach of the IE project can be described as follows:

- **institutional strengthening** of associations and service providers by developing capacity and responsive services
- **integrated support** provision to address different needs of producers and their associations, including product development and design, market linkage, association building and work improvement
- **utilization and development of tools** (including training manuals of ILO) to learn from inputs developed in the past as well as documenting inputs for future projects and interventions.

Some of the project initiatives and work done are reported in the following pages.
More cultivation for the same area. The original 3-bed configuration found in each greenhouse (left) had a lower total production area. A 4-bed configuration with narrower footpath was introduced. (right) This provided 25% increase in production area. (A greenhouse numbering system was also added as a management tool.)

Low-cost seedling tables. A nursery provides greenhouses with a constant supply of strong, healthy plants in predictable amounts to meet market demands. Farm nurseries initially were not set up to achieve this outcome. Seed trays were placed on the ground along with seedbeds. (left) This setup exposed delicate seedlings to the elements and made them susceptible to diseases. It is also backbreaking work for the staff as they must squat for long periods when tending to the seedlings. The construction of seedling tables out of cost-effective, local materials is one simple method of improving production which was introduced by the agronomist together with local farmers. (right)

Appropriate materials for greenhouses. Greenhouses found at the beginning of the project were made from steel framing. (above, left) The opaque plastic material used to cover the greenhouse framing was also low grade and was not UV stable. The plastic was fastened to the framing by bamboo strips and the thin wire quickly tore the plastic especially when windy. Villagers constructed more appropriate greenhouses using more effective and readily available materials, such as bamboo. (middle photo)

Learning through participation. The photo on the far right above shows a nursery which was built by a participating farmer at the lakes at Samrong village. This innovative farmer copied the design of the greenhouse and village nursery that was supported by ILO/IE project. This provides strong evidence of how farmers can learn through participation and observation.
Desired its bustling tourism, Siem Reap remains the second poorest province in Cambodia. The following intervention bridges the gap between the rural poor and Cambodia’s growth sectors.

The IE project partnered with the Human Resource and Rural Economic Development Organization (HURREDO) and the Department of Agriculture, Forestry and Fisheries (DAFF) in building capacity of farmers to produce marketable vegetables and to provide regular supply to Siem Reap hotels and restaurants. These establishments normally purchase vegetables from other countries, such as Thailand and Viet Nam. This intervention involves:

- Better work methods to improve product consistency, production predictability and work organization
- Training of extension workers from the DAFF in production efficiency and responsive advisory services.

A total 74 farmers are in different stages of training, of which 40 are now selling vegetables to restaurants on a continuing basis. The IE project also supported DAFF extension workers in obtaining further training including one held in Saraburi Centre, Thailand, in June, on a specific organic farming technique. Nine extension workers participated and are now advising local farmers.

Angkor Park, one of the seven wonders of the world, was designated as a World Heritage Site by the UNESCO in 1992. The unique area of Angkor Archaeological Park – popular destination of tourists all over the world – is also home to around 26,000 local residents who, despite their proximity to the bustling tourist industry, live in abject poverty.

One of the traditional forms of livelihood that could be promoted and linked to the tourism industry is traditional music performance. In partnership with the Angkor Partnership Development Organization (APDO) and the ILO Project on Alleviating Poverty through Peer Training (ILO APPT), the IE project supports the training and market linkage activities of vulnerable and disabled persons in the Angkor Park district.

A total of 57 persons completed musical and business training, including non-literate women, who have, since the project started, earned incomes from performing in weddings and special occasions. Two groups of 15 disabled musicians are additionally being trained under the project.

Many of the members of the Artisan Association of Cambodia (AAC) are landmine survivors, people with disabilities and marginalized women. AAC aims to create opportunities for training, employment and market access among these target groups.

This intervention involves capacity building of AAC and its handicraft producing members. Together with Traidcraft, UK, the project supports the following:

- product design and marketing through training and consultancy
- organizational development of AAC as a member-based association through training and consultancy
- work conditions improvement through training using ILO’s work improvement tools; this supports fair trade practices and its social accountability requirements
- setting up and visiting trade fairs
- exchange visits among IE partners.

Around 60 percent of AAC members are entrepreneurs with disabilities, employing over 500 workers. Around 27 and 74 percent of the employees are people with disabilities and women, respectively. Due to improved services, AAC’s membership increased from 14 to 22 enterprises in six months alone.

(continued on page 13)
… Thailand & Mongolia

Thai handicrafts

Handicraft and home-based workers in Thailand, especially those in the poorest Northern and Northeastern provinces, produce good quality fabrics and goods. However, since they do not always know the needs of the market, they produce items that end up in their own shelves. They also work under adverse work conditions.

In order to meet the needs of the market, some market appreciation and product systematization was introduced. The IE project supported capacity development of Homenet North in supporting this process. A consultant was engaged in April to:

• assess the needs and potentials of the homeworkers
• train Homenet North and the producers in the following: (a) clustering and product profiling, including creating story boards, (b) preparing marketing plans of the network, (c) understanding consumers and contacting buyers. The consultant also linked them to potential clients.

Homenet North now has a team of 3-4 trainers who replicate the training in 6 homeworkers’ groups.

The Thaicraft Association, in partnership with the IE project, trained 80 bronze and silk producers on occupational safety and health and on safe techniques which improved productivity and expanded their market base.

Mongolian crafts

Mongolia has very high poverty and unemployment rates and craft production is frequently identified as a solution to this problem. While not everyone can be an artisan, Mongolia can still hone the potential of its craft sector. In a quick survey conducted under the IE project, most tourists say that they were unable to find souvenirs to their liking and thus end up leaving the country without spending the money they intended to spend on crafts and souvenirs.

In June, the IE project carried out an assessment of the crafts sector in Mongolia. A two-day training on craft product development and marketing was also organized. Consultations were held with local organizations, producers and donors.

A report was prepared and one of its strongest recommendations was to strengthen networking among organizations. Information and resources must be shared (such as designers and organizational development consultants).

Also suggested were the establishment of a retail selling space to be shared within the network. It further proposed improving the quality of wool, making raw materials available to local producers rather than exporting most to neighboring countries. It also identified the following measures: low-cost financing for artisans, placing information on crafts in tourist guidebooks, creating trendy product lines, holding exhibitions and finding means to transport crafts to the market. The recommendations are intended either for use by Mongolian organizations or will be incorporated in the follow-up phase of the IE project.

Product fairs

Products especially in Mongolia and Cambodia have always been overshadowed by those of other countries, with obvious impact on the incomes and well-being of indigenous producers.

To provide greater visibility to products from the three countries, two product fairs are held in Cambodia. The first was organized in Siem Reap (13-14 August) in which 60 booths were set up for the partners of the IE project. Another will be held in December in Phnom Penh back-to-back with the knowledge sharing workshop of the IE project.

Among the participating partners are HURREDO, which showcases marketable vegetables, AAC’s handicraft producers and APDO’s basket weavers. APDO’s musicians also displayed their talents. Also participating are partners and beneficiaries of other ILO projects, such as ISED and ILO-APPT. The December product fair will include crafts from Thailand and Mongolia.
Entrepreneurship and business training

Drawing from the vast resources of ILO in entrepreneurship and management, the IE project utilizes ILO tools and manuals and adapted them for local use. Understanding that training activities alone are not enough to develop capacity – since training inputs can be forgotten once participants return to their work place or the follow-up task of applying inputs to specific circumstances is not necessarily easy – the IE project employs strategies to make training experiences more rewarding and its benefits longer-lasting. Among them: training is implemented as support to a broader work programme on capacity building which includes consultancy and training replication over a period of time. Also, the project supports post-training action plans. Where tools on certain subject areas are not available, the IE project has taken the task of developing them. One of these is a series of manuals on marketing and product design, with specific interest in fair trading and fair contracting principles.

In Mongolia, the government’s employment office, called the Local Social Welfare Service Office (LSWSO), in collaboration with the Mongolian Federation of Employers (MONEF), has translated the Start and Improve Your Business Programme (SIYB) for local use. The first trainer’s training was held in 2004. The IE project supported the following:

- translation of the trainer’s guide and a new SIYB module called People and Productivity which contains messages on managing people, work safety, networking and community responsibility.
- implementation of the 2nd SIYB trainers training in January which involved 20 representatives of IE’s project partners. These included MONEF, Ger Initiative, Mongolian Women’s Federation, Mongolian Cooperative Training Institute, Association of Private Entrepreneurs, trade union federation of private sector workers.
- facilitation of further capacity building and master trainer certification of one of the trainers from the Mongolian Ministry of Trade and Industry.
- Further support to trained trainers in implementing SIYB training of entrepreneurs.

GET Ahead Training (where GET stands for Gender Entrepreneurship Training) represents a participatory and action-oriented training approach. It uses games and actual participants’ experience to convey proper business practices and messages. Through games, GET Ahead Training is also able to address behavioural constraints (e.g. risk taking, personal commitment, self-confidence) which are important to entrepreneurial success. GET Ahead highlights essential business skills from a gender perspective. It promotes both the economic and social empowerment of women alongside men in enterprise.

The IE project has carried out the following:

- Training of Trainers (ToT) on GET Ahead in Thailand in June. 25 participants from different parts of Thailand participated, including the tsunami-affected South and the deep South.
- Collaboration with the ILO Tsunami Project in the follow-up training activities in the tsunami-affected areas: namely, one (1) ToT and three (3) Training of Entrepreneurs in Phuket and Phang-Nga.
- Training of Trainers in Mongolia in September, to be followed by a Training of Entrepreneurs facilitated by the trained participants under the supervision of the lead international trainer.
- Translation and adaptation of GET Ahead in Thailand and Mongolia.
- Contribution to the publication of the Khmer version of the GET Ahead manual in Cambodia.
The Small Business Association (SBA) manual was developed by ILO SEED. A workshop was held in January under collaboration between two ILO projects; namely, the Integrated Support to Small Enterprise Development (ISED) and the Informal Economy projects. This workshop sought to generate comments and inputs from the five countries covered by the ISED and IE projects (Cambodia, Thailand, Lao PDR, Viet Nam, Mongolia) on association building issues and strategies.

After the workshop, the IE project used the SBA guide as reference for building the organizational capacity of the Artisan Association of Camboida (AAC). The IE project established a partnership with Traidcraft UK to carry out an organizational development consultancy for AAC. The consultancy will use the SBA guide as a reference while at the same time adapting it to suit AAC’s needs.

The IE project also supported the SBA Training of Trainers workshop which was spearheaded by ISED. This workshop was held in August.

The IE project, in collaboration with the ILO-Alleviation of Poverty through Peer Training (ILO-APPT), supports the creation of market linkages between traditional musicians in the Angkor Park area and their potential clients within their own communities and within the tourist market in Siem Reap town.

This partnership involves musical coaching, market exposure, training on understanding markets and business practice. For the market development training, the ILO manual called, Rapid Market Appraisal, is being used.

Community shops

Another initiative to upgrade conditions farming households is that of supporting “community shops” set up by self-help groups. Community shops were established to help communities assisted by PADEK earn additional incomes and to link farmers to markets. This is especially important for communities that are located far from towns and therefore cannot sell or buy goods easily. The community shops are also used as possible channel to sell vegetables now being farmed with the support of HURREDO and also as selling stations for quality seeds. The community shops are cooperatively owned by rural households organized as self-help groups.

The partnership between the IE project and PADEK involves capacity building of the community shops. A total of 4 of 12 community shops are now operating in communities assisted by PADEK while 8 are in the process of construction. The first round of training on community shop management is completed for all 12 shops. Four shops with 387 members/shareholders (of whom 271 are women) have completed the second round of training on basic bookkeeping and business plan. The third stage of training will commence soon and will address stock control/customer services. Around 400 members have now signed up for the 8 shops currently under construction. Of these 60 percent are women.
Occupational safety and health

Mainstreaming OSH in public and private sector services

the challenge

The absence of appropriate technology on occupational safety and health (OSH) for home-based work and micro enterprises has excluded a vast number of working population from vital safety and health information. Worse, it has led the public to believe that poor working conditions are an inevitable feature of small and home-based economic activities.

Occupational health and safety (OSH) information is conventionally available only to formal enterprises.

- Technologies for work improvement are designed for large factories.
- Workplace monitoring and health examinations are available only in factories registered with labour ministries and which contribute to a workplace compensation system.
- Labour ministries’ inspection system is the only administrative machinery for distributing workplace advice.

These technologies, facilities, and advisory systems are not applicable to micro enterprises which often use rudimentary methods and which are not registered and are not visible. Yet, their safety and health conditions are often the most hazardous. Poor work conditions render people’s lives and properties constantly at risk.

our approach

The approach of the IE project is to address the above issues on each of the corresponding level:

- **Enterprise level** – Dissemination of practical strategies for work improvement at the enterprise level, especially building on work improvement tools developed by ILO
- **Institutional level** – Integration of OSH inputs in public and private services for more effective dissemination:
  - Public sector: Integration of OSH services in public health, agricultural extension and labour inspection services
  - Private sector: Integration of OSH training in services provided by fair trade practitioners, employers’ associations, trade unions, and business development support providers.
- **Policy level** – Support to formulation of National OSH Policy in Cambodia and Mongolia.

Our interventions

**ENTERPRISE-LEVEL STRATEGIES**

ILO’s work improvement programmes introduce practical but effective strategies towards promoting health and safety conditions among homeworkers, farmers, and construction workers. By using simple checklists, workplace visits, illustrations and photos, these programmes immediately inspire people into action. Results can be dramatic.

The IE project supported the implementation of the following work improvement programmes in Cambodia, Mongolia and Thailand:

- Work Improvement in Safe Homes (WISH) – for home-based workers
- Work Improvement in Neighbourhood Development (WIND) – for agricultural workers
- Work Improvement in Small Construction Sites (WISCON) – for construction workers.

WISH, WIND and WISCON prove to be an effective entry point in reaching the informal economy. This is illustrated in the following table.
Work improvement messages spreading like wildfire

The following list of training activities supported by the IE project demonstrates how practical and easy-to-implement strategies can be disseminated quickly. Actual workplace improvements following the training activities, which are monitored, are also apparent. This list also shows how practical strategies can bind different types of stakeholders together to carry out interventions jointly.

<table>
<thead>
<tr>
<th>Cambodia</th>
<th>Mongolia</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Work Improvement for Safe Homes (WISH)</strong></td>
<td>ADB Funded Project on Expanding Employment Opportunities for Disabled Persons, in Darkhan-uu aimag on 8 April 2005 (20 pax)</td>
</tr>
<tr>
<td>WISH Working group consisting of trade unions and non-government organizations (CAAWDU, CFITU, CLUF) - 3 sessions in Phnom Penh (60 pax) and one session in Siem Reap in the period around 22 September - 22 October 2004 (24 pax)</td>
<td>Trade Union Federation of Private Sector Workers, Ulaanbaatar on 24 May 2005 (20 pax)</td>
</tr>
<tr>
<td>WISH working group of eight trade union participants (CCAWDU, CFITU, CLUF, CUF, FBWW, FTUWK) - in Kandal on 26 September 2004 (21 pax), and in Phnom Penh on 3 or 10 October 2004 (20 pax)</td>
<td>Confederation of Mongolian Trade Unions, in Ulaanbaatar on 31 May 2005 (20 pax)</td>
</tr>
<tr>
<td>WISH Working Group of five trained trainers made up of handicraft enterprises, municipal office and labour inspection office (Peace Handicrafts &amp; Silks (PHS), LCC, Municipal PPhen, Rachana Organization, Labor Inspection Department (LID)) - Three workshop in Phnom Penh (70 pax), one in Battambang during February to April 2005 (40 pax)</td>
<td>Mongolian Employers' Federation, in Baganur District, Ulaanbaatar on 24 May 2005 (25 pax)</td>
</tr>
<tr>
<td>An NGO - People's Association for Development (PAD) - 3 courses in Phnom Penh (5, 7, 10 pax) and one in Kandal in October 2004 (12 pax)</td>
<td>An NGO - Ulaanbaatar City Women's Council, 4 courses in Bayanzurkh on 2 June 2005, Songinokhairkhan on 10 June 2005, Nalaikh districts on 7 June 2005, Ulaanbaatar and Tuv aimag on 31 May 2005 (91 pax)</td>
</tr>
<tr>
<td>A trade union - Cambodian Union Federation (CUF) - 2 courses in Poipet on 20 June and 1 July 2005 (30 pax each = 60 pax)</td>
<td>An NGO - Mongolian Women's NGO's Coalition, in Ulaanbaatar on 13 June 2005 (25 pax)</td>
</tr>
<tr>
<td>ILO APPT has conducted 2 courses in Siem Reap in Sept-Oct 2004 (39 pax) One follow-up workshop in Phnom Penh on 28 October 2004 (26 pax) by the project.</td>
<td>Total pax of WISH: 201 participants reached</td>
</tr>
</tbody>
</table>

**Total pax of WISH: 414 participants reached**

<table>
<thead>
<tr>
<th>Cambodia</th>
<th>Mongolia</th>
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<tbody>
<tr>
<td><strong>Work Improvement for Neighbourhood Development (WIND)</strong></td>
<td><strong>Work Improvement in Small Construction Sites (WISCON)</strong></td>
</tr>
<tr>
<td>Cambodia Industrial Food Union Federation (CIFUF) - in Kampong Siem on 24 April 2005 (30 pax) and 8 May 2005 (30 pax)</td>
<td>Cambodia National Federation of Building and Wood Workers - in Phnom Penh on 3 April 2005 (25 pax)</td>
</tr>
<tr>
<td>Department of Agricultural Extension (DAE), Ministry of Agriculture, Forestry and Fisheries (MAFF) - in Kampong Siem on 24 April 2005 (33 pax), in Svay Rieng on 2-3 May 2005 (33 pax), in Kampong Speu on 7-8 June 2005 (33 pax)</td>
<td>Cambodia National Federation of Building and Wood Workers (CFBW) - one course in Kandal Province on 15 May 2005 (25 pax), 3 one-day courses in Phnom Penh on 29 May, 12 June, and 26 June respectively (25 each = 75 pax)</td>
</tr>
<tr>
<td>Union Working Group of Seven Trained WIND Trainers (CUF, FTUWK, FBWW, CIFUF, CCAWDU) - 1st course in Kampong Chom Province on 16 May 2005 (20 pax) and in Kandal on 26 September 2004 (31 pax), 3rd course in Kampong Cham (Tbong Khmun) 12 June 2005 (34 pax)</td>
<td>Cambodian Construction Worker Trade Union Federation (CCTUF) - 4 courses in Siem Reap on 19 June, 3, 17, 31 July (100 pax)</td>
</tr>
<tr>
<td>Occupational Health Department, Ministry of Labour and Vocational Training - in Kandal on 8 May 2005 (29 pax) and in Mesang, Prey Veng Province, on 26 June 2005 (32 pax)</td>
<td>Cambodian Union Federation (CUF) - 1 course in Phnom Penh on 14 August 2005 (25 pax)</td>
</tr>
<tr>
<td>Cambodian Association for Informal Economy Development (CAID) - 1 course in Prek Sdey, Koh Thom, Kandal Province on 23 May 2005 (20 pax) and 1 course in Prey Srorng, Phnom Prough, Kampong Speu Province on 30 May 2005 (20 pax)</td>
<td><strong>Total pax of WISCON: 250 participants reached</strong></td>
</tr>
<tr>
<td>Provincial Department of Agriculture, Forestry and Fisheries (DAFF) - 4 courses in Siem Reap on 27 May, 3, 17 June, 1 July (30 pax each = 120 pax)</td>
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**Total pax of WIND: 475 participants reached**

<table>
<thead>
<tr>
<th>Thailand</th>
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<tbody>
<tr>
<td>The Ministry of Agriculture and Cooperatives (MOAC) underwent WIND training in July under the IE project. It will carry out training in 12 provinces with a planned reach of 300 farming households. They will also collect 6-10 good practices out of their experience.</td>
</tr>
</tbody>
</table>

**Total targeted beneficiaries of work improvement programmes in Cambodia and Mongolia as of June – 1,340 workers/entrepreneurs**
INSTITUTIONAL SERVICES

PUBLIC HEALTH - When people fall ill, the first level of public health assistance which they approach is the community health center. Public health units administer care to their clients but they are often not trained to address work-related health problems. Farmers and workers in small factories can be constantly subjected to extreme environmental conditions. Homebased workers expose their families to poor work conditions. When they get sick, health centers can administer care but are unable to address causes rooted in their workplace where they spend three-quarters of their time.

In Thailand, the IE project partnered with the Ministry of Public Health (MoPH) in developing the capacity of primary health care units (PCUs) to address occupational conditions of their clients. The MoPH’s action programme involves 7 steps towards establishing OSH service procedures within PCUs. These steps are:

- Survey of OSH conditions in target locations and survey of OSH competency in PCU
- Analysis of collected data
- Health check-up of community members
- Establishment of database system on OSH
- OSH education in the community and pilot activities
- Setting up of service standards and procedures
- Monitoring and evaluation.

During the covered period, the MoPH completed most of the programmed activities. They piloted projects in nine PCUs in five provinces. The Ministry of Labour and Ministry of Agriculture also collaborated with MoPH in their effort to extend OSH to homeworkers and agricultural workers respectively.

VOCATIONAL TRAINING – In Mongolia, the Local Social Welfare Service Office (LSWSO) is developing a general OSH training module to be incorporated into vocational training programmes. This is in response to the increase in industrial accidents and occupational diseases in recent years, which calls for preventive (and compensatory) measures. The training module will be used by accredited training providers of the LSWSO, which presently number 260 institutions providing training on 80 types of occupations.

AGRICULTURAL EXTENSION – In partnership with the IE project, the Ministry of Agriculture and Cooperatives (MoAC) trained their extension workers in Work Improvement in Neighbourhood Development (WIND). Trainers’ training was held in July. In collaboration with community volunteer groups, the extension workers are now replicating WIND training and information services throughout twelve (12) provinces in Thailand. They aim to reach 300 producers.

In Cambodia, the extension workers of the Siem Reap Department of Agriculture, Forestry and Fishery also trained on WIND. As vegetable farming activities intensified in Siem Reap due to the interventions of the IE project, extension workers readily applied their newly-acquired knowledge and techniques with Siem Reap farmers.

Sample of OSH services provided by PCUs

Some of the PCUs with longer experience in OSH service delivery have innovated the following activities and services:

- Established a “hotline” where people can call to complain and seek advice on occupational and health conditions.
- Deployed mobile units which go to villages to do risk assessment. The mobile units hold forums, do a “walk through” survey, and listen to people’s problems.
- Maintained personal health files for patients which now include data on occupation and work-related sickness.
- Included OSH module for health volunteers’ education.
- Integrated OSH in home-based health care programme.
- Set up of surveillance system through documentation and monitoring of diseases using international coding standards.
- Other specific activities:
  - Provided factories with personal protective equipment.
  - Successful advocacy among companies to collect/dispose waste produced by home-based subcontractors out of raw materials provided by the companies.
  - Launching educational programme in factories and convincing employers to pay for health check-ups of home-based producers.
POLICY-LEVEL STRATEGIES

Under the technical guidance of the OSH Specialist in the Subregional Office, National OSH Policies were drafted in Mongolia and Cambodia. National workshops were held afterwards in both countries to deliberate the contents of the draft. The IE project contributed significantly to these processes since the informal economy comprises a majority of the enterprises and workforce found in these two countries. Any national policy on OSH had to take informal work into account.

MONGOLIA – In Mongolia, the National OSH Workshop was held on 24-25 February 2005. The workshop was supported by both the IE project and ILO Beijing. As input to the National OSH Workshop, the IE project supported the preparation of a National OSH Profile by the Ministry of Labour which included informal work. This was completed and is now being prepared for publication.

CAMBODIA – In Cambodia, the National OSH workshop was held on 22-26 August. The workshop was funded by ILO Bangkok and organized by the Ministry of Labour jointly with the IE project.

Results from the
National Tripartite OSH Workshops in Mongolia and Cambodia

National Tripartite OSH Workshop in Mongolia (February 2005)

✦ The government (MOSWL), MONEF and CMTU reported their OSH activities such as legal OSH framework development, labour inspection, WISE, WISH, WISCON, etc. They were all included as practical components of the national OSH programme.
✦ Hazardous child labour projects/activities were explained and integrated into the national OSH programme.
✦ A comprehensive OSH review by a national consultant in Mongolia was introduced. After receiving some comments, this review was published as national OSH profile (now in print).
✦ Tripartite participants intensively discussed a draft national OSH programme and adopted it after some revision. The programme was endorsed by the Minister and officially launched in April 2005.

National Tripartite OSH Workshop in Cambodia (August 2005)

✦ All the OSH stakeholders (government, employers, workers and NGOs) gathered together and introduced their practical activities in policy development, enforcement, training and information activities. This was the first opportunity for Cambodia.
✦ HIV/AIDS as a workplace issue and hazardous child labour activities were also noted as an integrated part of the national OSH programme.
✦ The country’s priority OSH action areas (strengthening of legal frameworks, inspection, small enterprises, hazardous child labour, disabled workers, HIV/AIDS, construction and mining, informal and rural sectors, roles of employers’ and workers’ organizations, etc.) to be highlighted in the national OSH programme were identified through tripartite group discussions.
✦ Tripartite consensus were built to establish a task force to draft a national OSH programme.

- Tsuyoshi Kawakami
Specialist on Occupational Safety and Health, ILO SRO-Bangkok
Social protection

Preserving assets and human capital

The cost of medical care when accidents or sickness occurs is a major cause of impoverishment. It can wipe out incomes and assets, it can cause the demise of a business enterprise. Treatment costs for serious illnesses in Cambodia often exceed average annual food cost of a household. Therefore, illness is the main reason for selling land or other productive resources. A vicious circle of poverty entrapment ensues.

In Cambodia, health financing is dominated by out-of-pocket spending. In 2002, over 72 percent of health costs (an average of US$ 24 per capita) was covered out of pocket, while 19 percent was from donor organizations and only 9 percent from the government budget. There is no statutory health insurance in the country yet.

In Mongolia, social health insurance was created in the 1990s and it was fully tax-financed until 1994. After 1994, insurance premiums of herders and students were no longer subsidized. Membership in the health insurance scheme consequently declined and it has been dropping steadily during the past three years. Since herders, students and self-employed are now part of the voluntary scheme, efforts are being made to formulate appropriate and accessible systems for voluntary registration and payment.

In Thailand, discussions are ongoing as to how best to design a voluntary social security scheme for self-employed and non-wage workers. Furthermore, the Thai Labour Ministry has recently promulgated two Ministerial Regulations covering Homeworkers and Agricultural Workers, which mandate the labour ministry to apply protection to the identified target groups. The Labour Ministry, in both national and provincial levels, has partnered with the IE project in formulating means to enforce said regulations.

Our approach and interventions

Our approach is to work with current service providers in addressing their constraints and plans. These are explained below.

COMMUNITY BASED HEALTH INSURANCE SCHEME (Cambodia)

A community-based health insurance scheme in Cambodia is implemented by an NGO, called Groupe de recherche d’échanges technologiques (GRET) for over five years now in collaboration with the public health system. Under this scheme, families pay an average of US $3 per person per year in exchange for free access to participating health units at all levels (from the community health center to the district and provincial hospitals).

This health insurance scheme was piloted first in one health center in Ang Roka district in Takeo Province. In due course, it was found that insured members tend to seek treatment sooner and thus serious illnesses no longer occur.

The impact of the scheme on jobs, incomes and family budgets are apparent. For instance, one needs only to pay US$ 3 per year to have full access to medical care in contrast to the average annual (out-of-pocket) health expense of US $ 22.

Having tested and improved the scheme for over five years now, GRET is expanding its scheme to all the nine health
centers in the Ang Roka district and to urban clientele in Phnom Penh.

The IE project supported the improvement of GRET’s documentation and information system. Improved systematization has allowed GRET to scale up its work and expand its membership. This involved redesigning and piloting the tools listed below:

- Assessment of economic situation of households – to improve market identification and segmentation
- Impact monitoring tools – to assess effectiveness of GRET in meeting its development goals
- Management information system – to track member information, including payment, usage, and health status of each member.

The expansion began in June where, during the first two weeks alone, a total of 118 households registered with the scheme, covering a total of 650 individuals. The expansion to Phnom Penh will take place in October. The initial expected membership is 5,000 individuals.

All of the above tools and reports were completed during the reporting period. The IE project will furthermore support a training workshop in November in Phnom Penh involving those who will disseminate information about the scheme in urban communities. This is in support of the planned urban expansion of the scheme. This scheme incidentally has informed, and is an element of, the National Master Plan on Social Health Insurance.

STATUTORY SCHEMES (Mongolia and Thailand)

In **Mongolia**, the Health Insurance Council (HIC) requested technical assistance in analyzing the factors leading to the constant decline of membership in the health insurance scheme over the past three years. Two types of reports are being prepared by HIC with the support of the IE project and with the technical guidance of the social security expert of SRO-Bangkok: The first is a profile and analysis of the health and social insurance system while the second is a survey of knowledge attitudes and perception of users and non-users of the health insurance scheme.

In **Thailand**, the government has committed since two years ago to extend the Social Security System (SSS) to workers in the informal economy. They planned to pilot the scheme by 2006. Currently, self-employed and non-wage workers become members of the SSS by paying a substantial amount, representing both employers and employees counterpart contributions.

The National Project Coordinator of the IE project participates in the consultations of the Labour Ministry’s technical subcommittee on Social Security Extension to IE. The scheme that is currently being envisaged by the Labour Ministry is (a) voluntary, (b) covers all workers, (c) reduces benefits to the most basic and least costly to fit people’s affordability: namely: old age, invalidity and death.

THAILAND’S MINISTERIAL REGULATIONS ON HOMEWORKERS AND AGRICULTURAL WORKERS

The IE project supported the Labour Ministry in finding effective ways to enforce and implement the Ministerial Regulation on Homeworkers and Agricultural Workers. The project supported two sets of consultations initiated by the Labour Ministry.

a. Consultations with employers and workers in the northeastern provinces of Khon Kaen, Roiet, and Mahaasarakam (in June). These consultations revealed that employers who subcontract work to homebased workers are willing to cooperate and come up with pilot agreements. However, there is as yet no clarity on the contents and requirements laid out in the Ministerial Regulations on contracting.

b. Consultations with approximately a hundred homeworkers and agricultural workers held back-to-back with the ministries’ consultations with labour inspectors (end of June). During this meeting, the following needs were expressed:

- By homeworkers: to have contract on wages and payment schedules and to have social security and OSH measures
- By farm workers: to have social security benefits with accident compensation; to ban employers from laying off pregnant women; to allow agricultural workers representation at the village councils to look after farmers’ issues.

Promising areas for future follow-up were discussed such as: piloting model contracts in northeastern provinces with cooperating employers and pursuing tripartite mechanisms in creating representation of farmers and delivering OSH inputs.
ADDRESSING HIV-AIDS

With support from the IE project, and in collaboration with the ILO/USDOL HIV/AIDS Workplace Education Programme, a toolkit on HIV/AIDS prevention is being developed. The objective of this initiative is to give organizations resource materials for raising awareness and linking their members to HIV/AIDS-related services. Another objective of the toolkit is to allow organizations a voice and venue to report what they are doing with respect to HIV/AIDS prevention. Some details regarding the toolkit follow.

What messages are brought across by the toolkit:

- Basic Information on HIV/AIDS
- Gender and HIV/AIDS
- Behavioural change
- Rights and voice / Stigma and discrimination
- How to reach needed services

How they are conveyed:

Through exercises and information sessions compiled into a toolkit that can be used by organizations either:

- as specific HIV/AIDS training workshops or
- integrated into other activities of the organization.

Potential audience

Users of the toolkit are member-based organizations which will disseminate information to their members. End beneficiaries are farmers, motorcycle taxi drivers, market and street vendors, small business owners who are either members or beneficiaries of organizations targeting workers in the informal economy.

Work accomplished:

- Tool development based on desk review, focused group discussions and fact finding missions – draft ready in July
- Review of the toolkit – July
- Translation of the first draft toolkit into Khmer – August

Forthcoming Work

- Pilot training with IE workers organizations
- Revision of toolkit after feedback from organizations
- Translation and publication of final version of toolkit

HIV/AIDS transmission in Cambodia now shifts to homes

A presentation made by the National Project Coordinator of the ILO ILO/USDOL HIV/AIDS Workplace Education Programme, Mr. Chun Bora, reveals that the route of transmission of HIV/AIDS has shifted to homes.

In 1990, 70 percent of recorded cases of HIV/AIDS (totaling 173,000) were due to transmission to “male from sex worker.” In 2000, this figure has dropped to 15 percent – a clear result of information campaigns launched since then.

In 2000, the absolute number of cases was 166,500, of which 70 percent were due to transmission within households; namely:

- To “wives from husbands” – 45 percent (whereas it was only 2 percent in 1990) and
- To “children from mother” – 30 percent (whereas it was 0 percent in 1990).

The challenge of HIV/AIDS prevention can be said to be much more daunting now that appropriate messages and services must be developed for spouses and made available in homes and communities. This is the challenge that the IE project tries to address through the above intervention.
Knowledge Sharing
Learning from peers

KNOWLEDGE FAIR AT THE ILC, GENEVA
A Knowledge Fair was held at the International Labour Conference in Geneva in June, which showcased good practices in addressing decent work in the informal economy. The IE project submitted five entries which were all accepted. Quoting excerpts from the submission summary, here are short descriptions of the IE project’s submissions. More information can be found in: http://www.ilo.org/public/english/knowledgefair/index.htm

Role of Social Dialogue in Upgrading the Informal Gold Mining Sub-sector in Mongolia: A Comprehensive Sector-Based Project to Prevent and Eliminate Child Labour and Improve the Situation of Informal Gold Miners (IGMs)
This project uses IPEC’s principles to reform Mongolia’s informal gold mining sector. Results achieved include: 60 children have been removed from child labour, and 20 are now attending vocational schools; draft legislation has been revised in keeping with ILO principles; companies providing concessions on child labour; and groups of miners have chosen “informal” leaders. Good practice criteria met include ethical soundness, relevance, and impact.

Development of Supply Chain in Two Sub-Sectors of Cambodian Informal Economy: An Integrated Approach to Capacity and Association Building for Vegetable and Handicraft Producers
Both of these projects link marginalized groups to more productive mainstream markets while building capacity within representative organizations to increase market access and foster market linkages. Key results in the vegetable sector include improved: rural income, income security, and quality of life; greater market share of locally grown produce; greater access to productive resources; and adoption of group marketing strategies. Key results in the handicrafts sector include: better income, increase in member organizations and capacities, and government reforms. The primary good practice criteria met are gender, impact/results, and empowerment.

Developing Health Insurance to Reduce the Impact of Health Problems on Rural Poor Households
This ILO project concentrated on promotion of health insurance as an income security mechanism for low-income households in two Cambodian provinces while promoting health-seeking behavior and quality of health care delivery.

Key results have been: preventative medicine results in fewer severe illnesses; increase in doctor visits because patients know that they have access and are no longer having to pay (fees) for treatment. Key good practice criteria met are innovation, responsiveness, impact/results.

Community-Based Delivery of Occupational Safety and Health (OSH) Services through Primary Care Units (PCUs) and Intra-governmental collaboration: Adopting Standards, Procedures, and Services for the Informal Economy
This project links commonly treated ailments within PCUs, in selected Thai communities, to their occupational causes in order to effectively address and better treat them. Through service provision and capacity building among workers, key results to date have been: local exhibitions and adherence to OSH within treatment centers; implementation of personal and institutional health records, including check-up reminders; and movement to organic produce (to eliminate/reduce toxin exposure). Primary good practice criteria met include innovation, relevance, and empowerment.

Practical Strategies for Decent Work in the IE: Work Improvement for Safe Homes (WISH) in Thailand and Cambodia
These initiatives focused on instituting OSH improvements in home-work industries through information dissemination, capacity building among affected workers and businesses, and policy development of OSH issues in the formal and informal economies. Results in Thailand include implementation of health programmes among 35-65% of programme participants, and health promotion through shorter work hours, exercise breaks, better lighting, and orientation training for new workers. Results in Cambodia include improvement plans implemented by 30 to 50% of participants, and development of partnerships between stakeholders to provide training and advice for homeworkers. Good practice criteria met include gender, empowerment, and impact/results.
OTHER KNOWLEDGE SHARING ACTIVITIES

Knowledge sharing activities are pursued where learning opportunities are available.

- The **Small Business Association Workshop** held in January was an opportunity for representatives of five countries to share knowledge on association building. The countries were Laos, Cambodia, Thailand, Mongolia, and Vietnam. The interactions that occurred here among three partners of the IE project (Artisan Association of Cambodia, Thaicraft Association, and Credit Union League of Thailand) led to further exchanges after a few months. In this follow-up occasion, twenty members of AAC went to Thailand with the support of the IE project to visit the International Gift Fair in April, met with Thaicraft Association, and attended the latter’s monthly producers’ sale.

- The project’s **Knowledge Sharing workshop** will be held in December. This event will bring together different partners to exchange experiences on selected themes. It is expected that a photo exhibit and product fair will also be organized at the same time.

- The IE project will also participate in the annual Knowledge Sharing workshop that is held among the DFID-funded TCRAM projects on informal economy and poverty alleviation. This year, the meeting will take place in Siem Reap, Cambodia, and will involve field visits of initiatives supported by the IE project.
Retrospect:

Impact and Lessons Learned

IMPACT

While the full scope of the project’s impact cannot be seen within the short period of the project, some initial results are discernible. Impacts are observed mostly on the enterprise (micro) and institutional (meso) levels. Those on the policy (macro) level, understandably, take a longer period of time. Some initial policy advocacy gains can be noted however. Examples are provided below, based on reports received.

Enterprise/Household Level

- Improved work methods for better quality and efficiency
- Improved incomes and markets

Improved work methods to meet market demand – Homeworkers in Northern Thailand learn what “product” means. Homeworkers in North and Northeastern provinces learned to adopt new mindset about creating, out of their raw materials, a range of products that are practical and sellable. They began to classify their products and use “storyboards” as a way to focus and extend their product range. (Photo: Homeworkers in Chiang Kam Province now display the range of products one type of fabric could provide – in contrast to the past where they used to sell “items” instead of “range of possibilities.”)

Incomes increased and new markets tapped – Traditional musician groups, which previously were not performing to earn incomes, neither working as group, now perform regularly in groups at weddings and for tourists. While their earnings are not very high, these musicians did not have sources of income previously and some are marginalized by their disability, gender, and lack of education. Income improvements for a period of six months (January to June) were recorded for the groups and they ranged from USD 227 - 675.

Improved markets and links to markets created – Farmers in Siem Reap augment their incomes by growing and marketing non-traditional vegetables. The volume of vegetables is steadily increasing as evidenced by rising sales. Furthermore, farming households are now able to balance their garden activities to combine traditional and non-traditional vegetables in order to meet both their consumption needs and the demand from the local/tourist market. These farmers are also more aware of prices and their movements. They also now make economic decisions as to when to participate in vegetable production or when to use their resources instead for other income generating activities. (Photo: Farmers send off their member to deliver their harvest to the market and restaurants.)

Work improvement – Following the trainers training in Cambodia and Mongolia, participants readily carried out training activities at a low (or no) cost. Over 1000 homeworkers and farming households were trained in a matter of a few months. Workplace improvements are evident.
Institutional Level

- New or improved services
- Gradual institutionalization of improved services
- Strategies for accessing markets, productivity improvement, labour protection, risk management/prevention
- Social partners mobilized
- Organizations strengthened
- Development of value chain within a sector where such chains were weak or parts were absent
- More support organizations interested in assisting IE project partners

New and improved services – Artisan Association of Cambodia now provides marketing, design and organizational development assistance to its members. Members place a higher value on AAC services as borne out by (a) increased membership from 12 to 22 enterprises during the project period, (b) payment by all members of membership dues when they had been reluctant at the beginning of the project. (Photo: AAC training workshop on design and color theory.)

Gradual institutionalization of improved strategies – The Department of Agriculture, Forestry and Fisheries (DAFF), while hitherto taking a more supportive role to the collaboration between Hurredo and the IE project, is adopting the innovations taking place within the vegetable farms. The involvement of DAFF in the past has been to lend a piece of land to Hurredo for the latter’s demonstration farm and lending two extension workers. Today, it is expanding the role of its extension workers so that the newly-learned technologies could benefit more farmers. The IE project is also now supporting capacity building of its extension workers.

Strategies for risk management and gradual institutionalization of strategies – Through the improvement of management information system, impact assessment and market identification tools, GRET is better able to expand the coverage of its health insurance scheme. It has begun its expansion in Ang Roka district and will do so in a second district plus Phnom Penh. (Photo: A member is registered with GRET’s health insurance scheme.)

Social partners mobilized – Trade unions in Cambodia, Mongolia and Thailand had been uncertain about how to effectively reach workers in the informal economy. Through various activities of the project to which trade unions are invited (e.g. work improvement training, entrepreneurship training, labour law consultations, trade union organizing training), many of these trade unions have begun to venture into this area of work. These interventions have therefore given them an entry point. (Photo: A trade union leader listens to an incense stick maker describe her work; during the trade union training on organizing in the informal economy.)
Policy Level

- Greater interest and understanding among stakeholders on issues pertaining to the informal economy
- Project experience providing an input for policy development
- Social dialogue initiated and strengthened
- Discussions on policy priorities and policy implementation

Greater interest and understanding of IE issues – Greater commitment among stakeholders and research institutions towards understanding and pursuing pertinent issues; this is especially true in Cambodia and Mongolia where IE is a relatively new conceptual term (though certainly not a new occurrence).

Policy discussions held – Policy discussions were held after studies and recommendations were prepared under the IE project. Among these are: (a) the parliamentary consultations done in Thailand in which the findings of the labour law study was discussed among the senators; (b) parliamentary hearing to be held in Cambodia to discuss the legal environment affecting enterprises and workers; (c) collaboration with UNIFEM in presenting ILO-UNIFEM study on policy priorities for the informal economy with gender considerations, (d) National OSH policy deliberated and passed in Mongolia (and under discussion in Cambodia).

Support to policy implementation – The IE project supports governments in formulating technical solutions in order to enforce policies, laws and mandates. This is seen in the support of the IE project to the following:

- Thai Labour Ministry in finding effective ways to implement the Ministerial Regulation for Homeworkers and Agricultural Workers
- Thai Labour, Health and Agricultural Ministries in implementing their mandate of servicing their constituencies, e.g. in occupational safety and health matters
- Mongolian Labour Ministry in testing methodologies for work improvement, fair contracts, entrepreneurship promotion
- Cambodian Ministry of Women’s Affairs (MOWA) and Ministry of Labour and Vocational Training (MOLVT) in identifying key policy issues regarding men and women in the informal economy
- development of a legal framework for social health insurance and implementation of an existing master plan in Cambodia, in cooperation with GTZ, GRET and WHO.

Social dialogue in Mongolia – Under the informal gold mining project, the social dialogue process has transformed the minds of stakeholders from non-cooperation and resistance to their current willingness to discuss viable options to small-scale or artisanal mining.

Effectiveness, relevance, sustainability… While these results show that many of the interventions had been effective and relevant – and that most beneficiaries could continue on their own with their new practices – the question remains as to whether support organizations and associations that could provide technical support on a continuing basis and reach more people on their own at this point. Especially in countries where local organizations are weak, the process of capacity and confidence building is a longer development process. It can be said that the IE project has invested in some of these organizations and have seen them grow – dramatically, in some cases. However, the developmental period is beyond the life of the IE project.

Efficiency… Though no rigorous cost-benefit calculation was done to better assess efficiency of the interventions, it can be said that the investment made by the project for each action programme was reasonable. Care was exercised that organizations are not flooded with resources more than they could absorb and deliver within a given period of time. The project also ensured that the new interventions built on existing mandate and that the technical cooperation activities that were introduced represented an improvement or scaling up of previous practice. As it turned out, the relatively low initial exposure per project also proved to be strategic since pilot projects evolve and new elements, needs, institutional actors emerge. The fact that initial investment per action programme was relatively low has allowed the project to additionally support new elements, new actors and increased scale during the latter phases of implementation.)
LESSONS LEARNED

Informal economy: Different names, different faces. The informal economy is understood and grasped in different names depending on the vantage point of each stakeholder. We find at times that some stakeholders are uneasy with the term or believe that they do not work with this target group. However upon closer look they may work with the same target groups but only that they use other terminology. This has become an entry point for us. It also means that it may not be useful to force the terminology of the project but rather we must proceed with how they define their target groups. For instance, some labour groups work with “unorganized sector” and retrenched workers even as they resist the word informal economy. Employers work with subcontractors. The social security system calls it the “unprotected sector.” Their terminologies in any case reinforce the project’s approach of addressing specific areas where greater inclusion must be fostered – be it social security, OSH, business registration, organization, statistics or productive resources.

Use of complementary administrative machineries. The informal economy brings to fore target populations that are found in different types of workplaces – communities, small construction sites, small agricultural holdings, homes, hidden sweatshops. Because of this, the strength and administrative machinery of different stakeholders must be brought to bear on this area work. For instance, while the extension machinery of the Ministry of Labour is the labour inspectorate system and its provincial offices, there are other ministries which can complement the labour ministry given their farther reach into the villages and communities. One example is the public health ministry which has health centers and staff down to the remotest areas. Another is the agricultural ministry which has community extension workers. This also poses a challenge to trade unions who have traditionally reached workers in formal settings (factories, companies) and there provided support in organizing and collective bargaining. In their efforts to expand to the informal economy, they find themselves confronted with new types of workplaces such as homes, streets, public markets, and new types of needs such as income generation.

Availability of tools. For projects of short duration, the availability of tools and manuals make it easier to introduce and start up interventions. Especially for countries that are new to this area of work, the stakeholders rely much on the technical inputs provided by the ILO. Examples of ILO tools and manuals that the IE project used directly or as reference are: LESD toolkit, SBA manual, Get Ahead, SIYB, Cooperative Manual, Trade Union manual draft, FIT Rapid Market Assessment, WISH, WIND, WISCON, STEP tools. Realizing the importance of such manuals and tools for future projects and to carry forward the institutional memory, the IE project is also preparing documentation, guidelines and manuals.

Synergy for best possible outcomes. The attempt towards integration is ultimately rooted in the multifaceted needs of human beings – whether at home or at work (or both). Integration is also a precondition for the sustainability of interventions – for instance, livelihood is less vulnerable to contingencies if work safety is ensured, insurance schemes are available, basic community facilities are available. This area of work draws upon the functions and mandate of different technical spheres – enterprise development, social insurance, work safety, human settlements, public and institutional service, governance – such that synergy is not only preferable, it is critical. The project enjoys the cooperation and support of technical specialists with ILO as well as other UN agencies and external organizations. Another reason why partnerships are actively sought is that this better guarantees that the support created or strengthened remains available even beyond the life of the project.

Knowledge sharing. The field for learning is vast and therefore opportunities for sharing among the three countries are also utilized. It is just as well that there is a variety in the choice of countries under the project – variety in terms of level of economic development, dynamism of civil society, institutional strength of the state, range of innovation being tried, levels of existing capacity. Though all countries face challenges, each of them also offers particular strengths and opportunities. All these served as starting points for the project as well as base for inter-country learning. Learning from yet other countries is pursued where opportunities exist or can be created. Other avenues pursued by the project to broaden the geographical base of learning are as follows: use of consultants with wide range of technical and field experience, collection of cases in the development of manuals
(e.g. the TU manual), collaboration with other institutions with similar work programmes but with a broader reach (e.g. ILO Turin).

**Capacity and institution building: Highly process-oriented.** In emerging economies and democracies, capacity and institution building is highly process-oriented requiring a medium- to long-term view. The challenge of decentralization and participatory governance in a country that has emerged out of dictatorial regimes, the challenge of entrepreneurship for populations that have lived under socialist regimes, the challenge of governance where public function had been highly centralized, the challenge of consultation where single interests have largely dominated, the challenge of service delivery in the midst of poverty and scarce resources – these have been the challenges that made the search for solutions and strategies interesting – but also demanding. This also means that the process of change can be slow, confidence to undertake change often weak, and setbacks quite possible. The need for continuous support and guidance especially at this developmental or learning stage of “transition” economies is evident. Where impact is felt, the full scope and persistence of its result and demonstration of its reach can be seen only with the passage and test of time.

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**From the National Project Coordinators**

**Working with organized groups.** A lesson is learned from working with organized vs. new groups. This is drawn from the farmers’ training programme Siem Reap. The training programme is active in Angkor Thom and Pouk Districts. Both have different farmer group dynamics which have influenced project outcomes. It was found that the groups of farmers in Angkor Thom were far more willing to work together as a group and to share resources than the groups at Pouk District. During the first six months of the training programme, there were noticeable differences in the rate of learning and progress between the two groups. The existing groups at Angkor Thom District, which have long been organized through Padek’s support, were more accustomed to attending and organising group learning activities than the newly-created groups. Furthermore, the number of farmers leaving the programme was significantly fewer in the organized groups and group “politics” tended to be more stable. The existing groups were also less resource dependent than newly formed groups. As much as possible, a project with limited resources and time should opt to work with organized groups. (Tun Sophorn, National Project Coordinator, Cambodia)

**Training in remote Mongolian provinces appreciated.** Training activities in remote urban areas and provinces demonstrated high demand for training and information among informal economy operators. They note with gratitude the fact that the project has approached and invited them. (Shurenchimeg Ziokholt, National Project Coordinator, Mongolia)

**Language issue.** The process of reviewing studies shows that there is need to extend the research timeframes. In most cases translation of reports into English requires additional effort. The National Project Coordinator frequently meets and consults with researchers in order to ensure consistency of studies with given terms of reference. Furthermore, any translation has to be checked for faithfulness to the original text. (Shurenchimeg Ziokholt, National Project Coordinator, Mongolia)

**Lessons and thoughts about the future.** New initiatives need more work and time before they can be established as a practice. Training manuals (e.g. the homeworkers’ study circle guide and trade union manual) need to be tested for wider use. Given the short time frame of the project, however, the project had to explore possibilities of working with other organizations and projects in order to give continuing life to these initiatives. The government in Thailand is now very open to the IE project. There is also the possibility of working with the government to develop an effective policy agenda relevant to the informal economy or to influence policy implementation. The MOL will develop the mechanism to respond to the IE in the coming years and looks forward to a partnership with ILO. (Rakawin Leechanapananavichpan, National Project Coordinator, Thailand)
Prospects:
The way forward

Project gains: First level output
It can be said that the two years in which the Informal Economy Project was implemented was a period of initiation especially on the following aspects:

- Awareness raising and capacity building of social partners/stakeholders into new challenges
- Policy and strategy formulation
- Material development and piloting
- Service providers increased

This process necessarily takes time given the following considerations:

- Mongolia and Cambodia are young democracies and are transition market economies. As such, they are developing competencies in new areas of democratic participation – whether in governance or in the market economy.
- Thailand, while more developed economically, faces new methodological challenges of ensuring worker protection in the face of economic progress.
- Institutions are relatively weak at this stage of development (e.g. public and private organizations, market players, self-help organizations, civil society) and the process of capacity and service development require a medium term horizon, at least.

Nevertheless, the IE project has initiated the following during its two years of implementation:

- Provided the space for partners to operationalize their mandate to reach out to the informal economy and to experiment with approaches.
- Initiated networking among institutional actors where there was very little previously.
- Identified and analyzed priority policy areas
- Developed and tested capacity building materials
- Developed and strengthened networks of informal economy producers.
- Increased the number, and improved capacity, of providers of services.

Way forward: Supporting evolved processes
The above could be regarded as first-level output. In the course of the project implementation, the work that began slowly evolved. They evolved into:

- more *institutional* engagement (e.g. public officers implementing innovative strategies started by the private sector)
- more *sustainable* approaches and reach (e.g. positive experiments now scaling up to achieve greater volume and reach)
- more *effective* materials (e.g. piloted manuals now being improved)
- sustained *impact* on poverty and employment (e.g. impact on poverty very palpable in some areas but new patterns of behaviour and newfound confidence not sustainable overnight)

These are initial results nevertheless which need to be further supported. Withdrawal at this incipient stage would run the risk of interrupting or halting the initial progress. A number of reasons could be cited:

- **Change process** – The process of change requires that target groups adopt new practices and behavioural patterns; e.g. new work methods, new ways of engaging clients, new ways of servicing members, improved ways of accounting for funds, new ways of participating in planning. This requires a process of confidence building since new practices take time to be more established.

- **Development strategy** – As scores and scores of workers are removed from their jobs in the process of globalization, jobs are increasingly created outside the formal wage sector. New ways of providing for and protecting the growing labour force are being formulated and found. New development models and strategies (when it comes e.g. to social security, national statistics, labour protection, OSH information) have to be articulated, tested and established. The IE project contributes to this process, which is an ongoing process requiring medium to long term horizon.
• **Impact is immediate but sustainable?** – The impact of project initiatives on poverty is very clear especially for highly impoverished populations in Cambodia and Mongolia. However, this does not mean that the new practices and results, in all cases, can immediately be sustained if left on their own after one year of experimentation. Moreover, support organizations which are still relatively weak in these countries need continuous support to deepen their capacities and to broaden their reach.

• **Establishment of new tools** – Tools that have been newly introduced need to be implemented over a certain period of time so that they become established practices and local ownership is nurtured. This is the case, for instance, for work improvement programmes (WISH, WIND, WISCON), Get Ahead, trade union manual, IRAP, Primary health care manual. Especially for tools that were introduced towards the end of the project, time and resources were no longer adequate to support replication and continuous application.

• **Process oriented nature of advocacy activities** – The project has been able to prioritize policy issues and analyze required policy interventions; nevertheless, the process of consultation, deliberations and adoption is long and drawn out. The project duration could not realistically accommodate this process beyond the initial phase of dissemination, awareness raising, capacity building in policy analysis and holding policy dialogues.

• **Introduction of new country within geographical scope** – The lessons learned and mechanisms established in these countries can be introduced in a new fourth country to be covered by the project. Laos is a possibility given its development needs as well as its proximity to Thailand and Cambodia which facilitates sharing of practices, experience, lessons learned.

The table in Annex B lists sample initial results of project activities that could be carried forward.
The Project in Perspective

OSH specialists in Bangkok and TRAVAIL Geneva
- The OSH specialist in SRO Bangkok is an active partner, especially in introducing work improvement training in the three countries and in formulating National OSH Policies in Cambodia and Mongolia.
- Technical backstopping from ILO specialists in SRO-Bangkok and in TRAVAIL in OSH-related activities, including integration of OSH services in public health units (Thailand), agricultural extension (Thailand), vocational training (Thailand) and street vending.

Workers’ Specialist in Bangkok, ACTRAV Geneva and ILO Turin
- Support and collaboration on the development and pilot testing of trade union manual in the three countries.
- Technical and financial support from SRO Bangkok’s Workers Specialist for trade union activities in the informal economy under the project.
- Collaboration between IE project and ILO Turin in organizing a regional workshop in November on trade union organizing in the informal economy.

ILO Workers’ Education Project (WEP) in Cambodia
- Participation of trade union educators in WISH, WIND, WISCON, organized by the IE project, including post-training replication activities.
- Joint support and organization of the training of trainers workshop on organising in the informal economy.
- Technical and financial collaboration in translating, adapting and pilot testing of the trade union manual produced under the IE project.

Social dialogue and ILO Conventions specialists in Bangkok and Geneva
- Technical guidance received from Social Dialogue and Labour Standards on the ongoing research on labour administration systems as they relate to IE.
- Inputs provided by SRO technical specialists on labour standards to Thai labour ministry on implementing the Ministerial Regulation on Homeworkers.

Social security specialist in Bangkok and STEP
- Support to government-requested assessment of Mongolia’s health insurance scheme, especially coverage of herders and non-formal workers.
- STEP backstopping IE partnership with GRET on the latter’s community-based risk pooling scheme.

ASIST-Asia Pacific
- Training on IRAP in Mongolia as a tool to build local government capacity for consultation and planning.

ILO IPEC / ACTEMP specialist in Bangkok
- Close cooperation with ILO-IPEC and ACTEMP in the implementation of research, training and social dialogue concerning informal gold mining activities in Mongolia.
- ACTEMP made possible the certification of the only SIYB master trainer in Mongolia who provides training and guidance to trained SIYB trainers in Mongolia, including IE project partners.

CODEV
- Coordination with donor and disseminating project information.

ILO Tsunami Project
- Extending reach of the IE project to the Tsunami-affected provinces in Southern Thailand.

ILO Beijing
- Coordination on overall administrative and technical matters for Mongolia.
- Collaboration and support to Mongolia’s (a) Informal Gold Mining project and (b) planned National OSH Policy Workshop held in February 2005.
- Financial support to the further training of the SIYB master trainer in Mongolia.

ILO Alleviating Poverty through Peer Training (APPT) in Cambodia
- Collaboration on an action programme involving training of traditional musicians with disabilities.
- Participation of ILO-APPT staff in the WIND TOT and introduction of WIND and WISH programme to ILO-APPT clients in Siem Reap.
- Assistance by ILO-APPT local staff in organizing Buy Cambodian Products! Fair in Siem Reap.

Enterprise Development specialist in Bangkok/Integrated Support to Small Enterprises (ISED)/SEED in Geneva
- Joint organization of the Small Business Association workshops and follow-up support.
- Participation of ISED NPC in WIND TOT workshop in Siem Reap / Participation of IE partners in ISED-organized SIYB and Get Ahead training.
- Collaboration of ISED in organizing Buy Cambodian Products! Fair in Siem Reap.
- Joint newsletters between IE project and ISED.

HIV/AIDS project in Cambodia and HIV/AIDS in Geneva
- Integration of HIV/AIDS awareness course in WISH TOT workshops in Cambodia with the active contribution of the NPC of the HIV/AIDS project.
- Developing simple strategies and action programmes to improve access of informal economy workers and their families to HIV/AIDS care services, prevention, information and counseling.

Gender specialist Bangkok, EEO (CMB), UNIFEM
- Collaboration in IE project’s implementation of Get Ahead in Thailand and Mongolia.
- Participation of IE NPC (Cambodia) and project partners in Get Ahead in Cambodia and support of IE project to publication of Get Ahead in Cambodia.
- Participation of EEO beneficiaries in WISH and WIND training programmes organized by the IE project, followed by advice from the NPC of EEO to its partners to integrate WISH and WIND elements in their women’s rights and entrepreneurship training programmes.
- Preparation of policy papers in collaboration with UNIFEM on IE with gender considerations.

Employment specialist in Bangkok
- Publication and dissemination of the rural employment strategy in Mongolia authored by the employment specialist of SRO-Bangkok.

INTEGRATION
- Technical support to different work areas, promotion of knowledge sharing activities; organizing of Knowledge Fair in June where the IE project participated; Virtual Forum.
**Partners and collaborators**

**Partners and collaborators of the IE Project in each country**

### Cambodia

**Government**
- Ministry of Labour and Vocational Training (MOLVT) – Departments of Occupational Health and Labour Inspection
- Ministry of Agriculture, Forestry and Fisheries (MAFF) – Department of Agricultural Extension (DAE)
- Provincial Department of Agriculture, Forestry and Fisheries (DAFF)
- Phnom Penh City Hall

**Employers and business sector**
- Cambodian Federation of Employers and Business Associations (CAMEBA)

**Trade unions**
- Cambodia Industrial Food Union Federation (CIFUF)
- Cambodia National Federation of Building and Wood Workers (CFBW)
- Cambodian Construction Worker Trade Union Federation (CCTUF)
- Cambodian Union Federation (CUF)
- Coalition of Cambodian Federation of Apparel Workers Democratic Union (CCADWU)
- Cambodian Labour Union Federation (CLUF)
- Free Trade Union of Workers of the Kingdom of Cambodia (FTUWCK)
- Federation of Builders and Wood Workers (FBWW).

**Mongolia**

**Government**
- Ministry of Social Welfare and Labour (MOSWL) - Department of Labour Market Policy & Coordination
- Labour and Social Welfare Service Office
- National Tripartite Health Insurance Council
- State Professional Inspection Agency
- Ministry of Food and Agriculture
- Ministry of Industry and Trade
- Household Livelihood Support Program Office
- Batsumber soum Government (Tuv aimag)

**Employers and business sector**
- Mongolian Employers' Federation (MONEF)
- Mongolian National Chamber of Commerce and Industry

**Trade unions**
- Confederation of Mongolian Trade Unions (CMTU)
- Trade Union Federation of Private Sector Workers
- Trade Union of Mongolian Transport, Communication and Oil Workers
- Trade Union Federation of Mongolian Construction Workers

**Other member-based associations**
- Independent, Democratic Informal Economy Association (IDEA)
- Artisans' Association of Cambodia (AAC)
- Cambodia Association for Information Economy Development (CAID)

**NGOs and research institutes**
- Groupe de Recherche et d'échanges technologiques (GRET)
- Partnership for Development in Kampuchea (PADEK)
- Angkor Participatory Development Organisation (APDO)
- Economic Institute of Cambodia (EIC)
- Human Resource and Rural Economic Development Organization (HURREDO)
- People's Association for Development (PAD)

**Thailand**

**Government**
- Ministry of Labour (MOL) – Department of Labour Protection and Welfare; Khon Kaen Province’s Office of Welfare and Labour Protection; Department of Skill Development (SDS); Social Security Office (SSO), National Institute for the Improvement of Working Conditions and Environment (NICE)
- Ministry of Public Health (MOPH) - Bureau of Occupational and Environmental Diseases, Department of Disease Control
- Ministry of Agriculture and Cooperatives (MOAC) - Department of Agricultural Extension
- Ministry of Social Development and Human Security
- Ministry of Interior - Community Development Department
- Ministry of Social Development and Human Security
- National Health Security Office

**Employers and business sector**
- Employers’ Confederation of Thailand (ECOT)
- Phuket Tourism Association
- Chamber of Commerce of Phuket

**Trade Unions**
- Thai Durable Textile Workers Union
- Thai Trade Union Congress
- National Congress of Labour
- Labour Congress of Thailand
- State Enterprise Labor Relation Confederation of Thailand

**Other member-based associations**
- Credit Union League of Thailand (CULT)

**NGOs and academic/research institutes**
- Arom Pongpangan Foundation-Labour Resource Center
- The Thai Craft Association
- Homnet North - Sustainable Alternative Development Association (SADA)
- Faculty of Social Administration, Thammasat University
- Faculty of Public Health, Mahidol University
- National Institute of Development Administration (NIDA)

**Others**
- Urban Management Programme – Asian Institute of Technology
- International Federation of Workers’ Education Associations
- Inter Press Service (IPS) Asia-Pacific

**Cooperatives**
- National Association of Mongolian Agricultural Cooperatives
- Central Federation of Mongolian Trade and Consumer Cooperatives

**NGOs**
- Ger Initiative, CHF International
- Gobi Initiative, Mercy Corp
- ADB project on “Expanding employment opportunities for disabled persons”
- Mongolian Women Foundation
- Ulaanbaatar City Women’s Council
- Mongolian Women’s NGO’s Coalition
- Labour Foundation
- Baganuur district Women NGOs Network

**Research and training institutions**
- Population Teaching and Research Center (Mongolian National University)
- Institute of Finance and Economics
- Mongolian Cooperative Training and Information Center
- Radio Stations
  - Radio Orkhon – 106
  - Gobi Wave Community Radio

**Trade Unions**
- Thai Durable Textile Workers Union
- Thai Trade Union Congress
- National Congress of Labour
- Labour Congress of Thailand
- State Enterprise Labor Relation Confederation of Thailand

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- National Institute of Development Administration (NIDA)

**Others**
- Urban Management Programme – Asian Institute of Technology
- International Federation of Workers’ Education Associations
- Inter Press Service (IPS) Asia-Pacific
INTERNATIONAL LABOUR ORGANIZATION (ILO)

MULTI-BILATERAL PROGRAMME OF TECHNICAL COOPERATION

Project Number: RAS/03/51M/UKM

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