

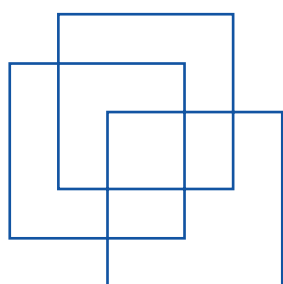


International
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INTERACTIONS BETWEEN WORKERS' ORGANIZATIONS AND WORKERS IN THE INFORMAL ECONOMY:

A Compendium of Practice



Interactions between Workers' Organizations
and Workers in the Informal Economy:
A Compendium of Practice

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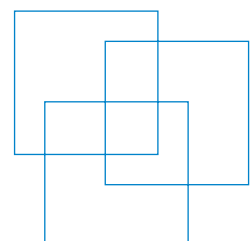


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Preface

The Compendium of Practice is a compilation of concrete examples, drawn from around the world, showing how trade unions have sought to reach out to workers in the informal economy to reduce the decent work deficits they face and support their transition to formality.

The aim of the Compendium of Practice is to encourage workers' organizations around the world to learn from these experiences and to develop or extend similar practices in their own context, in order to facilitate the transition of informal workers to the formal economy.

The Compendium is a follow-up to the Conclusions of the Recurrent Item Discussion on Social Dialogue and Tripartism that took place during the 107th session of the International Labour Conference (ILC) (June 2018). The conclusions state that the International Labour Office (ILO) with the support of the constituents should strengthen the capacity of the most representative organizations of employers and workers to include in their ranks, according to national practice, representatives of membership-based representative organizations of workers and economic units from the informal economy to enable them to engage effectively in tripartite and bipartite social dialogue, negotiate and implement agreements and influence policies in line with the Transition from the Informal to the Formal Economy Recommendation, 2015 (No. 204).¹

The ILO's Centenary Declaration, adopted by the ILC at its 108th Session in 2019, reaffirmed the need for the ILO to "strengthen[ing] the institutions of work to ensure adequate protection of all workers, and reaffirming the continued relevance of the employment relationship as a means of providing certainty and legal protection to workers, while recognizing the extent of informality and the need to ensure effective action to achieve transition to formality".²

The Compendium complements other activities and tools, such as a trade union guide recently published by ACTRAV³ to provide practical guidance on how to address the challenges of organizing informal economy workers into trade unions. This is part of the broader aims of the ILO on strengthening workers' organizations, promoting rights at work, reducing decent work deficits and enhancing social dialogue and collective bargaining.

We hope that the Compendium will be a useful reference tool for practitioners around the world, and that it will encourage further initiatives towards the formalization of workers. The Compendium is intended to be a "living document", which can be periodically updated and revised with new materials. We encourage all readers to document and share with us their own experiences in interacting with the informal economy, which can help fill the gaps in this first edition.

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1. ILO. 2018. Report of the Recurrent Discussion Committee: Social dialogue and tripartism: Resolution and conclusions submitted for adoption by the Conference. Provisional Record 6A. Geneva. 7 June 2018.

2. ILO. 2019. Centenary Declaration for the Future of Work adopted by the International Labour Conference at its 108th session. Geneva. 21 June 2019 (Section III B.).

3. ILO ACTRAV. 2019. Organizing Informal Economy Workers into Trade Unions. A trade union guide. ILO (Geneva) 2019.



Acknowledgements

Various bureaux and departments have joined efforts to develop the Compendium namely: the ILO's Inclusive Labour Markets, Labour Relations and Working Conditions Branch (INWORK); the Bureau for Workers' Activities (ACTRAV); the Bureau for Employers' Activities (ACT/EMP); the Social Dialogue and Tripartism Unit (DIALOGUE); the Fundamental Principles and Rights at Work Branch (FPRW); and the Small and Medium Enterprises Unit (SME).

Many ILO colleagues and partners have been involved in the Compendium. It was produced under the overall guidance of Philippe Marcadent, Chief of the Inclusive Labour Markets, Labour Relations and Working Conditions Branch (INWORK). Verena Schmidt coordinated the development of the Compendium and provided inputs jointly with Florence Bonnet and Felix Hadwiger (INWORK). Lene Olsen and Hilda Sánchez represented the Bureau for Workers' Activities (ACTRAV) in the steering committee of the Compendium and collected many practices through workers' specialists in the field and the ITUC. Samuel Asfaha and Jose Luis Viveros Añorve represented the Bureau for Employers' Activities (ACT/EMP); Caroline O'Reilly represented the Social Dialogue Unit (DIALOGUE); Judith van Doorn represented the Small and Medium Enterprises (SME) and Christopher Land-Kazlauskas represented the Fundamental Principles and Rights at Work Branch (FUNDAMENTALS).

Inputs and comments were provided by the following ILO colleagues: the Bureau for Workers' Activities namely Maria Helena Andre, Anna Biondi, Amanda Villatoro, Mohammed Mwamadzingo, Nezam Qahoush, Ariel Castro, Wafaa Abdel Kader, Kattia Paredes, Marinna Nyamekye, David Dorkenoo, Hervé Sea, Vera Guseva, Eduardo Rodriguez, Oscar Valverde, Mban Kabu, Mustapha Said, Pong-Sul Ahn, Syed Sultan Uddin Ahmed and Maribel Batista. The Compendium also benefited from contributions of various ILO specialists at HQ and in field offices: Arun Kumar, Limpho Mandoro, Martin Oelz, Alexius Chicham, Rishabh Dhir, Simon Steyne, Claire Hobden, Simel Esim, Maha Kataa, Brigitte Zug, Hellen Magutu Amakobe and Annamarie Kiaga.

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Finally, and most importantly, we would like to thank the trade unionists and informal economy workers who initiated and implemented the practices and who generously shared their experiences with us.

Interactions between Workers' Organizations and Workers in the Informal Economy

1. Introduction

A. THE INFORMAL ECONOMY ABSORBS THE MAJORITY OF PEOPLE AT WORK IN THE WORLD⁴

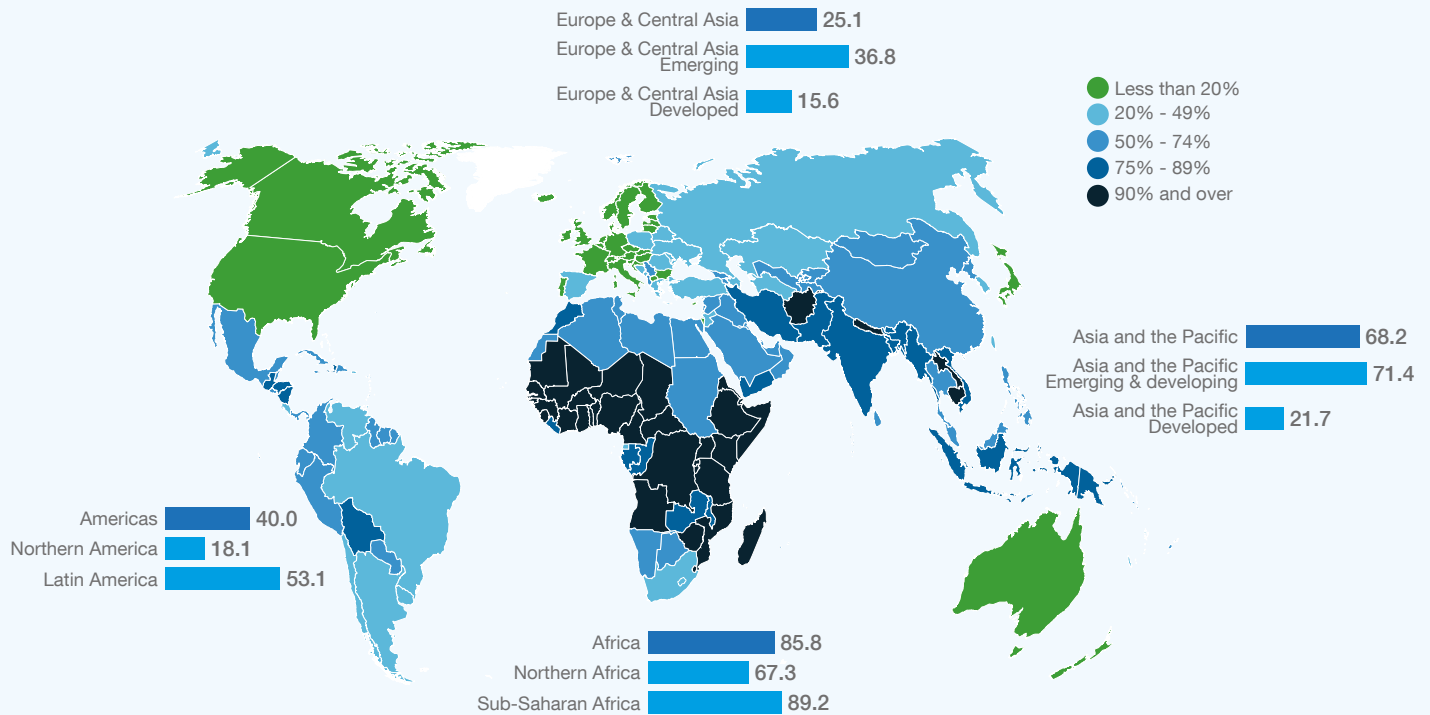
Two billion workers, representing 61.2 per cent of the world's employed population, are in informal employment (including the agricultural sector). Informal employment exists in all countries, but is far more prevalent in developing economies. The share of informal employment in total employment ranges from an average of 18.3 per cent in developed economies, to 67.4 per cent in emerging economies, to as high as 89.8 per cent in developing economies.

The vast majority of workers in Africa (85.8 per cent) rely on the informal economy (figure 1). In those African countries covered by this Compendium, the share of informal employment ranges from 81 per cent in Ghana to more than 90 per cent in Benin, Burundi, the Democratic Republic of Congo, Uganda and Zimbabwe. The Asia and Pacific region comes next, with 68.2 per cent of informal employment on average, ranging from 66.7 per cent (Thailand) to 93.3 per cent (Cambodia) in the Asian countries covered in the Compendium. The region with the third highest level of informal employment is the Americas with an average of 40 per cent of informal employment. Informal employment accounts for 18.1 per cent of the employed population in North America, and for 53.1 per cent in Latin America and the Caribbean. Again, there is significant variation between countries, from 23.9 per cent in Uruguay to 68.9 per cent in Peru. Finally, in Europe and Central Asia, 25 per cent of all employed people are in informal employment: 15.6 per cent in the developed economies and more than one in three workers in the emerging economies (36.8 per cent).



4. This section draws largely on ILO. 2018. *Women and Men in the Informal Economy: a Statistical Picture* (Third Edition) (Geneva). All statistics presented here refer to people's main job.

Figure 1 - Share of informal employment in total employment, including agriculture (percentages, 2016)



Note: A common set of operational criteria is systematically used to identify workers in informal employment and those employed in the informal sector.

Source: ILO. 2018. Women and men in the informal economy: a statistical picture. Geneva.

Globally, informal employment is a greater source of employment for men (63.0 per cent) than for women (58.1 per cent). However, this global picture hides important regional disparities, and in low and lower-middle income countries, a higher proportion of women than men are in informal employment. In Africa, for example, 89.7 percent of employed women are in informal employment compared to 82.7 per cent of men. Women working in the informal economy are often in more vulnerable situations than their male counterparts, for example, as domestic workers, home-based workers or contributing family workers.

STATISTICAL DEFINITION OF INFORMAL EMPLOYMENT

The statistical definition of informal employment differentiates three categories of worker: (i) employees, (ii) employers and own-account workers, and (iii) contributing family workers.*

- (i) In the case of employees, informal employment is defined in terms of the employment relationship. According to international standards “[e]mployees are considered to have informal jobs if their employment relationship is, in law or in practice, not subject to national labour legislation, income taxation, social protection or entitlement to certain employment benefits (advance notice of dismissal, severance pay, paid annual or sick leave, etc.).”*** The underpinning reasons may be: non-declaration of jobs; casual jobs or jobs of a short duration; jobs with hours of work or wages below a specified threshold (e.g. for social security contributions); or lack of application of law and regulation in statistical terms. The formal or informal nature of a job held by an employee is determined on the basis of operational criteria, such as social security contributions by the employer (on behalf of the employee), and entitlement to paid sick leave and paid annual leave.
- (ii) Employers and own-account workers are considered to be in informal employment when their economic units belong to the informal sector. The informal sector is a subset of household enterprises (not constituted as separate legal entities, independent of their owners) that produce goods or services for sale in the market, and that do not have a complete set of accounts and/or are not registered under national legislation.***
- (iii) Contributing family workers are, by definition, informally employed, regardless of whether they work in formal or informal sector enterprises.

* Estimates of informal employment presented in this Compendium follow the definition of employment as defined according to the 13th ICLS resolution. The concept of (informal) employment in the 17th International Conference of Labour Statisticians goes beyond employment as defined in the more up-to-date Resolution concerning statistics of work, employment and labour underutilization adopted at the 19th ICLS. Different activities are now excluded from employment that were previously included. This concerns in particular own-use production of goods which is an important component in informal employment, especially in developing economies. Some adjustments to the definition of informal employment are needed and are currently being discussed for adoption in the next ICLS in 2023.

** ILO, 2003. Guidelines concerning a statistical definition of informal employment, Seventeenth International Conference of Labour Statisticians (Geneva).

*** ICLS, 1993. Resolution concerning the measurement of employment in the informal sector, ILO Fifteenth International Conference of Labour Statisticians, Geneva.

The term “informal economy” refers to all economic activities, except illicit activities, by workers and economic units that are, in law or in practice, either not covered or insufficiently covered, by formal arrangements.⁵ “Employment in the informal economy” includes all employment in the informal sector, as well as informal employment in the formal sector and in private households. Informal economy workers face particular challenges in terms of access to fundamental labour rights and protections, social security, and minimum wages.

Employment in the informal economy manifests differently in different countries and in different circumstances. In **developing economies**, own-account workers and contributing family workers make up the majority of informal workers (more than 75 per cent of total informal employment). These two statuses account for more than two thirds of all workers in informal employment in Africa and for 63.3 per cent in Asia and the Pacific.

In **emerging economies**, informal employment in formal enterprises and in households has a sizeable share in total informal employment. This form of informality may result either from non-compliance (e.g. in the form of unregistered salaried work) or from the existence of unregulated or unprotected forms of employment. Employees represent 37.4 per cent of total informal employment in emerging economies, while own-account workers account for 44.2 per cent.

In **developed economies**, undeclared employees (those covered in principle by laws but not adequately covered in practice by, for example, social security schemes) represent more than half of all informal employment (51.3 per cent). Self-employment accounts for a much smaller share of informality in developed economies, but this group may include significant numbers of workers in “disguised” self-employment (including for some platform workers).

Informality comprises a combination of traditional forms and new forms of work that are emerging in the wake of technological changes and digitalization, outsourcing and subcontracting. This combination of traditional and new forms can be found within the same category of workers. Home-based work, for example, refers not only to traditional home-workers engaged on a piece rate basis in the lower tiers of global supply chains but also to the contemporary form of digital homework: crowdworkers working in the platform economy. Most of them are in informal employment and their numbers are expanding rapidly. The informal economy is thus highly heterogeneous and encompasses a multitude of realities which vary by sector, by group of workers and economic units, and by form of informality. This diversity gives rise to many different challenges, but also to many opportunities for a sustainable transition to formality.

B. INTERNATIONAL LABOUR STANDARDS AND THE ILO CENTENARY DECLARATION AT THE CORE OF THE TRANSITION TO FORMALITY

Informality has increased over recent decades in a number of countries, despite economic growth. Informality has multiple adverse consequences for individuals, firms and societies. Individuals who work informally are exposed to pervasive decent work deficits. Enterprises that operate informally are a source of unfair competition for those enterprises that comply with fiscal and labour laws. In addition, they face high barriers in terms of access to capital, public infrastructure and markets, with negative implications for productivity, business sustainability and working conditions. Finally, for governments and societies, informality means reduced government revenues. This, in turn, limits the scope of government action and weakens the rule of law, undermining social cohesion and inclusive development.

5. Section V on “Rights and Social Protection” of Recommendation No. 204 provides guidance on what measures member States should take to achieve decent work and respect fundamental principles and rights at work.

Acknowledging the negative effects of the informal economy, ILO constituents adopted the Transition from the Informal to the Formal Economy Recommendation, 2015 (No. 204). Recommendation No. 204 partially builds on the Resolution concerning Decent Work in the Informal Economy which was adopted by the International Labour Conference (ILC) at its 90th session in 2002.

Recommendation No. 204 is the first international labour standard to provide a framework that is both normative and developmental, focusing on the informal economy in its entirety and diversity. It provides guidance on how to pursue a threefold objective:

- a) facilitate the transition of workers and economic units from the informal to the formal economy, while respecting workers' fundamental rights and ensuring opportunities for income security, secure livelihood and entrepreneurship;
- b) promote the creation, preservation and sustainability of enterprises and decent jobs in the formal economy and the coherence of macroeconomic, employment, social protection and other social policies; and
- c) prevent the informalization of formal economy jobs.

Recommendation No. 204 recognizes that:

- Most people enter the informal economy not by choice but as a consequence of a lack of opportunities in the formal economy and the absence of other means of livelihood.
- Decent work deficits are more pronounced in the informal economy.
- Transition to formality is essential for inclusive development and decent work for all.

It establishes 12 “Guiding Principles” to guide governments on how to help more than half of the world's labour force transition from the informal to the formal economy.

In the Preamble, Recommendation No. 204 recognizes that “[...] employers' and workers' organizations play an important and active role in facilitating the transition from the informal to the formal economy [...]” and paragraph 33 states that “Employers' and workers' organizations should, where appropriate, extend membership and services to workers and economic units in the informal economy”.

Recommendation No. 204 includes, in its Annex, a list of instruments of the International Labour Organization and the United Nations that are relevant to the facilitation of the transition from the informal to the formal economy. Two of these deserve particular attention in the context of the Compendium.

Freedom of association and the right to collective bargaining are enshrined in the Convention on Freedom of Association and Protection of the Right to Organise, 1948 (No. 87) and the Convention on the Right to Organise and Collective Bargaining, 1949 (No. 98). These rights are recognized as fundamental rights in the ILO's 1998 Declaration on the Fundamental Principles and Rights at Work. The right to freedom of association is also recognised as a human right in various international instruments, most notably the Universal Declaration of Human Rights.

Freedom of association refers to the right of workers and employers to create and join organisations of their choice, freely and without fear of reprisal or interference. This includes the right to establish and affiliate to confederations and international organisations. Linked to freedom of association is the right to collective bargaining, which allows workers' organizations to negotiate their working conditions freely with their employers. These rights are universal and apply to all workers and employers, including those in the informal economy, who often have no formal contracts of employment.

Recommendation No. 204 states that “[m]embers should ensure that those in the informal economy enjoy freedom of association and the right to collective bargaining, including the right to establish and, subject to the rules of the organization concerned, to join organizations, federations and confederations of their own choosing” (Recommendation No. 204, paragraph 31).

Transformations in the world of work can result in situations of employment misclassification that lead to the erosion of the employment relationship and create forms of work that do not always afford adequate labour and social protection. These transformations affect workers in diverse forms of work arrangement. Recommendation No. 204 acknowledges those in unrecognized or unregulated employment relationships as workers in the informal economy (Recommendation No. 204, paragraph 4d).

The ILO’s Centenary Declaration, adopted by the ILC at its 108th Session in 2019, reaffirmed the need for the ILO to further develop its human-centred approach to the future of work by “strengthening the institutions of work to ensure adequate protection of all workers, and reaffirming the continued relevance of the employment relationship as a means of providing certainty and legal protection to workers, while recognizing the extent of informality and the need to ensure effective action to achieve transition to formality”.⁶

The ILO Employment Relationship Recommendation, 2006 (No. 198), provides guidance on how to regulate the scope of the employment relationship and deter circumvention of the labour and social security rights that the relationship entails. It contains a series of principles that can guide countries when devising policies to address employment misclassification. They include the principle of “primacy of facts”, according to which the determination of the existence of an employment relationship should be guided by the facts relating to the actual performance of work, and not by the parties’ description of the relationship.

The Social Protection Floors Recommendation, 2012 (No. 202) is also very relevant as it seeks to extend access to basic social security guarantees to children, those of working age and the elderly, irrespective of their contribution history. This is of particular importance for informal workers, who are not usually covered by contributory arrangements, and who are also more exposed to poverty than workers in formal employment.

The Violence and Harassment Convention, 2019 (No. 190) applies to both the formal and informal economy, stating in Article 8 that “[e]ach Member shall take appropriate measures to prevent violence and harassment in the world of work, including: (a) recognizing the important role of public authorities in the case of informal economy workers”.⁷

C. OVERVIEW OF THE IMPLEMENTATION OF RECOMMENDATION NO. 204

Facilitating the transition to formality is not easy, and requires complex policy and implementation processes that take time. The great value of Recommendation No. 204 was to set up an international framework of guidance to help member States bring it about.

Considering the high heterogeneity of the informal economy and the multiple drivers that generate it, a broad range of policies influence formalization or informalization of the labour force.

6. ILO. 2019. Centenary Declaration for the Future of Work adopted by the International Labour Conference at its 108th session. Geneva. 21 June 2019 (Section III B.).

7. For a review of application of labour laws to the informal economy see : ILO. 2010. Extending the scope of application of labour laws to the informal economy. Geneva.

Strategies to facilitate the transition to formality are more effective when they are embedded in an integrated policy framework conducive to formalization, and when they take into account the diversity of characteristics and needs of specific categories of workers, economic units or sectors.

Since its adoption in 2015, Recommendation No. 204 has fostered the development of national strategies for formalization in more than 20 countries. In addition, with ILO support, more than 25 countries have carried out diagnoses of the informal economy (see paragraph 8, Recommendation No. 204), and close to 20 of them have put in place a monitoring system to assess progress towards formalization (see paragraph 36b, Recommendation No. 204).

In addition, some countries have adopted policies to facilitate the transition to formality in a particular area or sector. One policy is the extension of social security coverage to uncovered groups of workers as, for example, in the case of domestic workers in Mexico; another is the strengthening of compliance mechanisms to tackle undeclared employment, for example in Greece. Other countries have targeted specific categories of economic units such as micro and small-sized enterprises in Cameroon, or groups of workers such as home-based workers in Thailand. In 2018 and 2019, with ILO support workers' and employers' organizations in 20 countries have expanded their membership to workers and economic units in the informal economy and/or provided new or improved services to them, with a view to facilitating their transition to formality.

D. TRANSITION TO FORMALITY AND THE SUSTAINABLE DEVELOPMENT GOALS

The ambition of the 2030 Sustainable Development Agenda of the United Nations is to leave no one behind. This includes the two billion informal economy workers around the world. The transition to formality contributes to reaching Sustainable Development Goal (SDG) 8, to promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all. The proportion of informal employment in non-agriculture employment, by sex, is one of its indicators (8.3.1).

As households dependent on the informal economy are typically characterized by a high incidence of poverty, inequality and decent work deficits, the transition to formality will equally contribute to the attainment of several other SDGs and related targets, for example:

- SDG 1: higher labour incomes and extended social security coverage;
- SDG 5: gender-sensitive formalization and policies that support the economic empowerment of women;
- SDG 10: [reduction of] inequality through the economic and social inclusion of those in the informal economy; and
- SDG 16: better respect for the rule of law.



2. Process and content

The Compendium brings together recent cases of practice concerning the engagement of workers' organizations with the informal economy. These cases, coming from different countries and industrial sectors, show the benefits for workers, enterprises and member States resulting from the formalization of work. By documenting the cases of practical action taken by trade unions, the Compendium aims to make this knowledge and experience more widely available and to encourage further efforts by workers' organizations to engage with informal workers.

The primary target groups of the Compendium are workers' organizations and organizations of workers and economic units in the informal economy. It may also be of interest to employers' organizations and non-governmental organizations (NGOs).

Each practice is described with concise information about the action taken and a summary of its effects on formalization and the reduction in decent work deficits. The practices cover different groups of informal economy workers (employees and self-employed) as well as their organizations, working in different industrial sectors under a variety of work arrangements.

A. PROCESS FOR THE DEVELOPMENT OF THE COMPENDIUM

In September 2018, the ILO's Inclusive Labour Markets, Labour Relations and Working Conditions Branch, the Bureau for Workers' Activities, the Bureau for Employers' Activities, the Social Dialogue and Tripartism Unit, the Fundamental Principles and Rights at Work Branch and the Small and Medium Enterprises Unit set up a steering committee with a view to developing the Compendium.

Over the ensuing 14 months, the following steps were taken:

1. The steering committee developed guidelines for the selection of practices.
2. A call was published among ILO field specialists, relevant ILO HQ departments as well as the International Trade Union Confederation (ITUC) and the International Organization of Employers (IOE) for the identification of practices concerning the involvement of workers' and employers' organizations with the informal economy. In total, about 70 short descriptions from all regions were gathered.
3. The steering committee pre-selected around 40 cases on which additional information was sought from the organizations and individuals concerned.
4. The steering committee retained 31 practices for inclusion in the Compendium.
5. The practices, documented in full, were shared with the workers' organizations involved in each case for validation.
6. A validation workshop was held at the ILO in Geneva, with the International Trade Union Confederation (ITUC) and ILO ACTRAV, in October 2019.

B. WHAT INFORMATION DO THE PRACTICES PROVIDE?

Each practice is set out with background information, statistics and an assessment of the impact of the practice on gender equality, if applicable. Each account includes a list of the main achievements of the practice in terms of representation, services and inclusiveness of social dialogue, and a summary of the effects on formalization and the reduction of decent work deficits. In addition, the organizations involved in the practice are listed, with their contact details, should users wish to request additional information or exchange ideas on the case. The write-ups have been kept short and succinct in order to avoid the Compendium becoming too long.

Each case starts with presentation of a standard set of statistical information on the informal economy in the country concerned. The main source of the statistical data is ILO. 2018. Women and men in the informal economy: a statistical picture, unless specific country sources are mentioned. This allows for comparisons of the data between countries.

C. A QUICK OVERVIEW OF THE REGIONS, SECTORS AND TOPICS COVERED BY THE PRACTICES

The Compendium includes 31 practices, from different regions of the world and a variety of industrial sectors. The following overview categorises the practices by (a) region and industry sector, (b) trade union strategies for formalization and (c) employment status.

Organizing the practices according to regions and sectors

In the Compendium, the practices are organized by region. Twelve practices are from the Americas and the Caribbean, nine from Africa, seven from Asia and the Pacific, two from Europe and one from the Arab states. The practices cover a broad range of sectors or groups of workers, as shown in table 1.

TABLE 1.

REGION	PRACTICES IN THE FOLLOWING COUNTRIES (INCLUDING SECTOR WHERE RELEVANT)
Africa	Benin, Burundi, Democratic Republic of Congo, Ghana (fishing), Kenya (hair and beauty), Malawi, Senegal (private security), Uganda, Zimbabwe (retail trade/street vendors)
Asia and Pacific	Cambodia, India, Indonesia (1), Indonesia (2), Philippines (domestic workers), Singapore (transport), Thailand
Americas and Caribbean	Americas (various countries), Argentina (1), Argentina (2) (domestic work), Argentina (3) (domestic work), Brazil (waste picking), Chile (textile), Colombia (child care), Costa Rica, Dominican Republic, Peru (stevedores and vendors), Trinidad and Tobago (domestic work), Uruguay (domestic work)
Arab States	Jordan
Europe	France (domestic work), Germany/Austria/Sweden

Organizing the practices according to the types of relationships between trade unions and informal workers

The Compendium describes interactions in terms of extending membership, providing relevant services and enhancing cooperation between the most representative workers' organizations and the informal economy in order to reduce decent work deficits and facilitate the transition to formality. Table 2 presents a classification of the different forms of interaction/cooperation, identifying the corresponding practices which applied these strategies.

TABLE 2.

FORMS OF COOPERATION	PRACTICES IN THE FOLLOWING COUNTRIES
Extension of membership and representation:	
<i>(a) in general</i>	Americas, Argentina (2, 3), Brazil, Burundi, Chile, Colombia, Costa Rica, Ghana, Indonesia, Malawi, Peru, Senegal, Uganda, Uruguay, Zimbabwe
<i>(b) in the platform economy</i>	Argentina, Cambodia, Germany/Austria/Sweden, Indonesia (2), Singapore
Inclusion in collective agreements	France, Malawi, Senegal, Uruguay
Extension of access to social security	Argentina (2), Benin, Brazil, Cambodia, Colombia, Democratic Republic of Congo, Dominican Republic, Indonesia (1), Thailand, Trinidad and Tobago, Uruguay
Enhancement of the role of cooperatives	Benin, Dominican Republic, India, Trinidad and Tobago
Contribution to labour law reforms	Benin, Philippines, Uruguay
Reinforcement of occupational safety and health	Kenya

Organizing the practices according to employment status

The practices presented in the Compendium target different groups of informal economy workers with a range of employment status. Table 3 distinguishes broadly between employees and independent workers (self-employed). Given that many practices target several groups of informal workers, the categorisation can only indicate the focus of the practices. Moreover, it is important to note that this table includes potentially misclassified self-employed workers, for example, delivery drivers or crowdworkers in the platform industry, who may be classified as independent workers.

TABLE 3.

EMPLOYMENT STATUS	PRACTICES IN THE FOLLOWING COUNTRIES
Employees	Argentina (2 and 3), Chile, Costa Rica, France, Philippines, Senegal, Trinidad and Tobago, Uruguay
Independent workers	Argentina (1), Colombia, Dominican Republic, Germany/Austria/Sweden, Indonesia (2), Singapore, Thailand
Cooperatives	Benin, Dominican Republic, Ghana, India, Trinidad and Tobago
No specific focus	Americas (various countries), Burundi, Democratic Republic of Congo, Indonesia (1), Jordan, Malawi, Peru, Uganda, Zimbabwe

Compendium of Practice

AFRICA

Benin: Extension of Informal Workers' Rights

SCOPE: National

ORGANIZATIONS INVOLVED:

Workers:

- Confederation of Autonomous Trade Unions of Benin (CSA-Benin)
- National Union of Workers' Unions of Benin (UNSTB)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 2. Share and composition of informal employment (% of total employment)

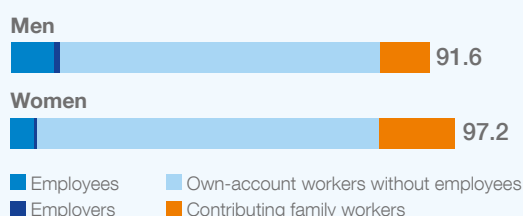
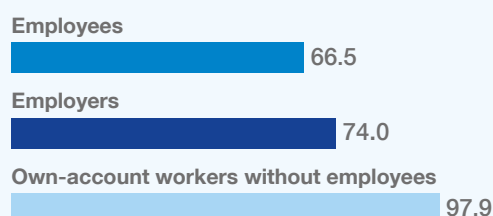


Figure 3. Share of informal employment by employment status (in %)



In Benin, the proportion of informal employment amounts to 94.5 per cent of total employment (including agriculture).⁸ For 2018, applying this proportion to total employment, results in an estimated number of 4.4 million informal workers in Benin.

The informal economy is mostly characterized by own-account workers (76.9 per cent of total informal employment) and contributing family workers (14.5 per cent of total informal employment, figure 2). These two employment statuses are also the most exposed to the risk of informality (all contributing family workers are informal by definition, figure 3). Informal employment is a greater source of employment for women (97.2 per cent of all employed women) than for men (91.6 per cent of employed men). Women mostly work as self-employed subsistence farmers, home-based workers and street vendors.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Enhanced representation of informal workers through trade unions.
- Improved monitoring of occupational health and safety through the establishment of OSH committees in the communities.
- Efforts are underway to expand social protection of informal workers.
- Tailors', hairdressers' and caterers' cooperatives established and functioning.
- Improved sustainability and economic performance of informal jobs.

8. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for Benin refer to the year 2011.

THE STORY:

Some partial reforms have been adopted in the recent past to enhance the social protection of informal workers. For instance, access to the health insurance fund *Caisse Mutuelle de Prévoyance Sociale* – CMPS (previously the MSSB) has been opened since 1992 to informal workers and, more broadly, to all workers who are not covered by formal social security systems. However, according to the 2017–2018 Demographic and Health Survey in Benin, only 1 per cent of all men and women declared being covered by social health insurance.⁹ This low level of coverage is confirmed by results of a 2018/19 survey on the extension of health insurance to informal economy workers by the Friedrich Ebert Stiftung (FES).¹⁰

Since 2006, the Confederation of Autonomous Trade Unions of Benin (CSA-Benin) and the National Union of Workers' Unions of Benin (UNSTB) have been actively working to expand the rights of informal workers as well as to promote the progressive transformation of the informal economy. The unions have been seeking to improve social coverage, and health and safety conditions, by increasing the number of informal workers affiliated to the universal health insurance scheme (RAMU), as well as the number of occupational health and safety monitoring committees in the informal sectors. However, recently the development of RAMU has been halted. In 2014 a simplified legal regime was adopted, offering incentives to small informal businesses to enter into the formal economy. Despite the legal reform, the majority of informal workers in Benin is still not covered by social security or health insurance. A related challenge is represented by the large employment of young apprentices

in small enterprises in the crafting sector, who often enjoy no protection against occupational hazards, such as exposure to toxic chemicals.

At a sub-regional workshop in 2015 on ILO Recommendation No. 204, the tripartite constituents of Benin made a commitment to work on the formulation of a national strategy for the formalization of the informal economy, including the need to extend the coverage of social security to informal workers.

In 2018, CSA had 27,479 members in the informal economy (58 per cent women). Its work focuses on the organization of informal workers by informing and training them on occupational health and safety, as well as by creating health and safety committees for specific trades within the communities. So far nine committees have been created for hairdressers, tailors, weavers, traders and dry cleaners across the country. CSA is also assisting moto taxi drivers to access driving licences and to organize and negotiate to get head protection. Between 2017 and 2018, CSA trained a total 1,322 informal workers, of whom 990 were women, on occupational health and safety.

In 2018, UNSTB had 60,950 members in the informal economy, 64 per cent of whom were women. UNSTB trained a total 2,955 informal workers between 2014 and 2018. The focus of the training was on basic financial management, to generate a decent income and pay adequate social security contributions. Women represent the majority of informal workers who are members of UNSTB and CSA, as well as the majority of informal workers trained by the two unions between 2017 and 2018.

Through their participation in tripartite bodies at the national level, CSA-Benin and UNSTB have also been seeking to influence the formalization of the informal economy, among other things, by improving the existing regulatory and institutional framework, which is not always applied and is inadequate to curb the expansion of the informal economy.

Their work is being supported, in particular, by the International Cooperation Institute (IFSI) of the Belgian General Federation of

9. République du Bénin, Ministère du Plan et du Développement, Institut National de la Statistique et de l'Analyse Économique (INSAE). 2019. Cinquième Enquête Démographique et de Santé au Bénin (EDSB-V) 2017–2018 (Cotonou).

10. Health insurance coverage (public and private health schemes, including microinsurance schemes) is estimated at about 1.9 per cent, with 1 per cent due to the public health scheme. See: FES/ILO. Forthcoming. Results from the survey on informal economy, social protection and political trust in Sub-Saharan Africa.

Labour (FGTB), through a project that seeks to promote the organization of informal workers into trade unions of their own, through training and raising awareness of their labour rights, occupational health and safety issues, and small business management techniques.

UNSTB has, meanwhile, shifted from working primarily in a “wage-earner culture” towards prioritizing the social economy and providing technical support to cooperatives and own-account workers or economic units. UNSTB pursues a dual strategy of providing on the one hand core trade union and labour rights training and on the other hand entrepreneurial, vocational and business skills (either generic or customized). This has had the effect of strengthening its members’ income, increasing productivity and promoting an equitable social economy. In some instances, UNSTB has solicited the support of external partners (for example, micro-credit providers and vocational training institutions) to complement their own expertise.

An initiative was taken by UNSTB a few years ago to support the creation of cooperatives of tailors, hairdressers and caterers. A cooperative with 76 tailors and 122 hairdressers was launched in April 2014, which currently manages a purchase centre and shop at the UNSTB headquarters, a Designers’ House for tailors and a canteen/catering service. The network of tailors has seven sub-networks in local areas.

In the tailoring trade, cooperative members purchase clothes and raw materials jointly and are able to accept larger orders than individual tailors. The objective of the cooperative is primarily to assist members to improve their living and working conditions, but, at the same time, it aims to help them develop a viable enterprise model that increases productivity and income and promotes an equitable social economy. As a service to the membership of the cooperative, UNSTB has trained tailors in entrepreneurial skills (business management, accounting, marketing), and given short-cycle vocational training in tailoring/fashion and design, trade union rights and legal assistance, negotiation techniques and mobilization of members. In addition, tailor apprentices rotate

in the cooperative and so training is offered to more (potential) members.

The cooperative *Maison des Créateurs* has managed to obtain orders of tailor-made school uniforms and – through UNSTB’s facilitation – to access foreign markets in Cameroon, Chad and the Republic Democratic of Congo. At the same time, UNSTB has also entered into partnerships with professional training institutions and micro-credit providers to build relevant services for informal economy operators.

RESULTS:

- There has been formalization of jobs and new productive employment opportunities through cooperatives. There has also been human capital development to ensure the social, economic and financial sustainability of informal jobs. Efforts are underway to improve social coverage and health and safety conditions, through the affiliation of informal workers to a universal health insurance scheme, as well as the expansion of occupational health and safety monitoring committees in the different informal sectors.
- While the process of formalization has still a long way to go, the economic and social sustainability of informal jobs may have a significant impact on such a process.

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Burundi: Collective Bargaining of Informal Workers

SCOPE: National

ORGANIZATIONS INVOLVED:

Workers:

- Confederation of Trade Unions of Burundi (COSYBU)
- National Federation of Transport, Social and Informal Workers (FNTT-SI)

Employers:

- AEB (Association of Employers of Burundi)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 4. Share and composition of informal employment (% of total employment)

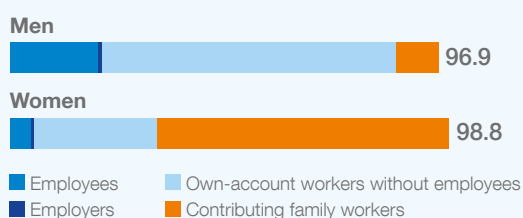
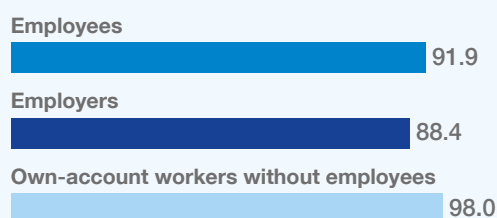


Figure 5. Share of informal employment by employment status (in %)



In Burundi, the proportion of informal employment amounts to 98 per cent of total employment (including agriculture, figure 4).¹¹ For 2018, applying this proportion to total employment results in an estimated number of 4.7 million informal workers in Burundi. All contributing family workers are in informal employment by definition. Own-account workers have the next highest percentage of informality (figure 5).

Informal workers are organized in four union federations (FNTT-SI, FNTD, FNTAA, FNTMI). While the organized informal workers in the transport sector are almost exclusively men, domestic workers are predominantly women. Dedicated units for women workers have been established by the unions and women's leadership is promoted in all of the informal workers' federations.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Signing of a national tripartite Charter on social dialogue including informal workers.
- Informal workers represented in trade unions and tripartite social dialogue structures.
- Local trade union offices defending rights and providing services to informal workers.

11. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for Burundi refer to the year 2014.

THE STORY:

The vast majority of Burundian workers work in the informal economy with little or no protection under labour legislation. They are usually not covered under social protection with less than 5 per cent of the working age population contributing to a pension scheme and a similar proportion of people aged 60 and over currently benefitting from an old age pension.¹²

In this context, the National Federation of Transport, Social and Informal Workers (FNTT-SI) has taken the lead in organizing informal workers. It started with taxi-bike men and taxi-moto men, but quickly understood the need to contribute to the unionisation of informal workers in other sectoral federations. This has led to the creation of other organizations, namely FNTD (domestic workers), FNTAA (food workers) and FNTMI (workers in the informal manufacturing industry).

The Confederation of Trade Unions of Burundi (COSYBU) and the National Federation of Transport, Social and Informal Workers (FNTT-SI) have been working since 2011 to support the organisation of informal workers.

One of the results was the signing of the National Tripartite Charter on Social Dialogue in 2011. The Charter places the informal economy on the same level as the formal economy. The Charter is a milestone in that it shows how the organisation of informal workers enables them to be represented in collective bargaining and to improve their legal status. This has facilitated the progressive organisation of informal workers into trade union federations and their recognition as full and representative partners in social dialogue processes and in the boards of directors of social protection schemes through COSYBU, which ensures that the interests of informal workers are taken into account in decision-making on measures that may affect them. The role of the informal economy is also explicitly recognised in the National Employment Policy in 2014 and Social Protection, adopted in 2011.

The current programme to support the organization of informal workers (2017–2021) aims to strengthen the representational capacity of COSYBU and, in particular, of the four informal federations, by regularly increasing the number of members, creating units dedicated to women and youth and promoting women's leadership within the federations. The current programme builds more on the results of previous cycles. Now that the recognition of representatives of the informal economy has been achieved, the FNTT-SI and other unions are working to maximize the benefits of this recognition and representation. Training programmes for trade union activists are being implemented to strengthen their negotiating skills and to engage in social dialogue at the local, provincial and national levels in order to improve workers' working conditions and livelihoods.

In recent years, informal workers' federations have expanded significantly, particularly among workers in transport, domestic industries, food and manufacturing. Informal workers now also represent the majority of COSYBU members.

COSYBU and its four informal federations (FNTT-SI, FNTMI, FNTD and FNTAA) are making special efforts to reach informal workers by decentralizing their services. For example, two local offices were opened, in Musinga and Kayanza, in 2018, by the National Federation of Informal Manufacturing Workers (FNTMI). The main objectives are to support informal workers in social dialogue and collective bargaining at local level and to encourage workers to organise themselves into cooperatives.

A joint advocacy project with AEB, the employers' association, was implemented to target people in the informal economy. This has proved quite difficult, given that most informal workers and entrepreneurs have low literacy skills and cannot easily access the Internet. Nevertheless, brochures in local languages were distributed with information on the main provisions governing labour relations and social security, as well as information on access to trade unions and participation in collective bargaining.

12. ILO. 2017. World Social Protection Report 2017–19: Universal social protection to achieve the Sustainable Development Goals. (Geneva).

Trade union interest in the informal economy has led to a significant increase in the unionisation of informal workers, from 32,000 members in 2013 to around 90,000 members in 2018.

COSYBU has recently adopted a national policy on the organization of workers in the informal economy, with a view to implementing ILO Recommendation No. 204 on the transition of the informal economy during the period 2018–2028.

In addition, thanks to the advocacy efforts of COSYBU and FNTT-SI and the other federations organizing workers in the informal economy, work is under way on the revision of the Labour Code and on a specific law regulating the informal economy. Only a few minor labour market changes were approved between 2014 and 2017.

RESULTS:

Increased representation and empowerment of informal workers and increased awareness of informal workers and employers of labour relations, social security, social dialogue and collective bargaining processes could contribute to the negotiation of better working conditions, labour rights and formalization policies.

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Democractic Republic of Congo: Representation, Protection and Skills Development of Informal Workers

SCOPE: National

ORGANIZATION INVOLVED:

Workers:

- Trade Union Confederation of Congo (CSC)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 6. Share and composition of informal employment (% of total employment)

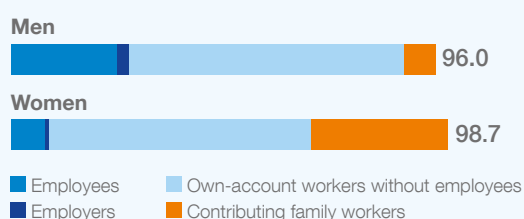
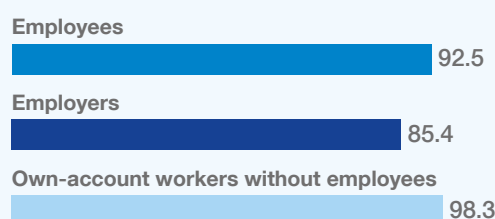


Figure 7. Share of informal employment by employment status (in %)



In the Democratic Republic of Congo, the proportion of informal employment amounts to 97.3 per cent of total employment (including agriculture, figure 6).¹³ For 2018, applying this proportion to total employment results in an estimated number of 26.8 million informal workers in the Democratic Republic of Congo. All contributing family workers are in informal employment by definition. Own-account workers have the next highest percentage of informality (figure 7).

As in several other developing countries, women are over-represented in the informal economy because they lack adequate access to alternative job and income opportunities. Informal women entrepreneurs and contributing family workers are concentrated in the lower productivity sector of the informal economy.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Adoption of a revised Social Security Code to cover workers in the informal economy.
- Contribution to the development of a law on health insurance funds.
- Revision of the list of occupational diseases.
- Expanded representation of informal workers in trade unions.
- Improved working conditions and access to skills development by informal workers.

13. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for the Democratic Republic of Congo refer to the year 2012.

THE STORY:

The Trade Union Confederation of Congo (CSC) seeks to establish a national framework to monitor the implementation of ILO Recommendation No. 204 through the National Labour Council. This process has already contributed to several legal improvements: a revision of the Social Security Code to cover workers in the informal economy was adopted; a law on health insurance funds was passed; and a revision of the list of occupational diseases was made. At the request of the CSC and other civil society organizations, the implementation of a social protection floor is also under discussion.

CSC's strategy vis-à-vis the informal economy has six priorities: a) sensitization and awareness-raising among informal workers in the eleven provinces of the country; b) unionization of informal workers; c) strengthening the skills of trade union activists; d) improvement of working conditions in the informal economy; e) re-activation of the ACAR (Cooperative Action and Rural Mobilization) department; and f) ensuring members' security.

In recent years, CSC has succeeded in organizing 67,000 informal economy workers in different sectors. Health and safety committees have been set up in the Kinshasa markets. Through collective negotiations, fees for informal activities have been reduced or eliminated, and access to work spaces gained, for example for artisans. Informal workers' access to vocational training provided by the National Institute for Vocational Preparation (INPP), where the CSC sits on the Board of Directors, has improved.

CSC provides some essential services to affiliated informal workers, such as access to small loans, legal advice and assistance, vocational training provided by various partner organizations, and health services.

RESULTS:

Improved representation and empowerment of informal workers in trade unions, in collective bargaining and in tripartite processes, as well as improved social protection for informal workers, may make a significant contribution to the formalization of the informal economy and to the creation of more and better jobs.

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Ghana: Organizing Workers for Decent Jobs

SCOPE: Sectoral/area-based

ORGANIZATION INVOLVED:

Workers:

- General Agricultural Workers' Union (GAWU) of Trades Union Congress-Ghana

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 8. Share and composition of informal employment (% of total employment)

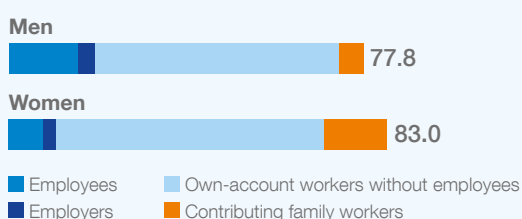
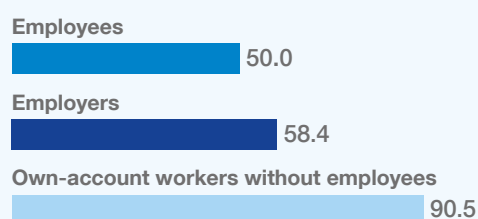


Figure 9. Share of informal employment by employment status (in %)



In Ghana, the proportion of informal employment amounts to 80.6 per cent of total employment (including agriculture, figure 8).¹⁴ For 2018, applying this proportion to total employment results in an estimated number of 9.2 million informal workers in Ghana. All contributing family workers are in informal employment by definition. Own-account workers have the next highest percentage of informality (figure 9).

Own-account workers make up 70 percent of total informal employment. Informal employment is a greater source of employment for women (83 per cent of employed women) than for men (77.8 per cent of employed men). The share of informal employment reaches 94.1 per cent in the fishing sector with more than 75 per cent of informal workers being men.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Enhanced organization of women producers and workers.
- Removal of girls and boys from (gendered) child labour.
- Local union and cooperative organization to improve labour conditions in the fishing supply chain, ensuring the sustainable elimination of child labour.
- Systems and structures created to halt and systematically eradicate child labour, forced labour, modern slavery and human trafficking in all its forms.
- Community systems and structure empowerment for representation, advocacy, job creation and provision of generalized and specific services to the community.
- Promotion by GAWU of women's involvement in training and trade union activities.
- Establishment of women's fish smoking and processing cooperatives to address the important social and economic role of women.

14. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for Ghana are based on the labour force survey and refer to the year 2015.

THE STORY:

Torkor village in the Kpando district in South-East Ghana is a fishing community on the eastern shore of the Volta Lake. This artificial lake of 8,502 square kilometres – Africa's largest – provides Ghana with hydro-electric power and most of the freshwater fish consumed by surrounding communities and beyond.

Fishing communities around the lake once used the labour of thousands of children, who were often trafficked from other parts of Ghana and Togo, their parents commonly receiving cash and being persuaded that their children might learn a trade. This child labour was very hazardous. Boys paddled and bailed canoes, pulled in nets and – most dangerous of all – dived underwater to untangle nets from the tree stumps that cover the bottom of the lake. Deaths by drowning as a result of entanglement in nets or sudden changes in weather were not uncommon. Traditionally, girls worked for long hours with the women of the village, in unsanitary conditions, processing fish (gutting, smoking and drying) and carrying heavy loads. Some children tried to combine child labour and school but, in practice, they rarely succeeded. There were, in any case, not enough school places for all the children in the village.

The ILO provided Ghana with technical assistance for the ratification of ILO Conventions No. 182 and No. 138 as well as for the development of the first National Action Plan 2009–2015 to Combat Child Labour, which led to significant sectoral activities in a number of supply chains including palm oil, cocoa, fishing, rice, and general agriculture. In the Torkor district, the General Agricultural Workers' Union (GAWU) recruited mostly male canoe fishers and women fish processors into the union and organized union activities amongst the workers and small producers of the Torkor community.

The Key entry points for its action were to promote collective voice and promote decent work by (a) organizing outreach in the informal, rural economy and (b) reducing trafficking of children for hazardous child labour, eliminating

all forms of child labour in the community. GAWU focused on: (a) improving occupational health and safety and adult productivity, to end the canoe fishers' and fish processors' dependence on child labour; (b) on providing a collective voice for women and men workers and small producers; and (c) on ensuring that every child went to school.

GAWU's biggest achievement has been the development of a union-driven and community-owned model that has successfully demonstrated the mutually-reinforcing links between freedom of association, collective voice, decent work and the elimination of child labour in communities in the fish supply chain. The "Torkor Model" has enabled the community to act collectively to make fishing and fish-processing safer and more productive by: (a) training adult divers; (b) using a collectively owned safety, diving and child labour surveillance boat; (c) helping women fish processors to form cooperatives; (d) raising community awareness and developing community child labour monitoring; and (e) liaising with teachers' unions and district authorities to ensure that sufficient school places were provided.

A women's cooperative in Torkor now deals with processing fish from the Volta Lake. The cooperative has its own market stall for selling fish, as well as a smoking facility where fish can be processed for improved preservation. GAWU is also promoting women's participation in community affairs through supporting their involvement in training and other trade union activities, including in the safety boat committee.

The "Torkor Model" is a prime example of combined sectoral and community-based union organisation. Even though ILO technical assistance has ended, the trade unions in the area are continuing important activities to reduce child labour, by seeing that children are removed from child labour, and further recruitment of children under the minimum age is stopped. In addition, they see that the tasks performed by those over the minimum age are not hazardous either by nature or because of the conditions in which they are undertaken.



The success and validity of the “Torkor Model” has been recognized by the Government of Ghana, which is supporting its replication in all lakeside districts. The current National Action Plan (2016–2022) for the elimination of child labour features the success of the integrated approach to combating child labour in the community of Torkor. The model has also quickly become known outside the borders of Ghana. GAWU has received many requests for advice about its replication and has delivered numerous training sessions for that purpose.

RESULTS:

A community-driven, trade union-supported, sustainable, local-development approach, has been established, with the interwoven purposes of improving both the working conditions and the productivity and formalization of the fishing sector. This approach has succeeded in

ensuring that dependence of family enterprises on child labour is ended, all forms of child labour are eliminated and that all children in the community go to school. A Child Labour Free Zone has been established by using integrated approaches. Advocacy channels have been established between local community unions, women’s groups and the district authorities.

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Kenya: Preventing HIV/AIDS in the Workplace

SCOPE: Sectoral

ORGANIZATIONS INVOLVED:

Workers:

- Central Organization of Trade Unions in Kenya (COTU-K)
- Kenya Union of Hair and Beauty Workers (KUHBWO)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 10. Share and composition of informal employment (% of total employment)

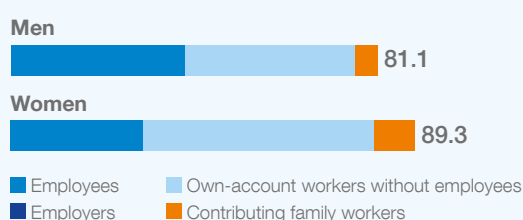
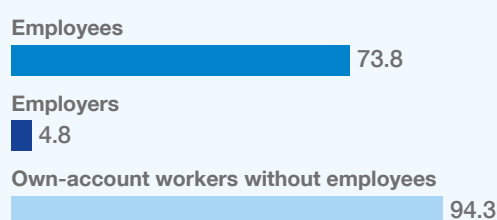


Figure 11. Share of informal employment by employment status (in %)



In Kenya, the proportion of informal employment amounts to 85.1 per cent of total employment (including agriculture, figure 10).¹⁵ For 2018, applying this proportion to total employment results in an estimated number of 15.6 million informal workers in Kenya. All contributing family workers are in informal employment by definition. Own-account workers have the next highest percentage of informality (figure 11).

Own-account workers make up 51.2 percent of total informal employment. Informal employment is a greater source of employment for women (89.3 per cent of employed women) than for men (81.1 per cent of employed men). Given the prevailing job segregation in the hair and beauty sector, 90 per cent of the workers are women.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Informal economy workers joined the union, which provided a common platform for enhanced collective bargaining and industrial relations.
- The workers who enrolled with the National Hospital Insurance Fund (NHIF) have benefited from both out-patient and in-patient medical cover.
- Knowledge of HIV status has enhanced prevention and those workers who tested positive are now receiving care, support and treatment.
- Joining the Savings and Credit Cooperative (SACCO) has improved the workers' financial savings and increased access to credit/financial services.

15. The figures for Kenya refer to the year 2016. ILO calculation based on microdata from the Kenya Integrated Household Budget Survey (KIHBS) applying the harmonised definition of informal employment and employment in the informal sector.

THE STORY:

The Kenya Union of Hair and Beauty Workers Union (KUHABWO), an affiliate of the Central Organization of Trade Unions in Kenya (COTU-K), has a membership of around 6,500 hair and beauty workers, about 90 per cent of whom are women aged 15–45 years. The nature of their work is based on low commission income, with no employment contracts, lack of social protection, poor occupational safety and health measures, long working hours and workplace rotation based on availability of work. As a consequence of lack of job security and social protection, young women often resort to commercial sex to supplement their low income, increasing their vulnerability to violence and HIV.

Between July 2015 and December 2016, the ILO partnered with COTU-K, KUHABWO and the AIDS Healthcare Foundation with the dual purpose of increasing HIV services for young women working in the hair and beauty sector, and of helping workers improve their working conditions and social protection.

The union branch officials were trained in HIV management at the workplace in line with the ILO Recommendation concerning HIV and AIDS and the World of Work, 2010 (No. 200).

On-site integrated health/HIV testing and counselling (HTC) services were provided in congregate workplaces in Nairobi, combined with sensitization on the benefits of enrolling with the National Hospital Insurance Fund. About 10,000 informal economy workers were equipped with information on HIV and AIDS. 4,621 women and 560 men were tested for HIV and those who tested positive were referred for treatment. 26,100 male and female condoms were distributed. 1,725 young women registered with NHIF.

The union mobilized workers to join the Hair and Beauty SACCO, encouraging them to save a portion of their income to promote economic empowerment. 399 young women enrolled with SACCO.

Based on this practice, with a specific focus on the hair and beauty sector, the HIV-related initiative is currently being extended targeting male-dominated sectors, as men have been

left behind in accessing HIV services. Also, trade union engagement with the informal economy continues in additional sectors, including transport and agriculture, with a view to contributing to the reduction of vulnerability and poverty.

RESULTS:

Greater participation of hair and beauty workers in trade union activities has led to increased knowledge and awareness of HIV prevention and status, including linkage to treatment and care, as necessary; it has improved working conditions and enhanced coverage of social protection for informal economy workers; and it has promoted the economic empowerment of hair and beauty union members through enrolment to the SACCO.

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- Kenya Union of Hair and Beauty Workers (KUHABWO): kuhabwo2009@gmail.com
- ITUC Africa: info@ituc-africa.org

Malawi: Decent Work Promotion in the Informal Economy through Trade Unions

SCOPE: National

ORGANIZATIONS INVOLVED:

Workers:

- Malawi Congress of Trade Unions (MCTU)
- Malawi Union for Informal Sector (MUFIS)
- Tobacco and Allied Workers' Union of Malawi (TOAWUM)
- Commercial Industrial and Allied Workers' Union (CIAWU)
- Building Construction Civil Engineering and Allied Workers' Union (BCCEAWU)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 12. Share and composition of informal employment (% of total employment)

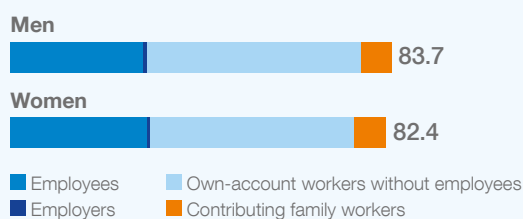
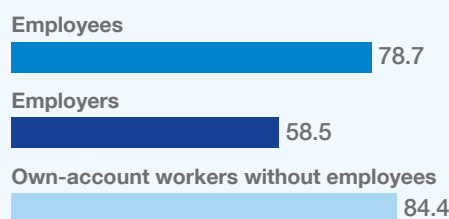


Figure 13. Share of informal employment by employment status (in %)



In Malawi, the proportion of informal employment amounts to 83 per cent of total employment (including agriculture, figure 12).¹⁶ For 2018, applying this proportion to total employment results in an estimated number of 6.5 million informal workers in Malawi. All contributing family workers are in informal employment by definition. Own-account workers have the next highest percentage of informality (figure 13).

The informal economy covers a broad range of economic activities in commerce, agriculture, construction, transportation and service provision. Most women in Malawi are active in the rural informal economy, particularly in subsistence agriculture, where earnings are low.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Organization of informal workers and effectiveness of collective bargaining and social dialogue, in both rural and urban sectors with a high incidence of informal economy and undeclared work, have improved.
- Progress has been made on the working conditions and social protection of different categories of workers, through sectoral and local bargaining.
- New sectoral collective agreements have been signed and enforced.
- Reduction of child labour has been achieved through union action.

¹⁶ ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for Malawi refer to the year 2013.



THE STORY:

In Malawi, national media have reported increasing instances of harassment of workers in the informal economy. There are allegations that tobacco growers do not get paid or are paid below minimum wages. Given the seasonal nature of the work, they are forced to remain on the farm until they are re-hired the following season. This keeps many of them in a condition of extreme poverty.

Similar challenges exist in the case of informal street and market vendors, who are sometimes chased away by the city and district council authorities through the police. Their goods and tools may be seized and locked in police or city council cells/offices. If not arrested, the workers do not have the right to reclaim their property back.

There have also been reports on evidence of abuse of domestic workers' rights, including reported cases of sexual harassment.

Against this background, the Malawi Congress of Trade Unions (MCTU) has endeavoured to establish trade unions recruiting in the informal economy. The government has registered these trade unions in recognition of the right to organize and to collective bargaining. MCTU supports its affiliates through interventions in the field of child labour, organisation and recruitment of union membership, social dialogue and collective bargaining with their sector-specific employers (e.g. local authorities in city councils). A pool of trainers has been trained who regularly undertake in-house training interventions in all MCTU affiliates and recruit new members at the local level.

MCTU and its affiliates have been able to engage in negotiations at bipartite/tripartite level. MCTU has made progress, through lobbying and advocacy campaign initiatives with employers and local councils, to engage in dialogue, though some authorities are reluctant to accommodate the unions' views in some areas. MCTU has been active in establishing and empowering sectoral unions to reach collective agreements with the relevant employers and public authorities.

Notably, the Malawi Union for Informal Sector (MUFIS) – created in 2000, formally registered by the Ministry of Labour in 2004 and affiliated to MCTU in 2008 – mobilizes its membership in the informal economy, specifically among the street and market vendors across the country. MUFIS held a seat in the Tripartite Labour Advisory Council (TLAC) until recently and has been participating in social dialogue meetings, with the aim of entering into agreements on workers' access to social security and on issues that affect market and street vendors. MUFIS has settled disputes related to market evictions in three district councils of Neno and Nsanje, as the local authorities wanted to renovate and construct new markets. In Neno an agreement was reached to compensate those vendors whose shops were being closed down and to give them extended notice to vacate the places and resettle to new, designated locations. MUFIS has expanded its representation to informal workers who grow tea on their pieces of land and sell it to factories on tea estates. A draft memorandum of understanding between MUFIS and the Lilongwe City Council is currently under discussion.

MUFIS has also begun a programme of training members in savings and credit cooperatives. In 2015, in collaboration with a local bank, MUFIS established a savings and credit account (co-operative) for women union members. This is viewed as a mechanism to promote thrift, savings and easy access to credit on reasonable terms, to improve the individual enterprises of the targeted group. With the assistance of MCTU and the Danish Trade Union Council for International Development Co-operation (LO/FTF) MUFIS is also planning to train its members in skills development in bricklaying, carpentry and joinery, painting and decoration, plumbing, and electrical installation. The training will be offered through technical colleges and all courses will include an entrepreneurship component.

The Tobacco and Allied Workers Union of Malawi (TOAWUM) has been able to expand its membership in the tobacco industry and

among small-holder growers of tobacco. Its work cuts across the sector and engages industry companies and associations that represent small growers in tobacco value chains and the horticulture industry in rural areas of Malawi. TOAWUM has just signed a collective bargaining agreement with the Tobacco Association of Malawi (TAMA) and the Tobacco Control Commission (TCC). It has also entered into dialogue with Transglobe Company Limited, which exports products like pigeon peas and soya, with a view to concluding a collective agreement. Further negotiations are in progress with Exagris Africa Limited, which grows paprika, seed maize, Bird's eye chillis and soya. In addition, TOAWUM has engaged the Mbabvi Estates tobacco growers, who have agreed to start implementing union subscriptions even before they finally sign a collective bargaining agreement.

The Commercial, Industrial and Allied Workers' Union (CIAWU) organizes domestic workers, in addition to other sectors. It recruits domestic workers mostly in cities and municipalities across the country. It advocates for better working conditions through various capacity building and campaign initiatives and is lobbying the government for the ratification of the Domestic Workers Convention, 2011 (No. 189). Labour law application to domestic workers has been monitored. Domestic work is largely performed by female workers. These women frequently fall victims of sexual exploitation and their contracts are easily transferrable to new in-coming employer(s).

There is much scope to improve the living standards of the working poor and to ensure that their voices are heard. This requires a combination of tools, including labour legislation to set minimum standards and collective bargaining that includes provisions on workers' skills and motivation to enhance both productivity and working conditions in different sectors of the economy. Through their participation, collective bargaining and social dialogue, informal workers will be in a

position to ensure that their concerns will also be addressed in the national labour agenda.

RESULTS:

The coverage of labour legislation and its application to the informal economy have been improved through interventions on social dialogue and child labour, decent work and the informal economy, and through vocational skills development for informal construction workers. Baseline surveys have been produced on decent work deficits in the informal economy in Malawi and a new Social Dialogue model has been formulated.

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Senegal: Formalizing Work in the Private Security Sector

SCOPE: Sectoral

ORGANIZATIONS INVOLVED:

Workers:

- National Confederation of Workers of Senegal (CNTS)
- National Union of Civil Personnel, Public Security Services, Private and Assimilated

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 14. Share and composition of informal employment (% of total employment)

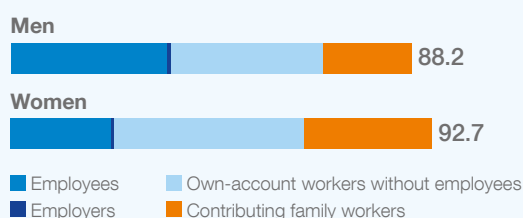
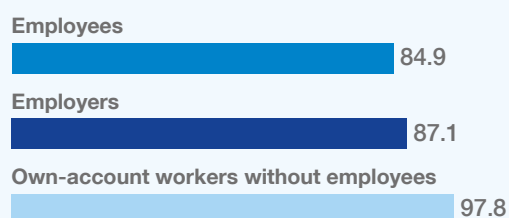


Figure 15. Share of informal employment by employment status (in %)



In Senegal, the proportion of informal employment amounts to 90 per cent of total employment (including agriculture, figure 14).¹⁷ For 2018, applying this proportion to total employment results in an estimated number of 3.6 million informal workers in Senegal. All contributing family workers are in informal employment by definition. Own-account workers have the next highest percentage of informality (figure 15).

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Creation of a national union for private security workers.
- Regularization of almost 1,500 workers.
- Payment of the transport premium.
- Creation of a medical insurance (IPM).
- Regular payment of contributions to the pension fund (IPRES) and the Social Security Fund (CSS).
- Implementation of occupational health and safety provisions.
- Signing of sectoral agreements.

17. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for Senegal refer to the year 2016.

THE STORY:

Many workers in the private security sector have precarious jobs that lack regulation. Although they are under the coverage of a trade sector collective agreement, most employers allegedly do not comply with it. In the face of this challenge, the National Confederation of Workers of Senegal (CNTS) initiated action to formalize these workers, including the creation of unions in companies that employ guards. Thus, the National Union of Civil Personnel, Public Security Services, Private and Assimilated was created. It counted 4,260 members (492 women) in 2018.

The CNTS trained delegates in their trade union roles and negotiation skills. As a result, social dialogue is now a reality in these companies, which has resulted in important advances: (a) regularization of almost 1,500 workers; (b) payment of the transport premium; (c) creation of a medical insurance (IPM); (d) regular payment of contributions to the pension fund (IPRES) and the Social Security Fund (CSS); and (e) implementation of occupational health and safety provisions.

A collective agreement adapted to the sector with a new professional classification and salary scale was proposed by the CNTS and negotiated with employers and the Ministry of Labour. The collective agreement was signed in January 2019 and entered into force in February 2019, covering aspects such as social dialogue, representation, wages, social security, career development, job classification and disciplinary measures. According to the Ministry of the Interior, the collective agreement covers 40,000 security guards who are working for 471 different security agencies.

RESULTS:

The union's commitment to represent and negotiate on behalf of private security workers will enhance compliance with labour law and collective agreements in this sector.

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Uganda: Trade Unions Reaching out to the Informal Economy

SCOPE: National

ORGANIZATIONS INVOLVED:

Workers:

- National Organization of Trade Unions (NOTU)
- Amalgamated Transport and General Workers' Union (ATGWU)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 16. Share and composition of informal employment (% of total employment)

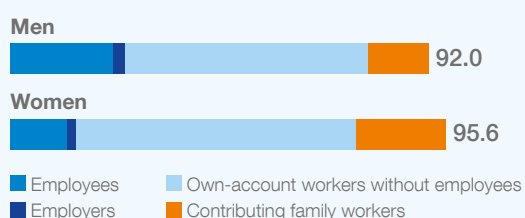
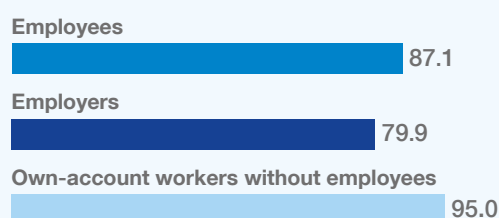


Figure 17. Share of informal employment by employment status (in %)



In Uganda, the proportion of informal employment amounts to 93.7 per cent of total employment (including agriculture, figure 16).¹⁸ For 2018, applying this proportion to total employment results in an estimated number of 15.2 million informal workers in Uganda. All contributing family workers are in informal employment by definition. Own-account workers have the next highest percentage of informality (figure 17).

Own-account workers represent 61 percent of total informal employment and women are more likely than men to work in the informal economy. NOTU runs specific training programmes targeting women in the informal economy.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Stronger union representation and capacity through the involvement of informal workers.
- Improved working conditions of informal workers through negotiations.
- Improved access of informal workers to social security benefits.

18. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for Uganda refer to the year 2012.

THE STORY:

The National Organization of Trade Unions (NOTU) is the largest umbrella organization in Uganda with close to 446,000 individual members. In 2012, the constitution of NOTU was amended to allow for direct or indirect affiliation of informal economy associations. NOTU began to take a proactive approach on issues of the informal economy and, in particular, on the organization of informal economy workers, in a context where the labour law did not recognize informal economy workers and where the authorities were generally seen as reluctant to negotiate. With a very high percentage of wage earners in the informal economy, NOTU focused its efforts on promoting decent working conditions for these workers and ensuring their representation in social dialogue spaces.

NOTU adopted an Informal Sector Collaboration Strategy 2014–2015, which includes a model Memorandum of Understanding between trade unions and informal economy associations.

As a consequence, in 2017 NOTU decided to further amend its constitution to ensure democratic representation of informal economy workers. Informal economy associations and unions are now integrated into the executive structures of NOTU through the executive board, general council and informal economy committee, as a means to converge and serve all informal economy associations represented under NOTU.

Today, NOTU has significantly increased its membership with the incorporation of informal economy workers' unions in the sectors of transport, agriculture, fishing, domestic work and street commerce. This has given NOTU additional strength and influence in social dialogue processes.

The dialogue has succeeded in sensitizing government authorities on various issues affecting informal economy workers. Organizations of informal workers today have the capacity to negotiate to improve the rental of market stalls, access to health services, and transport infrastructure. They have also been able to reduce disputes and issues with the police. NOTU's participation in tripartite spaces

has succeeded in preventing the privatization of the pension system, and for the first time, informal workers have benefited from access to social security benefits.

NOTU has also published resource books on organizing in the informal economy, has been holding training courses for informal economy workers on financial management, HIV/AIDS, and women's programmes, and has run skills development courses, such as bee-keeping, ploughing and mushrooming.

Established in Kampala since 1938, the Amalgamated Transport and General Workers' Union (ATGWU) is responsible for organizing and representing its members in the transport, oil, chemicals and private security industries. Almost 90 per cent of ATGWU members are in the informal economy. ATGWU was re-registered in 1974 after merging with other organizations. ATGWU is affiliated to NOTU and the two organizations have signed thirteen memoranda of understanding with informal economy associations, mainly from the transport sector (taxi bike riders, boda boda (motor-cycle) and taxi drivers, etc.).

RESULTS:

Representation and visibility of informal workers' priorities in the trade union agenda have improved, including organization, collective bargaining and social dialogue. Informal workers' rights, such as access to social security, have also improved.

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Zimbabwe: Extension of Membership to Workers and Economic Units in the Informal Economy

SCOPE: National

ORGANIZATIONS INVOLVED:

Workers:

- Zimbabwe Congress of Trade Unions (ZCTU)

Employers:

- Employers' Confederation of Zimbabwe (EMCOZ)

Other:

- Zimbabwe Chamber of Informal Economy Associations (ZCIEA)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 18. Share and composition of informal employment (% of total employment)

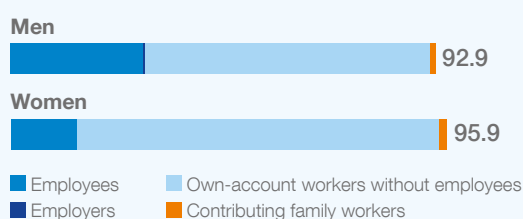


Figure 19. Share of informal employment by employment status (in %)



In Zimbabwe, the proportion of informal employment amounts to 94.5 per cent of total employment (including agriculture, figure 18).¹⁹ In 2014, 5.9 million workers were in informal employment.²⁰ A large share of the informal workers are working as own-account workers, particularly women. All contributing family workers are in informal employment by definition. Own-account workers have the next highest percentage of informality (figure 19).

Currently, ZCIEA has 30 territories in Zimbabwe, each one made up of 5–10 chapters of 500 informal economy members each. As of 2019, there were 100,000 members in 150 Associations grouped into chapters.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

The Zimbabwe Chamber of Informal Economy Associations (ZCIEA) is a result of a 2002 tripartite decision by ZCTU (workers' organization), EMCOZ (employers' organization) and the Ministry of Labour, recognizing the needs of workers in the growing informal economy. It helps to bridge the gap between the trade union movement and informal economy workers, and builds the capacity of informal workers to secure economic and social justice.

19. Data from the National Statistics Agency in Zimbabwe (ZIMStat) for 2014.

20. Ibid.

THE STORY:

Informal employment is an important source of livelihood for many people in Zimbabwe. Faced with a lack of employment opportunities in the formal sector, Zimbabweans have created informal jobs for themselves e.g. as carpenters, street-vendors, cross-border traders, sculptors or brick-moulders. These jobs have kept many people in employment, and thus have helped to avoid high unemployment. However, most informal workers find themselves at the fringes of the law – they often lack the required licenses, or violate zoning by-laws that ban commercial activity from residential areas. As a result, one of the key challenges that informal economy workers face in Zimbabwe is harassment and criminalization of the informal economy. There are reports of a high prevalence of harassment of informal economy workers by law enforcement agencies.

As a reaction to these challenges, a group of 22 Informal Traders Associations established the Zimbabwe Chamber of Informal Economy Associations (ZCIEA). To this day ZCIEA is an affiliate of ZCTU and works with the ZCTU informal economy desk, which has an advisory role to the organisation. One of the main impacts of setting up ZCIEA as an apex body is that it has given informal economy workers a strong voice. Generally, this move has increased the engagement of informal economy workers in policy discussions.

In 2017, with guidance from ZCIEA, informal economy workers were able to submit a position paper to the interim government. The policy paper outlined challenges for informal workers and recommendations for a way forward. ZCIEA has also been able to lead discussions, negotiate for and come into agreement with various local government authorities on new approaches to managing the informal economy and facilitating the transitioning of the informal to formal economy. Some of these discussions include: the review of local authority by-laws to regularise informal workers and enhance their contribution to the country's GDP; discussion of how to incentivise traders on revenue contributions

and hygiene, to encourage compliance; and the introduction of market zoning to ease congestion in commercial business districts.

The main objectives of ZCIEA are:

- Informal workers' structures which respect and promote productive formalisation of the informal economy through practical application of, implementation of, and compliance with ILO Recommendation No. 204.
- Informal workers in selected areas of the project supported initiatives in line with Recommendation No. 204, with strong emphasis on the relationship to the four pillars of decent work (social security, social dialogue, rights and employment).
- Re-unionization of workers through membership recruitment, by better explanation of the importance of being organised.

RESULTS:

ZCIEA has increased the engagement of informal economy workers in policy discussions. This includes dialogue and negotiations with local authorities, e.g. a review of local authority by-laws to regularise informal workers and education of informal economy workers, for example about hygiene, and to encourage compliance.

ACCESS TO INFORMATION:

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ASIA

Cambodia: Promoting Rights and Social Security Coverage of Workers in the Informal Economy

SCOPE: National

ORGANIZATION INVOLVED:

Workers:

- Independent Democracy of Informal Economy Association (IDEA)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 20. Share and composition of informal employment (% of total employment)

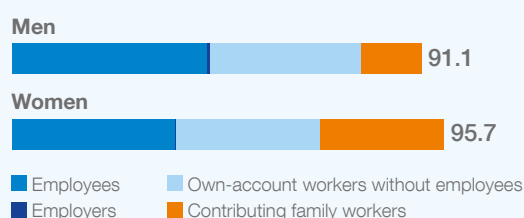
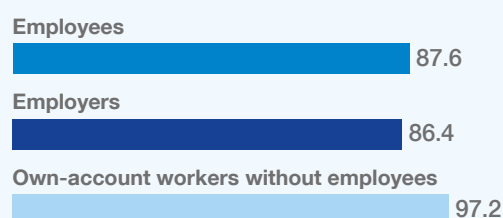


Figure 21. Share of informal employment by employment status (in %)



In Cambodia, the proportion of informal employment amounts to 93.3 per cent of total employment (including agriculture, figure 20).²¹ For 2018, applying this proportion to total employment results in an estimated number of 8.4 million informal workers in Cambodia. All contributing family workers are in informal employment by definition. Own-account workers have the next highest percentage of informality (figure 21).

Women represent the majority of workers in informal employment in some sectors or occupations, such as domestic workers, street vendors and waste collectors. Moreover, women represent the majority of informal economy workers in many manufacturing industries. The majority of members of the Independent Democracy of Informal Economy Association (IDEA) are men. However, IDEA provides training and capacity building on women's rights and women's leadership. It

also advocates for public childcare support for women workers.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Organization, representation and provision of services to informal workers, in spite of restrictive national legislation and regulation.
- Extension of social security coverage to informal workers.

21. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for Cambodia refer to the year 2012.



THE STORY:

In cases where there is no clear employer/employee relationship, workers and their organizations in Cambodia are not covered by labour law, but are regulated through a law on associations. The application of the law falls under the responsibility of the Ministry of Interior, rather than the Ministry of Labour and Vocational Training (MoLVT). As a result, these workers are not allowed to form a trade union, but only an association.

IDEA is a non-governmental organization, supporting workers in the informal economy, to promote freedom of association in Cambodia through organization, advocacy, dispute resolution for members and campaigning for inclusion in social security schemes. IDEA was established in April 2005 by informal economy groups, including tuk-tuk drivers, taxi drivers, moto-taxi drivers, street vendors and small restaurant workers. The association was formally recognized by the Ministry of the Interior on 18 April 2006. It is affiliated to the International Domestic Workers' Federation (IDWF) and the International Transport Federation (ITF). IDEA supports workers in the local transport sector, such as self-employed

moto-taxi drivers and tuk-tuk drivers, as well as waste collectors, domestic workers and street vendors.

IDEA aims at promoting rights and working conditions of the members through legal training and support, improved health and safety of workers, representation and advocacy. The main areas of activity of IDEA are:

- They advocate for the inclusion of informal economy workers under labour law.
- They organize associations of workers in informal sectors, such as domestic workers, tuk-tuk and motor cycle workers, and vendors.²² Organizing focuses on training in how to build an association with an active and engaged membership. IDEA has conducted workshops for trainers of informal workers on organizing skills, and has produced two batches of 20 trainers – one in 2018 and another in 2019 – who have provided training on organizing for around 500 informal workers.

22. The tuk-tuk drivers' association is exploring the possibility of recruiting drivers who work for the ride-hailing apps, Grab and Passapp.

- They conduct various types of campaign to address drivers' legal rights and protections.
- IDEA contributed to a change in legislation to allow informal workers to register with the National Social Security Fund (NSSF) in order to get free health care and maternity allowance. After the national election in 2018, however, the Government no longer allowed them to register in the NSSF as it did before the election. Nevertheless, it issues health equity cards to those tuk-tuk drivers and domestic workers with national identity cards for a one-year period, renewable yearly. It has enrolled 4,032 members under NSSF (as of August 2019); it has promoted insurance for drivers, free hospitalization, and assistance in maternity care for domestic workers.
- IDEA is partnering with *Groupe de Recherche et d'Echanges Technologiques* (GRET) on a pilot project, "Social Protection Innovation for Informal Sectors", which aims to provide tuk-tuk drivers and domestic workers with a contributory social security scheme. The project committee (SPIN Project Implementation Committee) was formed in July 2019 with representatives from line ministries, IDEA, ADWC (Association of Domestic Workers Cambodia), CCDA (Cambodia for Confederation Development Association) and GRET. Under the project, IDEA has been campaigning for social protection coverage of work-related accidents, health insurance and pension schemes, for street vendors and waste collectors, who are the working poor and the most vulnerable.
- It carries out education initiatives, awareness raising on rights and training (such as on traffic rules for transport workers, on labour and NGO laws).
- It provides dispute resolution and legal support services to: (a) address abuses by local authorities; (b) provide assistance in court cases; (c) reduce the level of violence between groups, and between workers and local authorities; (d) reduce the level of fines imposed by the local authorities (such as for traffic violations); (e) combat the idea of a road tax on motorcycles; and (f) reduce forced evictions.

RESULTS:

The chance to get organized, represented and provided with information and training services may substantially contribute to the recognition of labour rights and trade union rights for informal workers and improvement of their working conditions, despite the legal framework and many challenges in workplaces.

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- ITUC Asia-Pacific: gs@ituc-ap.org

India: Organization of Self-Employed Women through Cooperatives

SCOPE: National

ORGANIZATION INVOLVED:

Workers:

- Self-Employed Women's Association (SEWA)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 22. Share and composition of informal employment (% of total employment)

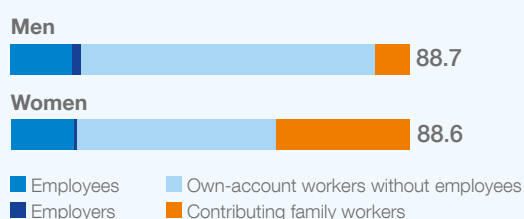
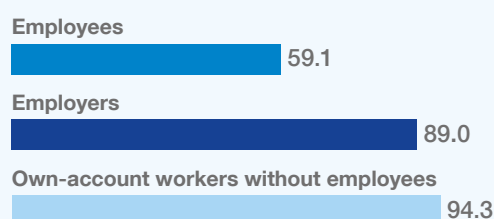


Figure 23. Share of informal employment by employment status (in %)



The socio-economic landscape in India is largely informal. In India, around 88.6 per cent of all employed people are engaged in the informal economy, most of whom are in the agricultural sector (including agriculture, figure 22).²³ For 2018, applying this proportion to total employment results in an estimated number of 440 million informal workers in India. All contributing family workers are in informal employment by definition. Own-account workers have the next highest percentage of informality (figure 23).

The practice explicitly focuses on women workers, including access to decent jobs, credit, social security and child care. Gender segregation persists in the informal economy, as the workforce of more skilled and higher-paid jobs, such as masons, plumbers or carpenters, is predominantly male. Moreover, the shortage of child care facilities often obliges women to bring infants to the workplace, where they remain largely un-attended.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Enhanced organization and representation of self-employed women workers.
- Expansion of social security to self-employed women.

23. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for India refer to the year 2018.

THE STORY:

The Self-Employment Women's Association (SEWA) is a trade union registered in 1972. It represents 1.5 million women working in the informal economy, in eighteen states of India. SEWA's main goals are to organize women workers for full employment in conditions of work security, income security, food security and social security (at least health care, child care and shelter). SEWA supports women to become self-reliant, both economically and in terms of empowerment. SEWA's services to women include savings and credit, health care, child care, insurance, legal aid, capacity building and communication.

SEWA has followed a two-fold strategy: while organizing poor women in the informal economy as a national union, it has also developed women-owned cooperative enterprises to empower them. These cooperatives create better employment and income generation opportunities and provide a wide range of services including financial, insurance and social security services, as well as business and leadership training.

In particular, SEWA established the National Insurance VimoSEWA Cooperative Limited. VimoSEWA is India's first all-women insurance cooperative. It provides social protection coverage for SEWA members and other informal economy workers. VimoSEWA started offering insurance services to its members in Ahmedabad around 1992. Over a period of time it evolved to provide financial protection to all SEWA members from different types of events such as illness, death and loss of assets. The entity was formally registered as an insurance cooperative only in 2009. VimoSEWA Cooperative Ltd has 12,000 women share-holders from Bihar, Delhi, Gujarat, Madhya Pradesh and Rajasthan. It also has 13 institutional members, including SEWA Bank, SEWA Bihar and the SEWA Cooperative Federation representing 106 women's cooperatives.

In 2018, VimoSEWA had 84,133 members and their premiums made up its sole source of revenue. The premium ranges from 50 rupees (INR) (less than USD1) to INR2,150 (USD 30) per year per family for different products.

The total premium collected in 2018 was INR23,364,244 (USD334,000). VimoSEWA has health and life insurance products, offering coverage for hospitalization, pay-outs for accidental death and more. Family plans can cover four to six persons. Between 1992 and 2018, VimoSEWA disbursed INR203 million to 94,000 claimants.

Over the years, VimoSEWA has developed a stand-alone, voluntary, micro-insurance model managed by community-leaders and women workers. It is governed by a democratically elected board comprising women workers and professionals from the insurance sector. The VimoSEWA reaches out to the informal economy workers through different partner organizations, including credit cooperative societies, the SEWA union and workers' cooperatives. Currently, 23 partner organizations from about seven states in India are working actively with VimoSEWA. These include separately registered unions within the SEWA movement, such as SEWA Madhya Pradesh and SEWA Bihar, organizing women farmers, forest workers, street vendors, home-based workers, domestic workers and others.

VimoSEWA also promotes access to government-promoted insurance programmes through awareness raising and assistance to its members in getting benefits. Saral Suraksha Yojna is a mutual product developed by VimoSEWA to compensate families for the loss of wages due to hospitalization or accidental death of SEWA members.

SEWA's Social Security Team and Cooperative Federation have pursued operational cooperation with other national trade unions, especially in the field of child care and health care. Links have been forged with AITUC, a waste-recyclers union in Delhi, with building and construction workers' unions and other informal workers' unions.



RESULTS:

The organization, representation and provision of services to informal women workers through the establishment of cooperatives represent a significant contribution to the transition from informality to formality, thus combining greater economic sustainability and better social protection.

ACCESS TO INFORMATION:

- Bureau for Workers' Activities (ILO-ACTRAV): actrav@ilo.org
- ILO COOP Unit: coop@ilo.org
- ILO DWT for South Asia and Country Office: delhi@ilo.org
- Self-Employment Women's Association (SEWA): mail@sewa.org
- ITUC Asia-Pacific: gs@ituc-ap.org

Indonesia: Social Protection for Informal Workers

SCOPE: National

ORGANIZATIONS INVOLVED:

Workers:

- Confederation of Indonesia Prosperity Trade Union (KSBSI)
- General and Informal Construction Federation (FKUI)
- Indonesian Migrant Workers' Union (SBMI)
- Indonesian Trade Union Confederation (KSPI)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 24. Share and composition of informal employment (% of total employment)

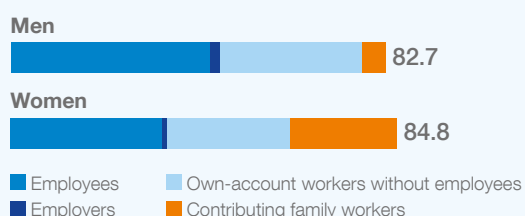
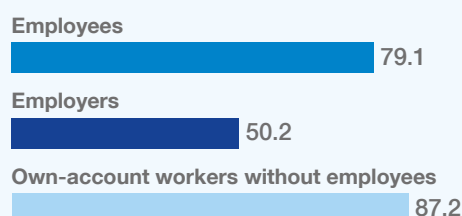


Figure 25. Share of informal employment by employment status (in %)



In Indonesia, the proportion of informal employment amounts to 83.5 per cent of total employment (including agriculture, figure 24).²⁴ For 2018, applying this proportion to total employment results in an estimated number of 104 million informal workers in Indonesia. All contributing family workers are in informal employment by definition. Own-account workers have the next highest percentage of informality (figure 25).

Many people in the informal economy are employees (47.8 per cent of total informal employment). Over 84.8 per cent of Indonesia's total female workforce is employed in the informal economy, against 82.7 per cent for men. A significant portion of these women are unpaid workers.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Improved trade union organization, representation and provision of services to informal workers.
- Extended social security for informal workers, including migrant workers.

24. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for Indonesia refer to the year 2017.

THE STORY:

The Confederation of Indonesia Prosperity Trade Union (KSBSI) is a national trade union centre in Indonesia. It was founded in 1992 and has 2.1 million members. From 2017 until 2021, KSBSI and the General and Informal Construction Federation (FKUI), (the federation organizing informal economy workers) will be offering a training programme for workers in the informal economy (street vendors, motor taxi drivers working for the Go-Jek online package delivery application, and others). In this training programme, the trade union is raising the awareness of informal economy workers about the Indonesian social security system, which includes universal health insurance for all and different social security schemes covering workers, such as working accident insurance, a pension scheme and an old age and death allowance.

In addition to training, KSBSI also conducts campaigns, workshops and advocacy to improve the concrete implementation of the social security system, to make sure that workers in the informal economy are able to claim their social security rights.

Both the KSBSI and the FKUI have recorded significant progress in organizing informal economy workers in the construction industry, home-based and domestic workers, on-line drivers and street vendors. Bringing them into the trade union fold has contributed to the union's strength, in particular addressing decent work deficits in the informal economy. One of the greatest achievements of their campaigns is that the central government is committed to attaining universal health coverage by 2019.

Another big achievement for KSBSI, in partnership with the Indonesian Migrant Workers' Union SBMI, was the adoption by the Indonesian Parliament of the new Migrant Workers' Act on 25 October 2017, which creates the legal basis for the inclusion of millions of Indonesian migrant workers in the social security system, which should increase their access to social insurance significantly. The new law came after years of campaigning by migrant workers' rights groups to end exploitation and modern slavery. The new law

places the responsibility on regional and local administrations to oversee their residents who want to migrate abroad for work. As a part of this shift towards local governance, regional administrations are now in charge of providing pre-departure vocational training and ensuring that workers receive proper placement, thus taking away much of the unchecked power of private recruitment companies to charge exorbitant fees, often trapping workers in debt bondage.

RESULTS:

Better representation, improved skills and enhanced social protection for informal workers, through their participation in trade union activities, will contribute to formalization and decent work.

ACCESS TO INFORMATION:

- Bureau for Workers' Activities (ILO-ACTRAV): actrav@ilo.org
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- ILO Country Office: jakarta@ilo.org
- Konfederasi Serikat Buruh Sejahtera Indonesia KSBSI: denksbsi@gmail.com
- ITUC Asia-Pacific: gs@ituc-ap.org

Indonesia: Organizing Workers in the Gig Economy in the Transport Sector

SCOPE: Sectoral

ORGANIZATIONS INVOLVED:

Workers:

- Gojek/Grab Community and Work Unit Leaders
- Aerospace and Transportation Workers' Union
- Association of Indonesian Trade Unions (ASPEK)
- Online Transportation Action Committee (KATO)
- Indonesian Trade Union Confederation (KSPI-CITU)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 26. Share and composition of informal employment (% of total employment)

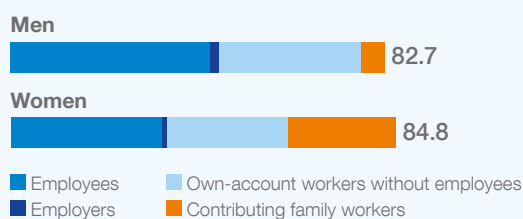
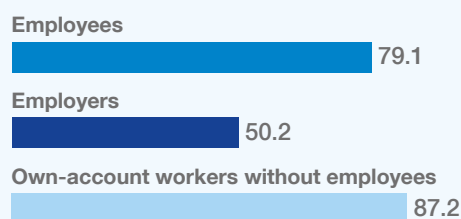


Figure 27. Share of informal employment by employment status (in %)



In Indonesia, the proportion of informal employment amounts to 83.5 per cent of total employment (including agriculture, figure 26).²⁵ For 2018, applying this proportion to total employment results in an estimated number of 104 million informal workers in Indonesia. All contributing family workers are in informal employment by definition. Own-account workers have the next highest percentage of informality (figure 27).

KATO has currently around 1,700 members, 20 per cent of whom are women. The workers in the online transport sector are predominantly male.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Organization of online transportation workers.
- Link-up established with the Aerospace Workers Union.
- Online Transportation Action Committee established.
- Social dialogue opened with the Ministry of Manpower, the Chair of the Indonesian Parliament, the Ministry of Transportation, and the Ministry of Law and Human Rights.

25. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for Indonesia refer to the year 2017.

THE STORY:

The motorcycle is a popular means of transportation in Indonesia. However, the two-wheeled vehicle (motorcycle transport) is not approved under the law as a public vehicle for passengers. There are no specific regulations, but the online transportation business is, nevertheless, expanding and employing a large number of workers, such as Gojek motorcycle drivers and Grab taxi drivers.

The workers in the online transport sector are faced with a number of challenges, including:

- They are mostly unskilled labour with low levels of education and competencies. As a result, these workers may not qualify for employment in the formal economy and need to work in the informal economy, or through informal employment relations, as a means of survival.
- Lack of organization, regulations and reform of labour law hinder the promotion of rights and social protection for these workers.

Against this background, a joint initiative was launched in 2017 by Gojek/Grab Community and Work Unit Leaders, Aerospace and Transportation Workers Union, ASPEK INDONESIA (Association of Indonesian Workers) and the Confederation of Indonesian Trade Unions to establish an Online Transportation Action Committee (KATO), which has engaged in a dialogue with the Gojek/Grab company (the employer) as well as with the Ministry of Transportation & Ministry of Manpower, which regulate the sector. The advocacy and social dialogue with the government and with the employer companies focus on issues such as employment relationships, social protection and the judicial review of Act No. 22/2009 concerning traffic and road transport. In particular, the reform of labour law and of transportation laws and rules seeks to better regulate this sector and recognize drivers as dependent workers, rather than partners of online transportation businesses.

KATO collaborated with KSPI-CITU to launch a campaign to improve the rights of online transportation workers. KATO and KSPI-CITU have also engaged in negotiations, lobbying and different forms of action to establish the rights of online transportation workers. As these attempts have not been successful, a lawsuit has been submitted to the Constitutional Court of Indonesia.

At the same time, KATO and KSPI-CITU are planning to expand their activity to the whole country, establishing branches in different areas of Indonesia. The community of Gojek/Grab drivers is also expected to become a member of the Aerospace and Transportation Workers' Union.

RESULTS:

Through the initiative of the trade unions, transport workers may attain a more stable employment relationship and improved working conditions through online services.

ACCESS TO INFORMATION:

- Bureau for Workers' Activities (ILO-ACTRAV): actrav@ilo.org
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- Confederation of Indonesian Trade Union (CITU/national centre): kspi_citu@yahoo.com
- ITUC Asia-Pacific: gs@ituc-ap.org

Philippines: Formalizing Domestic Work

ORGANIZATIONS INVOLVED:

Workers:

- Federation of Free Workers (FFW)
- Trade Union Congress of the Philippines (TUCP)
- Sentro ng Progresibo at Nagkakaisang Manggagawa (Sentro)
- United Domestic Workers of the Philippines (UNITED)
- Alliance of Workers in the Informal Economy/ Sector (ALLWIES)

Employers:

- Employers' Confederation of the Philippines (ECOP)

Government:

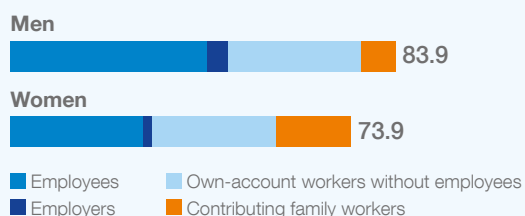
- Department of Labour and Employment (DOLE)
- National Anti-Poverty Commission (NAPC)
- Philippine Commission on Women (PCW)

Other:

- Voice of Freedom (formerly Visayan Forum)
- Migrant Forum in Asia
- Sumapi

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 28. Share and composition of informal employment (% of total employment)



In the Philippines, the proportion of informal employment amounts to 80 per cent of total employment (including agriculture, figure 28).²⁶ For 2018, applying this proportion to total employment results in an estimated number of 34 million informal workers in the Philippines.

Domestic workers in the Philippines are predominantly women. Domestic work is the largest single source of wage employment for women in the country. The number of domestic workers is estimated at over two million

people. Many initiatives have been undertaken in the country towards the formalization of domestic work, including national sensitization campaigns as well as the organization of domestic workers. The formalization of employment relationships makes a significant contribution to the promotion of gender equality.

26. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for the Philippines refer to the year 2016.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- “Tripartite plus” mechanism established to address domestic work.
- New Domestic Workers Law enacted for the protection and welfare of domestic workers in the country, after ratification of ILO Convention No. 189.
- A regional wage mechanism wherein domestic workers, through their organizations, may file petitions for increases in minimum wage with the Regional Tripartite Wages and Productivity Boards at least once a year, by region (cluster of provinces).
- Organization and representation of domestic workers.

THE STORY:

In 2009, the Philippine Campaign to Promote Decent Work for Domestic Workers Technical Working Group (Domestic Work TWG) was established. This tripartite group contributed to the ratification of ILO Convention No. 189 on Domestic Work and the elaboration of the Batas Kasambahay (Domestic Workers’ Law), which was finally enacted in January 2013, for the protection and welfare of domestic workers in the country. This law ensures that domestic workers have written contracts and that they contain dispute settlement mechanisms. It establishes minimum wages for domestic workers that may be increased periodically, and guarantees that these be paid in cash. It establishes a rest period of at least eight hours and one day per week. Mandatory social protection, with contributions from employers, is also taken up in the law.

Since then, a Domestic Workers’ Day is celebrated every year on the date of the adoption of the law. Some challenges remain, however, with respect to the implementation of the law, mainly because labour inspectors cannot enter private homes, which are the workplaces of domestic workers, to ensure compliance. Though there have been rounds of increases in the minimum wages for domestic workers in all regions, they remain low. There is also a different application of wages and social protection for in-house and stay-out domestic

workers. Domestic workers are now covered by maternity leave with the enactment of the Expanded 105 Days Maternity Leave Law in March 2019.

Two new domestic workers’ organizations have been formally established since 2015, namely the United Domestic Workers of the Philippines (UNITED, affiliated with the trade union center SENTRO); and the ALLWIES-Kasambahay Chapter (ALLWIES is affiliated with TUCP). The FFW meanwhile, is in the process of registering its domestic workers organization, the Tanggulan at Ugnayan ng Manggagawa sa Bahay (TAUMBAHAY).

RESULTS:

The enactment of a law on domestic workers represents a major milestone in the process of formalization of informal domestic workers, a particularly vulnerable group of workers – though its enforcement is still facing some challenges.

ACCESS TO INFORMATION:

- Bureau for Workers’ Activities (ILO-ACTRAV): actrav@ilo.org
- ILO Country Office: manila@ilo.org
- Trade Union Development Cooperation Network (TUDCN): dce@ituc-csi.org
- Trade Union Congress of the Philippines (TUCP): pres@ntucphl.org
- Alliance of Progressive Labour (APL-SENTRO): mail@sentro.org
- United Domestic Workers of the Philippines (UNITED): unitedphildomworkers@gmail.com
- Alliance of Workers in the Informal Economy/ Sector (ALLWIES): sgt.allwies@gmail.com
- Employers’ Confederation of the Philippines (ECOP): secretariat@ecop.org.ph
- Federation of Free Workers (FFW): dabigdyul@gmail.com
- ITUC Asia-Pacific: gs@ituc-ap.org



Singapore: Improved Institutional and Social Protection for Self-Employed Workers

SCOPE: Sectoral

ORGANIZATION INVOLVED:

Workers:

- Singapore National Trades Union Congress (SNTUC)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

No specific information on the informal economy available. SNTUC estimates that there are 12,000 full-time private-hire drivers currently. Self-employed workers in the transport sector are predominantly men.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Organization and representation of self-employed persons (SEPs) in the transport sector and those involved in coaching and instructing of sports, enrichment fitness and wellness.
- Provision of advice and services to SEPs on different aspects of their working rights and conditions.

THE STORY:

The SNTUC set up the NTUC Freelancers and Self-Employed Unit (U FSE) to represent the pool of FSE workers in Singapore. U FSE works to strengthen self-employed persons' income security, skills mastery and collective interests.

In March 2017, the Minister for Manpower formed the Tripartite Workgroup (TWG) comprising officials from the Ministry of Manpower (MOM), Singapore National Employers Federation (SNEF) and SNTUC, to identify the main challenges faced by SEPs and make recommendations that would strengthen institutional support to enable SEPs to take personal responsibility in helping themselves pursue a sustainable career in self-employment. The four main recommendations

are as follows: (1) develop a Tripartite Standard for engaging SEPs' services and a mediation service for dispute resolution; (2) make available an insurance product to mitigate loss of income of a SEP in a situation of prolonged illness or injury; (3) encourage a contribute-as-you-earn model whereby a contribution to the Medisave scheme is required as and when a service fee is earned to accumulate funds that provide the SEP coverage under the national medical insurance scheme; the Government, as service buyers, will put in place the model from the first quarter of 2020; and (4) support SEP associations in development of occupation-specific competency frameworks.

In line with these efforts, the NTUC formed a new National Instructors and Coaches Association (NICA) in January 2019, to look after the interests of freelancers who teach sports, enrichment, fitness and wellness in schools and communities. Working closely with NTUC, NICA seeks to rally the different communities together so that they can become a stronger voice in representing themselves, resolving work issues and ultimately work towards enhancing their work prospects. SNTUC estimates that there are some 5,000 full-time freelancers in these fields.

To better support freelancers and encourage progressive practices by service buyers, minimum standards have been issued by the tripartite partners.

In Nov 2017, the Tripartite Standards on Procurement of Services from Media Freelancers were launched. The Standards were jointly developed by SNTUC, the Infocom Media Development Authority and MOM to encourage fair and progressive employment practices by companies and to provide better support for media freelancers. Companies will be able to distinguish themselves as progressive hirers that freelancers will look for.

In March 2018, to assist businesses with setting out their arrangements with SEPs clearly, in order to lend clarity to the expectations and

conduct of the relationship, SNTUC, MOM and SNEF issued the Tripartite Standards on Contracting with Self-Employed Persons, which set out the key terms of engagement between the service buyers and SEPs.

Back in May 2016, the SNTUC had also set up a National Private Hire Vehicles Association (NPHVA) to address the concerns and advance the interests of the growing pool of private hire vehicle drivers. Through the NPHVA, SNTUC was able to extend social benefits to NPHVA members, similar to those enjoyed by SNTUC-affiliated union members. NPHVA also serves as the collective voice of private-hire drivers in dialogue with the ride-hailing companies and with the relevant government regulatory agencies.

RESULTS:

Improved institutional and social protection of self-employed workers through a process of formalization.

ACCESS TO INFORMATION:

- Bureau for Workers' Activities (ILO-ACTRAV): actrav@ilo.org
- ILO Regional Office for Asia and the Pacific: bangkok@ilo.org
- National Private Hire Vehicles Association (NPHVA): nphva@ntuc.org.sg
- ITUC Asia-Pacific: gs@ituc-ap.org

Thailand: Bringing Home Workers and Informal Workers into Labour and Social Protection

SCOPE: Sectoral

ORGANIZATION INVOLVED:

Workers:

- HomeNet Thailand

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 29. Share and composition of informal employment (% of total employment)

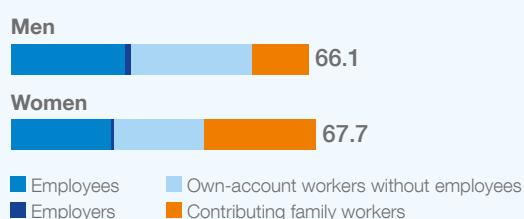
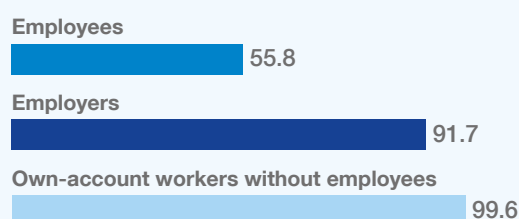


Figure 30. Share of informal employment by employment status (in %)



In Thailand, the proportion of informal employment amounts to 66.7 per cent of total employment (including agriculture, figure 29).²⁷ For 2018, it is estimated that 25.7 million workers were in informal employment in Thailand.²⁸ All contributing family workers are in informal employment by definition. Own-account workers and employers have the next highest percentages of informality (figure 30).

The Home Workers' Protection Act of 2010 enhanced the protection of an estimated two million women by ensuring that legal frameworks are in place for equal pay and occupational health and safety. It also established a Committee for the Protection of Homeworkers, on which both women and men will serve, ensuring that women have a role in decision-making. HomeNet Thailand is also member of the Women Workers' Unity Group.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Improved organization, representation and servicing of informal and self-employed workers, leading to better working conditions, economic sustainability and social protection.
- Adoption of a Home Workers' Protection Act.
- Adoption of a Ministerial Regulation to protect the domestic workers' rights.
- Additional public funding for informal workers' social security.

27. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for Thailand refer to the year 2018.

28. Informal Employment Survey 2018 (survey data).

THE STORY:

A Homeworkers' Network was established in 1992 by home-based producers and concerned NGOs in Bangkok, the North and the North-East of Thailand with support of an ILO project. In 1996 the network re-launched itself as HomeNet Thailand. HomeNet Thailand was formally established in 1999 to support home-based workers across the country. Today, HomeNet Thailand has two main pillars: the HomeNet Thailand Association, a membership-based organization registered in 2013 and composed primarily of home-based workers; and the Foundation for Labour and Employment Promotion (FLEP), which was created in 2003 to provide technical support to HomeNet Association and other workers' organizations in Thailand.

In 2018, HomeNet Thailand had 4,222 members, including 3,324 home-based workers and 898 other informal workers across the country, such as garments groups, fishing net producers, a batik producers group, hydroponics vegetable farmers, motorcycle drivers and street vendors. It has also contributed to the establishment of the Network of Domestic Workers in Thailand, which has 600 members, of whom 400 are Thai and 200 are migrant domestic workers from Myanmar; and the Network of Thai Street Vendors for Sustainable Development, with about 7,500 members in Bangkok. These informal workers' organizations have also allied with the Association of Motorcycle Taxi Drivers to establish the Federation of Informal Workers in Thailand, which covers more than 20,000 workers in the country. Apart from motorcycle taxi drivers, 62 per cent of these workers are women.

HomeNet Thailand aims at economic empowerment of home-based workers, improvement of occupational safety and health, law and policy advocacy and facilitation of access of informal workers to social protection. The initiatives promoted by HomeNet Thailand have included:

- advocacy for measures enhancing the enforcement of the Homeworkers Protection Act, in cooperation with the Division of Informal Workers' Protection of the Ministry of Labour;

- collaboration with the State Enterprises Workers' Relations Confederation (SERC), the Thai Labour Solidarity Committee (TLSC) and the Employers' Confederation of Thailand (ECOT) to enhance the enforcement of the ministerial regulation protecting the rights of domestic workers, as well as to amend this regulation to include women workers' rights;
- advocacy for a governmental contribution to the voluntary social insurance scheme and campaign for informal workers' access to this scheme as well;
- a campaign against a new policy on "returning the foot path to people", which would entail removing street vendors out of public space, affecting over 240,000 vendors in Bangkok;
- collaboration with the trade unions to campaign on labour rights and women workers' rights, including those of informal workers, on the occasions of International Workers' Day and International Women's Day; and
- collaboration with the trade unions to amend the Social Security Act, with a view to reducing the costs and improving the benefits for informal workers.

HomeNet Thailand also advocated for an "Inclusive Urban Development for Informal Workers" initiative as part of the national Sustainable Development Goals (SDGs) agenda. Areas of priority included: the Homeworkers Protection Act; the National Universal Health Coverage Act; the Newborn Child Care Fund Policy; the National Informal Workers' Administration Plan 2017–2021; the HomeNet Brand for increasing informal workers' access to social security schemes.

HomeNet's advocacy contributed to the adoption of the Home Workers' Protection Act in 2010, which helps protect an estimated two million home workers by ensuring legal frameworks are in place for equal pay and occupational health and safety. In addition, in 2011 the government adopted a policy to provide a 30 per cent social security co-payment for informal workers, benefiting an estimated 24 million informal workers in Thailand. In 2012, the government also

endorsed new ministerial regulations on Domestic Workers.

The Ministry of Labour developed two five-year strategies for informal workers for the periods 2011–2016 and 2017–2022 respectively, and set up the Informal Workers' Protection Division (IWPD) in 2016 to promote and enforce all laws protecting informal workers. Currently, IWPD is seeking to sensitize local authorities to the current legislation on informal work and is also drafting an Informal Workers' Bill to enhance the rights, working conditions and productive employment of informal workers.

In 2016, HomeNet Thailand helped to establish the Federation of Informal Workers of Thailand (FIT), composed of four existing member-based organizations: HomeNet Thailand Association (HNTA, registered 2013, the Association of Motorcycle Taxi Drivers of Thailand (NDWT, established in 2010), the Network of Domestic Workers in Thailand (established in 2012), and the Muubaan Nakila Service Cooperative (established in 2008)). An additional, recent member of FIT is the Network of Thai Street Vendors for Sustainable Development.

HomeNet Thailand, NDWT and HNTA are members of the Thai Labour Solidarity Committee (TLSC), a network of labour organizations in Thailand formed in 2003. These organizations usually join forces to campaign for law and policy advocacy. Two areas of joint policy priority have been the establishment of the social security voluntary scheme for informal workers, and the need to include domestic workers in the mainstream scheme for formal workers.

As informal workers are not allowed to register as trade union members, they are not represented in Tripartite Committees. Therefore, HomeNet Thailand seeks to collaborate with trade union representatives in different areas, such as calculation of wages for homeworkers, child care and universal coverage of early child allowances.

HomeNet works with local authorities to help integrate informal workers' issues in development plans. Experience has shown that municipalities may have an improved understanding of the issues that informal

workers are faced with, and may be willing to contribute to formalization through: registration (e.g. for motorcycle taxi drivers and street vendors); open dialogue to find appropriate solutions; promotion of social security schemes; setting up of occupational funds to support home-based workers; promotion of better understanding of occupational health and safety issues and offering medical check-ups to informal workers facing occupational hazards.

RESULTS:

Effective organization of informal and self-employed workers is leading to greater attention to their needs and demands in the national policy agenda.

ACCESS TO INFORMATION:

- Bureau for Workers' Activities (ILO-ACTRAV): actrav@ilo.org
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- Homenet Thailand: center@homenetthailand.org
- ITUC Asia-Pacific: gs@ituc-ap.org

ARAB STATES

Jordan: Access by Syrian Refugees to Formal and Decent Employment

SCOPE: National

ORGANIZATIONS INVOLVED:

Workers:

- General Federation of Jordanian Trade Unions (GFJTU)

Other:

- Jordanian Construction Contractors Association
- Centre for Accreditation and Quality Assurance (CAQA)
- National Employment and Training Company

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 31. Share and composition of informal employment (% of total employment)

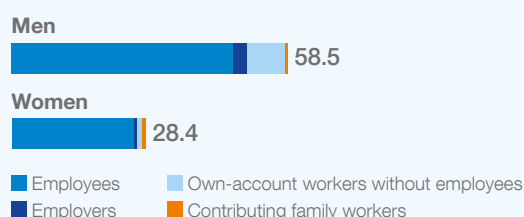
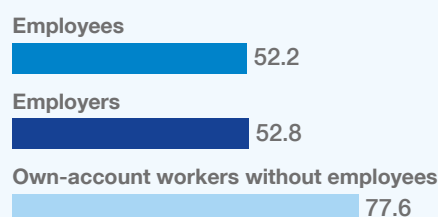


Figure 32. Share of informal employment by employment status (in %)



In Jordan, the proportion of informal employment amounts to 55 per cent of total employment (including agriculture, figure 31).²⁹ For 2018, applying this proportion to total employment results in an estimated number of 1.2 million informal workers in Jordan. All contributing family workers are in informal employment by definition. Own-account workers have the next highest percentage of informality (figure 32).

Women participating in the labour market are less exposed to informality (28.4 per cent) than men (58.5 per cent) but only a small fraction of women participate in the labour market. About 43 per cent of workers placed through the new, ILO-supported, employment service centres were women. One lesson learnt from this experience is that gender mainstreaming, in skills development and employment programmes, needs to be strengthened and should focus on (a) selection of occupations that are directly available for women and (b) championing of the participation of women in non-traditional occupations.

29. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for Jordan are based on the Jordanian Labour Market Panel Survey and refer to the year 2016.



MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- A Memorandum of Understanding, has been signed between the government and the trade unions, easing the regulations for issuing work permits to Syrian refugees and facilitating their access to the formal labour market.
- A large number of Syrian refugees have obtained work permits and formal jobs through customized skills development and job placement programmes.
- Legal protection, skills accreditation and training have been offered to Syrian refugees.

THE STORY:

The crisis in Syria has exacerbated labour market challenges in Jordan. Even prior to the crisis, Jordan faced high unemployment, low female labour force participation, skills mismatches, strong segmentation between migrant workers and nationals and a complex array of regulatory frameworks.

The inflow of Syrian refugees into the Jordanian labour market had a serious impact on the quality of jobs, producing sub-standard wages, poor working conditions,

and exploitation, including child labour. The competition for jobs also led to social tensions. About 60 per cent of the Syrian refugees above the age of 15 have not completed basic schooling and only about 15 per cent have completed secondary education, compared with 42 per cent of Jordanians in the same age range. Moreover, unemployment among the Jordanian population is the highest among those with low educational backgrounds and among youth between 18 and 24, especially in rural areas.

The Labour Code states that foreigners can only participate in employment if they have qualifications that are not readily available in the Jordanian labour market, or if they are occupying jobs for which there is a surplus demand. A work permit must be obtained. However, it becomes invalid if the worker changes his or her employer or performs a different kind of job. Furthermore, the administrative requirements for the issuing of a work permit are extremely stringent, which has led most Syrian refugees to engage in informal work.

In 2016, the international community pledged support to Jordan through concessional finance and trade, contingent on the formal

employment of 200,000 Syrian refugees. Since then, the Government of Jordan has been regulating the formalization of employment of Syrians through work permits. The ILO advocated for regulatory reforms, while at the same time providing direct support through 22 cooperatives and the General Federation of Jordanian Trade Unions (GFJTU), in order to facilitate access of Syrians to work permits. For this purpose, two innovative models were piloted to deliver non-employer-specific work permits, i.e. in the agricultural sector through cooperatives, and in the construction sector through trade unions (40 per cent of working Syrian refugees in Jordan are employed in the construction sector).

With ILO support, in 2017, the Ministry of Labour and the GFJTU signed a Memorandum of Understanding to ease the process of issuing work permits to Syrian refugees in the construction sector. The agreement allows work permits to be issued through the GFJTU, and stipulates that workers should be covered by a private insurance scheme. Three centres opened to help issue flexible work permits for Syrian refugees in construction; one of these centres is located inside the General Federation of Jordanian Trade Unions office while the other two are located inside the Zaatari and Azraq camps for Syrian refugees. The Federation, in its endeavour to support Syrian refugees and Jordanian workers in the informal economy, formed Union committees in five Governorates to better serve them, and offer training for more than 4,000 Jordanian and Syrian workers in occupational safety and health, workers' rights, and life and communication skills.

In Jordan, a certificate of skills accreditation is one of the pre-requisite for Syrians to obtain work permits in the construction sector. Together with the Jordanian Construction Contractors' Association, the Centre for Accreditation and Quality Assurance (CAQA), and the National Employment and Training Company, the ILO developed and validated practical and theoretical training for ten occupations. Workers' skills are assessed through observation on the job, as well as through a written test conducted by CAQA. This programme has helped Syrian workers

access the necessary accreditation to obtain work permits and a formal job, also enhancing their employability through skills certification. The training courses help the refugees upgrade their technical expertise and obtain accredited skills certificates, which increases their employability even when they eventually return to Syria, and to process their work permits through the relevant organizations. This initiative also contributed to improving job prospects for Jordanians in local communities hosting refugees.

In order to offer Syrian refugees job placements, services and protection, the ILO supported the establishment of eleven Employment Service Centres, nine of them located inside the offices of Public Employment Services, through which more than 6,642 Jordanians and Syrians have been placed in jobs, 40.2 per cent of them women.

RESULTS:

Through a combination of legal regularization, skills development, job placement measures and protection, a substantial number³⁰ of Syrian refugees have been able to access formal employment.

ACCESS TO INFORMATION:

- Bureau for Workers' Activities (ILO-ACTRAV): actrav@ilo.org
- ILO Jordan: beirut@ilo.org
- General Federation of Jordanian Trade Unions: gftu@go.com.jo
- Arab Trade Union Confederation: info@ituc-arabtradeunion.org

30. In total 144,355 work permits were issued to Syrian refugees from February 2016 to April 2019, of which more than 65 percent were issued in the agriculture and construction sector.

AMERICAS AND THE CARIBBEAN

Americas (Mexico, Central America and the Caribbean): Trade Union Strategy for the Informal Economy

SCOPE: Regional

ORGANIZATION INVOLVED:

Workers:

- The Unitary Trade Union Council of Central America and the Caribbean (CSU)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Women represent a significant percentage of informal employment in the region. The CSU strategy on the informal economy has an explicit gender dimension.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- A sub-regional trade union strategy on the informal economy.

THE STORY:

The Unitary Trade Union Council of Central America, the Caribbean and Mexico (CSU) is the leading trade union actor in the deliberative and political advocacy spaces in the sub-region. In October 2010, the CSU was created, bringing together thirty organizations from the countries of the Isthmus, plus the Dominican Republic, Mexico and Belize, from the Trade Union Coordinating Committee of Central America and the Caribbean (CSACC) and the Central American Confederation of Workers (CCT). The CSU is recognized by the Trade Union Confederation of the Americas (TUCA-CSA) and the International Trade Union Confederation (ITUC). It is also recognized by the Council of Ministers of Labour of the Central American Integration System (SICA) as a sub-regional interlocutor, together with the Federation of Private Entities of Central America, Panama and the Dominican Republic (FEDEPRICAP).



The CSU Action Plan defined a number of objectives, including the following:

- to promote the organization of all workers in the countries of Central America and the Caribbean as an effective condition for the defence of their rights, encouraging all actions that aim to create better living and working conditions and the achievement of a more democratic society, through socio-political action and the formulation of proposals for advocacy in different national and sub-regional areas;
- to manage and achieve the effective respect and fulfilment of human rights, social rights, freedom of association and labour rights.

An additional dimension of this Action Plan was the adoption of a specific strategy for the informal economy, with an integral vision for a new development model to achieve full employment and decent work. It includes lines of emphasis for trade union action, such as: ORGANIZE-FORMALIZE-CONSOLIDATE.

In countries represented by members of the CSU, informal employment represents a substantial percentage of total employment; it is a significant cause of decent work deficits and a major challenge for economic, social and labour policies.

RESULTS:

Through leadership, coordination and the exchange of sub-regional experiences, national unions can obtain more information, tools and strategies to negotiate economic and labour reforms, in order to formalize the informal economy and provide social and labour protection for informal workers.

ACCESS TO INFORMATION:

- Bureau for Workers' Activities (ILO-ACTRAV): actrav@ilo.org
- ILO Office for Central America, Haiti, Panama and Dominican Republic: sanjose@ilo.org
- Trade Union Confederation of the Americas (TUCA-CSA): sede@csa-csi.org

Argentina: Organizing Service Workers in the Platform Economy

SCOPE: Sectoral

ORGANIZATION INVOLVED:

Workers:

- Staff Association in the Platform Economy (APP)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 33. Share and composition of informal employment (% of total employment)

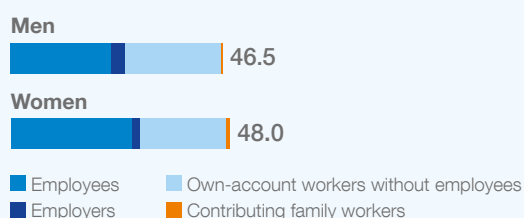
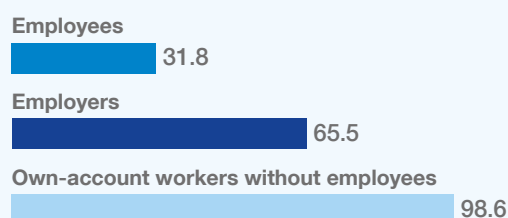


Figure 34. Share of informal employment by employment status (in %)



In Argentina, the share of informal employment is 47.1 per cent of total employment (including agriculture, figure 33).³¹ For 2018, the application of this percentage to total employment results in an estimated number of 8.7 million informal workers in Argentina. All contributing family workers are informal by definition. Own-account workers have the next highest percentage of informality (figure 34).

Slightly more women than men work in the informal economy in relative terms (48 per cent of women in employment). However, the majority of workers employed via digital platforms in the service sector are men. Many women in the informal sector are heads of households. Better access to labour rights would help to reconcile work and family responsibilities.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- The organization of workers in the platform economy (“gig economy”) through a new union empowers and increases the ability to negotiate better working conditions.

31. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for Argentina refer to the year 2018.

THE STORY:

On 10 October 2018, the first Platform Staff Association (APP) on the continent registered with the Ministry of Labour of Argentina, with a view to solving the problems encountered in that work environment.

In this sector in Argentina there are casual workers and also full-time workers, who have this job as their main source of income. Most of the workers in the urban area of Buenos Aires belong to this second group, which includes a high percentage of immigrants and young people, most of whom are men.

Due to the insecurity and individualization of work, the first efforts to organize trade unions were through groups on the WhatsApp network, where the first groups of workers made demands for the formalization and improvement of working conditions. From these efforts followed the first protests, which included a strike on a Sunday in July 2019, in which no one took orders, leading to the collapse of the business system.

The formation of the union was supported by various sectoral trade union, including the Federation of Argentinian Workers (CTA)³², the General Confederation of Labour of Argentina (CGT), and social movement groups organizing informal economy workers.

The new union organization seeks to regulate forms of work and rights within the framework established by these platforms, and to resolve problems, including: (a) discretionary decisions on the amount paid for each shipment; (b) absence of security measures, (the home delivery service Rappi does not provide helmets, knee pads or any protection; (c) lack of insurance for accidents at work; (d) arbitrariness in the assignment of trips; (e) long hours to achieve decent remuneration; and (f) lack of social protection. The organization of workers within a union can also contribute to determining the employment relationship and the responsibility of the employer, including prevention of tax evasion, thereby leading to a process of formalization. In the words of the union, it seeks to remove workers from

the false autonomy promoted by enterprises, and hold the enterprises accountable for their working conditions.

The trade union covers couriers from the home delivery firms, Glovo and Rappi, and also extends to the drivers of the transport company, Uber, and any other company managed in a similar way.

In addition to organizing and providing training for workers, the trade union has intervened at a judicial level, through the pursuit of cases in which companies have fired workers for the simple act of trying to organize. They have also tried to demonstrate by law that companies are effectively employers of these workers, and not mere intermediaries. Some judicial decisions have been positive for the trade union, calling for the reinstatement of workers laid off in violation of the right to freedom of association; but there have also been setbacks in cases in which judicial decisions have ordered the withdrawal of an application until the situation has been clarified, leaving thousands without work or working illegally.

RESULTS:

The creation of a new trade union in the “platform economy” can contribute to the negotiation of better employment conditions, and lead to progressive formalization in the sector.

The creation of the trade union has caused extensive debate in society about new ways of organizing work and the possible responses of trade unions. In addition, the connection of workers in these companies with others in Latin America has caused the Argentinian example to spread to other countries in the region.

ACCESS TO INFORMATION:

- Bureau for Workers’ Activities (ILO-ACTRAV): actrav@ilo.org
- ILO Country Office for Argentina: buenosaires@ilo.org
- Staff Association in the Platform Economy (APP): Uniónpp.ar@gmail.com
- Office of the Trade Union Confederation of the Americas: sede@csa-csi.org

32. Informal workers comprise about half of the membership of the CTA, i.e. about 700,000 members. See: ILO ACTRAV. 2019. Organizing Informal Economy Workers into Trade Unions. A trade union guide. ILO (Geneva), p. 33.

Argentina: Professional Training for Domestic Workers with Trade Unions

SCOPE: Sectoral

ORGANIZATION INVOLVED:

Workers:

- Training School for Domestic Service Employees under the Union of Domestic Workers (UPACP)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 35. Share and composition of informal employment (% of total employment)

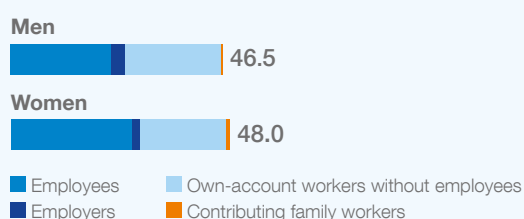
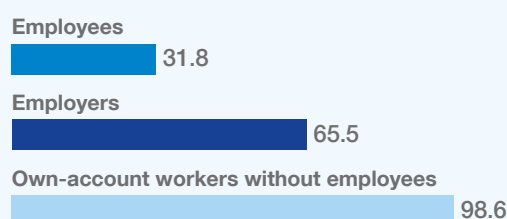


Figure 36. Share of informal employment by employment status (in %)



In Argentina, the share of informal employment is 47.1 per cent of total employment (including agriculture, figure 37).³³ For 2018, the application of this percentage to total employment results in an estimated number of 8.7 million informal workers in Argentina. All contributing family workers are informal by definition. Own-account workers have the next highest percentage of informality (figure 38).

About 75 per cent of salaried domestic workers are informal workers, since they are not registered in the social security system because employers do not make contributions. This practice explicitly affects women, who represent the vast majority of domestic workers in the country.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- A significant number of domestic workers have been trained, organized and empowered to improve their employment conditions, as well as the efficiency of the services they provide, gaining formal and decent jobs in private homes.
- The quality of life of migrant workers has been improved by a reduction of their level of vulnerability to the labour market, through a proposal for identification of skills, training and recognition of qualifications.
- The status of domestic workers has been formalized through access to training and information on labour rights and unionization, provided by the Training School of the Domestic Service Employees Trade Union.
- The School has been linked to future employers looking for qualified personnel through its Employment Centre, and surveys are carried out among employers to ascertain the results of the training received.

33. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for Argentina refer to the year 2018.

THE STORY:

The Training School for Domestic Service Employees was created in 2006 in the Autonomous City of Buenos Aires. Three years after it had been founded, the National Government granted a subsidy for training, thus enabling its expansion to other parts of the country.

In addition to its headquarters in the city of Buenos Aires, the School has offices in:

- the capitals of the provinces of Formosa, Córdoba, Entre Ríos, Tucumán, Mendoza, San Juan, Neuquén and Misiones;
- the town of Rosario in the province of Santa Fe;
- La Plata, Lomas de Zamora, Pilar, Tigre, Morón, San Justo, Luján, San Martín, Merlo, Mar del Plata and Bahía Blanca, in Buenos Aires Province.

Some courses are taught under the supervision of the Ministry of Production and Labour and, at both the Primary and Secondary Levels, under the Ministry of Education of each jurisdiction. Trade unions, social movement groups and municipalities collaborate in different regions to carry out training courses, depending on the resources available.

The School has diverse objectives, designed according to the levels and expectations of the workers, as well as the realities of the sector. The School seeks to:

- contribute to the enhancement of broad-based competences based on ethical values;
- develop the acquisition of specific employment skills;
- promote reflection on historical conditioning of attitudes to gender relations;
- promote knowledge of the rights of migrant workers; and
- strengthen the capacity of oral and written

communication.

These objectives are pursued through the different modular courses offered by the venues, including: “Basic Home Care”; “Home Care for the Elderly”; “Child Care”; “Gardening”; “Vegetable Gardening”; “Fine Dining Cookery”; “Catering and Pastry Cookery”; “Managing Costs”; “Computer Science (I and II)”; and a “Workshop on Study Skills”.

The education provided by the School is free, its recipients being unemployed people, with low or no job qualifications, and it provides teaching materials and spaces for socializing. The courses are short, with the aim of a rapid entry into the world of work.

As the training is for work in private homes, professional ethics occupies a relevant space in the content of the curriculum, with a focus on the close interpersonal nature of this employment relationship.

In addition, very short, roving courses are offered, in order to take the training to sectors far from urban centres, providing an incentive for improvement through education. The vans arrive with teachers, teaching materials and the necessary tools to teach the courses. Courses in digital literacy are highlighted as offering a necessary tool for the development of the work and personal life of domestic workers. The training of the School is complemented by University courses.

The School awards certificates to those who successfully complete their courses. 4,500 students have graduated from the School, of which 4,000 graduated from professional training, and the rest from primary and secondary schooling.

RESULTS:

The initiative improves the chances of finding decent employment, empowering domestic workers as key players in the family and national economy.

One of the achievements of the School is to ensure that the worker is recognized as a domestic worker, caretaker of the home, carer or domestic service personnel.

The close coordination of the training activities with the trade union ensures that the training has a big impact. This enables access to labour and social rights for the workers.

ACCESS TO INFORMATION:

- Bureau for Workers' Activities (ILO-ACTRAV): actrav@ilo.org
- ILO Country Office for Argentina: buenosaires@ilo.org
- Office of the Trade Union Confederation of the Americas: sede@csa-csi.org

Argentina: Information Passport for Paraguayan Migrant Domestic Workers through Cooperation between Trade Unions

SCOPE: Sectoral

ORGANIZATIONS INVOLVED:

Workers in Paraguay:

- Trade Union of Domestic Workers of Paraguay (SINTRADOP)
- Association of Domestic Service Employees (ADESP) and the Domestic and Related Workers' Union of Itapúa (SINTRADI)

Workers in Argentina:

- Unión Personal Auxiliar de Casas Particulares (Union of Domestic Workers) UPACP
- Union of Domestic Workers in Private Houses of Córdoba
- Association of Domestic Workers in Private Houses Rosario, Santa Fe

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 37. Share and composition of informal employment (% of total employment)

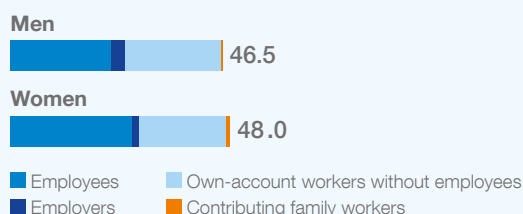
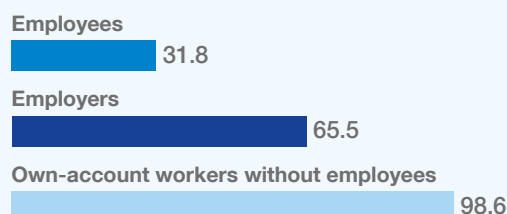


Figure 38. Share of informal employment by employment status (in %)



In Argentina, the share of informal employment is 47.1 per cent of total employment (including agriculture, figure 37).³⁴ For 2018, the application of this percentage to total employment results in an estimated number of 8.7 million informal workers in Argentina. All contributing family workers are informal by definition. Own-account workers have the next highest percentage of informality (figure 38).

This project is mainly aimed at women, who represent the vast majority of Paraguayan domestic workers who migrate to Argentina and who, as irregular migrants, are exposed to discrimination and abuse.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- The establishment of an Information Passport for Migrant Paraguayan workers in Argentina has contributed significantly to the promotion of labour rights, promoting access to social security and reducing the risks of abuse and violence, child labour and trafficking of this vulnerable group of workers.

34. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for Argentina refer to the year 2018.

THE STORY:

In the Southern Cone, the most important migratory corridor is between Paraguay and Argentina, as the national border between these two countries is very easy to cross. Within this migration flow, the largest group is of Paraguayan domestic workers moving into Argentina. Six out of ten Paraguayan immigrants opt for domestic work.

The immigration of Paraguayan women to Argentina leads to two serious problems: child labour, by both pre-teen and adolescent girls, and extreme situations of forced labour. The two problems also combine.

Although the work of children under 16 years of age in domestic service is expressly prohibited, regardless of their nationality, it is very common to find employers who believe that, because they are immigrants, the same laws do not apply to them as to Argentinians.

As for forced labour, there are organizations dedicated to human trafficking, a crime that involves deception, force, kidnapping, transport and/or exploitation of a person for labour and/or sexual purposes. These “mafias” operate by offering job opportunities and promising a change of life and better income in a short time. They offer to cover travel expenses between cities, regions or countries, but on the condition that identity documents are handed over as part of the work application process.

Between 2014 and 2015, the three Argentinian unions mentioned participated in the creation and practice of the “Mercosur Passport”, and the interactive application “Migration and Domestic Work”. Both are tools that allow the active participation of trade unions in the fight against these two problems.

The Mercosur Passport has been designed to be used by migrant women who travel to Argentina to be domestic workers. The passport was agreed by the governments of both countries, at the request of the International Trade Union Confederation (ITUC), from its Trade Union Global Action Programme on Migrant Domestic Workers, with the support of the ILO and the financial support of the European Union.

The governments of both countries have made a commitment to establish an Information Passport for Migrant Workers, that would promote human and labour rights, addressing the challenges faced by this group of workers. The Information Passport is intended to develop and strengthen national labour laws, migration policies, practices and hiring regulations that are geared towards decent work for migrant domestic workers in global care chains.

The specific objectives were to:

- improve practical knowledge about migration and the risks of human trafficking and slavery in global care chains;
- develop the capacities of trade union organizations, domestic workers and those who provide services to this sector, to advocate for migrant domestic workers to access decent work; and
- increase recognition of the role of domestic workers in the economic and social development of countries of origin and destination.

The Passport is a document that begins by highlighting the rights and obligations of migrant workers, declaring that every worker has the same rights and opportunities in employment, regardless of race, nationality, colour, sex, sexual orientation, age, religion, political or trade union opinion, ideology, economic position or any other social or family condition, and that these rights are independent of the immigration situation.

Similarly, the Passport indicates that immigrants and their families have the same rights to health, education, justice, work and social security as citizens of Argentina, even if they are in a situation of migratory “irregularity”. It goes on to describe Argentinian immigration law, domestic labour law and the social benefits they can enjoy, and provides information about the procedures they must follow. It includes, with respect to labour, information on how to act in a conflict with employers. Finally, it dedicates a space to labour trafficking situations, setting out criteria to guide workers in preventing it themselves.

The Passport promotes contact between migrant domestic workers and trade union organizations in the sector, social movement groups in the Paraguayan community in Argentina, and government structures.

The Union of Domestic Workers (UPACP) has also designed a promotional interactive passport application via Facebook. The first campaign reached 245,000 Paraguayan women. A paper guide for employers was also produced, based on the application.

The success of the initiative led to the trade union signing agreements with other countries, in particular with Chile, where another large proportion of migrant workers originate.

RESULTS:

The Passport is a pragmatic tool that can significantly improve the legal, labour and social protection of migrant domestic workers, making them aware of their rights, and helping them to access formal and decent employment, with corresponding social protection.

ACCESS TO INFORMATION:

- Bureau for Workers' Activities (ILO-ACTRAV): actrav@ilo.org
- ILO Country Office for Argentina: buenosaires@ilo.org
- Office of the Trade Union Confederation of the Americas: sede@csa-csi.org

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Brazil: Promoting Formalization and Social Dialogue for Legal Recognition through Grassroots Organizations

SCOPE: Sectoral

ORGANISATIONS INVOLVED:

Workers:

- National Movement of Waste Pickers of Recyclable Materials (MNCR)

Others:

- Association of Paper, Cardboard and Recyclable Materials Pickers (ASMARE)
- Autonomous Cooperative of Collectors of Recyclable Materials (COOPAMARE)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 39. Share and composition of informal employment (% of total employment)

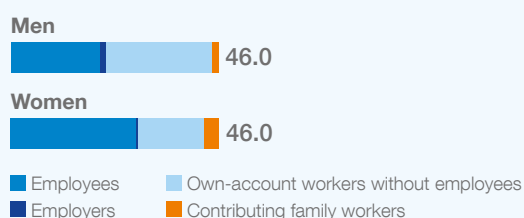
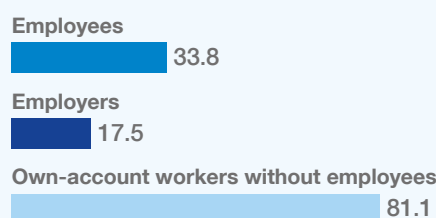


Figure 40. Share of informal employment by employment status (in %)



In Brazil, the share of informal employment amounts to 46 per cent of the total labour force (including agriculture, figure 39).³⁵ For 2018, the application of this share to total employment results in an estimated number of 42.7 million informal workers in Brazil. All contributing family workers are in informal employment by definition. Own-account workers have the next highest percentage of informality (figure 40).

The Brazilian Institute of Applied Economic Research (IPEA) reported a total of 387,910 people working as waste pickers (of recyclable material) in 2013. The Census considers only what the interviewee states, since it is a profession that is still undervalued and still new to the market, and since some of the workers do not consider themselves as professionals. Therefore, this number might be too low.

Estimates from the National Movement of Waste pickers of Recyclable Materials (MNCR)

indicate the number of 800,000 workers currently working in Brazil, 70 per cent of whom would be women.³⁶ Data show that black people represent 66.1 per cent of the people who work in the collection and recycling of solid waste in Brazil. According to the 2010 Demographic Census, that percentage surpasses the weight/representation of black people in the total Brazilian population, which is 52 per cent.

Based on the analysis of the IPEA, other income inequalities from the work of the waste pickers emerge when the averages are calculated by gender and ethnicity. The average income of male waste pickers is 611 Brazilian Reals (BRL) while that of female waste pickers is BRL461, in other words, 32 per cent lower than the average male income. White waste pickers receive on average BRL643, which amounts to 22 per cent more than the average income of black waste pickers, which is BRL525.

35. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for Brazil refer to the year 2016.

36. <http://mncr.org.br/noticias/noticias-regionais/mulheres-sao-maioria-entre-catadores-organizados-em-cooperativas?searchterm=catadoras+ipea> (last accessed on 16.12.2019).

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Formalization of the employment of collectors has been achieved through the creation of cooperatives.
- Waste collection is recognized as an occupation in the Brazilian Classification of Occupations.
- An Inter-ministerial Committee for the Social and Economic Inclusion of Waste Pickers of Recyclable Materials has been created.
- A new law establishes national guidelines for basic sanitation and allows municipalities to contract associations and cooperatives of waste pickers directly.
- Financial assistance is now provided to waste picker associations by the government.
- Access to childcare facilities has increased.
- Opportunities for decent employment in the waste collection sector have increased.
- A national waste recycling system that is economically and environmentally sustainable has been implemented.

THE STORY:

In Brazil, waste pickers have operated with the support of cooperatives such as ASMARE and COOPAMARE since the late 1980s. Both cooperatives have been instrumental in formalizing waste collection, addressing the deficits of decent work in this sector, challenging the stigmatization of waste pickers and increasing recycling rates.

The first cooperative of Collectors of Recyclable Materials, COOPAMARE, was founded in 1989 in São Paulo. Since its inception, COOPAMARE has contributed to the creation of employment opportunities for waste pickers, facilitating contracts with large manufacturers and local governments and providing skills development opportunities. The cooperative has also been instrumental in reducing the vulnerability of waste pickers to heavy rainfall and flooding by providing transportation of collected waste to delivery points. By 2018, COOPAMARE had more than eighty members.

Soon after the creation of COOPAMARE, other comparable initiatives were launched, such as the first association of paper and cardboard pickers (ASMARE) in 1990 in Belo Horizonte. Belo Horizonte is the third largest city in Brazil. Its rapid urbanization, combined with high waste generation and poverty, led to an increasing number of waste pickers. ASMARE was created with the support of the NGO Pastoral de Rua. Thanks to ASMARE's efforts, in 1993 Belo Horizonte introduced an integrated solid waste management model to improve waste collection and increase recycling rates.

This model legitimized the collection of recyclables by cooperatives and recognized their environmental contribution. It also allowed the municipal government to form partnerships with waste picker cooperatives and install a comprehensive system of waste collection, sorting and delivery through these cooperatives.

The organization of recyclable waste pickers took place at a later stage than other social movements in Brazil, but was strengthened by supportive governments. COOPAMARE was founded in São Paulo with the endorsement of its mayor. Support from local governments included the provision of space to work, financial help to buy machinery (e.g. waste presses, garbage trucks), and donations to waste pickers who joined registered cooperatives.

Cooperatives of recyclable materials collectors, such as COOPAMARE and ASMARE, provided the basis for the establishment of the National Movement of Recyclable Materials Waste Pickers (MNCR) during the National Congress of Recyclable Materials Waste Pickers in 2001. The MNCR gave waste pickers a voice in national policy dialogue and was instrumental in enabling workers to advocate for changes in laws and policies. The MNCR represents more than 1,236 associations and cooperatives of waste pickers, among them 500 formed in the last decade. Today, more than 85,000 workers are members of a waste pickers cooperative.

As a result of the MNCR's efforts and its significant involvement in social dialogue, waste collection became an occupation recognized in the Brazilian Classification of Occupations in 2002. The following year, the Inter-Ministerial Committee for the Social and Economic Inclusion of Waste Pickers was created, demonstrating the national commitment to formalization and decent work in the waste collection sector.

In 2007, Law nº 11.445/07 was approved, which establishes national guidelines for basic sanitation and allows municipalities to contract collectors' associations and cooperatives directly. The law promoted an increase in employment opportunities in the waste management sector and improved health and safety standards at work. In addition, the Brazilian government continued to support informal waste pickers, through financial assistance programs and the creation of more associated waste picker organizations.

Waste picker cooperatives in Brazil have increased the political influence of these workers and improved their quality of life through higher incomes, better working and health conditions, higher social status and self-esteem, and the development of networks. Cooperatives have reduced the vulnerability of waste pickers by facilitating the process of employment by formal employers, thus by-passing intermediaries, and providing adequate storage and transport spaces.

It is important to note that, despite these efforts, not all waste pickers in Brazil belong to a cooperative or association. Waste pickers continue to be stigmatized and face challenges in terms of rights with respect to space, equipment and decent work deficits. Still, Brazil has one of the most progressive and comprehensive waste collection structures in the world, and recycling rates in Brazil exceed those in Europe and the United States.

RESULTS:

Brazil has achieved formalization, improvement of productivity and improved working conditions in a large sector with significant social and environmental challenges. This Brazilian model is replicable on a regional or global scale.

ACCESS TO INFORMATION:

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Chile: Unionization and Promotion of the Rights of Home Workers

SCOPE: Sectoral

ORGANIZATION INVOLVED:

Workers:

- National Confederation of Textile Workers (CONTEXTIL)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 41. Share and composition of informal employment (% of total employment)

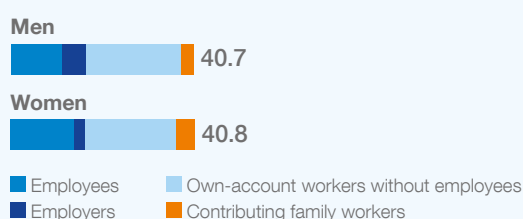
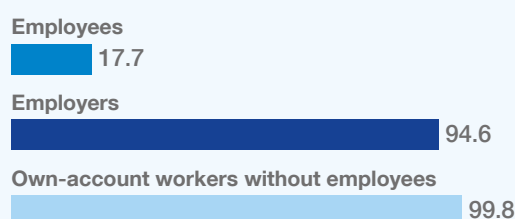


Figure 42. Share of informal employment by employment status (in %)



In Chile, the share of informal employment is 40.7 per cent of total employment (including agriculture figure 41).³⁷ The total number of workers in informal jobs in 2018 has been estimated at 3.4 million in Chile (2 million men and 1.4 million women).³⁸ All contributing family workers are informal by definition. Own-account workers and employers have the next highest rates of informality (figure 42).

Women represent the great majority of home workers in the textile sector. In general, they are heads of household. It is a very intense activity because it involves dividing the day between unpaid domestic activities and textile work. 75 per cent of CONTEXTIL members are women.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- New forms of organization and union representation, adapted to the situation and needs of domestic workers lacking formal employment relationships.

37. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for Chile refer to the year 2018.

38. Data from the New National Survey on Employment (NENE) of 2018.

THE STORY:

The National Confederation of Textile Workers (CONTEXTIL) is the largest national organization in the textile sector and it houses a multitude of trade union organizations of female and home workers in the territories of Coquimbo, Viña del Mar and Santiago. CONTEXTIL was founded under that name in 1986, but it is not entirely a new organization. As successor to the workers' textile organizations founded at the beginning of the last century, CONTEXTIL has almost one hundred years of history.

In particular, the leaders of this confederation were precursors of the National Trade Union Coordinator and founding partners of the Single Central Organization of Workers of Chile (CUT) in 1988. CONTEXTIL was founded as a successor to the National Federation of Textile Workers Trade Unions and Related Activities (FENATRATEx), in turn the successor of the National Textile Federation (FENATEX), which was declared illegal by the military dictatorship (under DL No. 2.346), along with other powerful workers' groups such as the Mining Federation, the Federation of Metallurgical Trade Unions and the Peasant Workers Union.

Today CONTEXTIL is a national-level organization, but it no longer brings together the same type of workers as the textile trade union organization in the mid-twentieth century, at the most prolific moment of the national textile industry, who were from both the textile industry and the clothing industry. The opening of the country to foreign markets after the coup d'état caused pressures to lower import tariffs on textile materials, which led to the economic crisis of 1983 and marked a milestone for union leaders. The industry took a new direction that involved the definitive closure of several factories or a relaxation of both the production and the organization of work. Through a thorough process of productive outsourcing, a significant number of female workers in the industry became home workers in the textile sector.

Although textile production has continued in Chile, it has to compete with Asian prices, and it has been largely transferred to small workshops in the homes of ex-workers, who co-exist with small and medium-

sized clothing manufacturers. This is highly relevant in understanding the complexity of the organization of textile workers, since CONTEXTIL today faces the necessity of adapting to the new shape of textile work and the fragmentation of the trade union movement in general. During the last three years CONTEXTIL has focused its efforts on increasing the visibility of home workers in the textile sector, leading to the birth of workers' unions:

- in Coquimbo, the Private Employees Union (SINDEMPART);
- in Viña del Mar, the Women Home Workers' Union in the Textile Sector (SIMUTED), in Santa Julia and Gómez Carreño; and
- in Santiago, the Union of Home Workers in the Textile Sector (SINTRATEDO) in Lo Espejo and Pedro Aguirre Cerda.

The significant transformations experienced in the national textile industry had led even some trade union officials to question the continued existence of CONTEXTIL. It is estimated that in the 2000s, the confederation represented more than 11,000 workers, mostly from trade unions in enterprises related to the industrial textile sector, while at present it has some 1,000 worker members. Among the current membership there are eight company trade unions, four home-based textile workers' trade unions and a union of dependent and independent workers from different areas.

The crisis has generated an internal debate in CONTEXTIL between (a) trade unions of companies that manufacture clothing and (b) the area of home-based work. The latter group seeks negotiation with a "broad and organized employer", involving the state as part of the capital/labour conflict; while the first group seems to find acceptable solutions within traditional collective bargaining at enterprise level.

In this scenario, CONTEXTIL has committed to new forms of trade union organization. Specifically, the current Confederation has two parallel pillars of union representation: one is supported by wage-earning workers in the textile and garment trade and industry – including leather and footwear – organized in

enterprise unions, while the other organizes home workers in area-based unions.

The first pillar supports workers who are dependent on small and medium-sized enterprises, who, as a result of their contractual conditions, are entitled to health insurance and contributions to a future pension, in addition to union rights such as collective bargaining and the right to strike. By contrast, the second pillar, the area-based trade unions, support workers from workshops outside the enterprise who work, alone or in groups, for one or more employers, or work independently; they work informally, and therefore do not have any job security, health insurance, or pension savings.

The work of representing two very different realities has implications for the Confederation. While the pillar of enterprise trade unions may be linked to a notion of collective bargaining as an “enterprise” issue (inheritance of the Labour Plan of 1979), the pillar of labour unions for homeworkers is self-defined from the defence of the rights of workers through collective bargaining at branch level and the recognition of home work as work and not as micro-entrepreneurship. The leaders have faced the challenge of adapting the work of the trade union to adequately represent the situation of these workers – who are mostly women.

Home work cuts across all areas of production, which is why area-based unions are beginning to include and represent various kinds of home-based work in their neighbourhoods, such as shoemakers, upholsterers, saddlers, seamstresses, box owners, general paper manufacturers, food producers, programmers, furniture repairers, plumbers, gardeners, pruners, and street workers.

The area-based unions of home textile workers demonstrate the diversity of workers’ profiles. In the city of Santiago, the trade union in the Pedro Aguirre Cerda commune brings together dressmakers and seamstresses who are dependent workers, other independent workers – who market their own products – and seasonal workers in dependent or independent work. The Lo Espejo trade union has the same type of membership, including

home workers from other branches and areas, and even migrant workers who work at home. In Coquimbo, on the other hand, in addition to dressmakers and seamstresses with varying degrees of dependence, textile artisans from the area are also represented. In Viña del Mar, the workers represented are mainly dressmakers and seamstresses who are independent workers, but also include other, dependent textile workers, as well as workers and home-based workers from other areas.

RESULTS:

New, more flexible forms of union organization can broaden the scope of representation and protection of informal workers, including home-based workers, thereby contributing to the formalization process in the context of dramatic changes in the workplace and in labour relations. However, this entails significant challenges to unions in relation to their organizational models.

ACCESS TO INFORMATION:

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Colombia: Employment and Recognition of Labour and Social Rights of Community Mothers

SCOPE: Sectoral

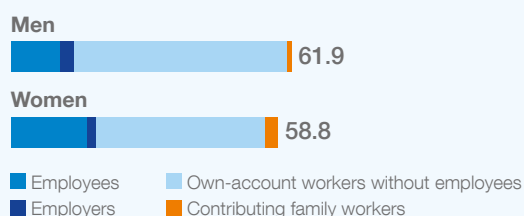
ORGANIZATIONS INVOLVED:

Workers:

- National Union of Child and Adolescent Care Workers of the National Family Welfare System (SINTRACIHOBI)
- Unitary Confederation of Workers (CUT)
- National Trade Union School (ENS)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

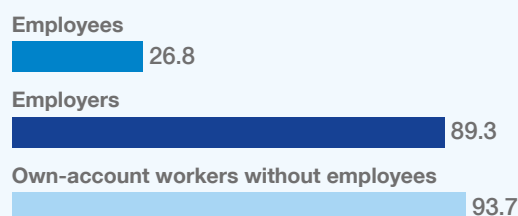
Figure 43. Share and composition of informal employment (% of total employment)



In Colombia, the share of informal employment is 60.6 per cent of total employment (including agriculture, figure 43).³⁹ For 2018, the application of this share to total employment results in an estimated number of 14.7 million informal workers in Colombia. All contributing family workers are informal by definition. Own-account workers have the next highest percentage of informality (figure 44).

This project focuses specifically on working mothers, creating both employment opportunities and providing services for those mothers who need to leave their children in a childcare centre during their working hours.

Figure 44. Share of informal employment by employment status (in %)



MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Generation of higher incomes and better employment opportunities for workers, mostly women in the childcare sector in poor communities (called Community Mothers).
- Legal recognition of the rights of community mothers by the Constitutional Court.
- Legal defence of more than 30,000 Community Mothers on their status as paid workers between 1986 and 2014, by the Colombian State.
- Formalization of labour through employment contracts for more than 51,000 Community Mothers.
- Continuous negotiation of working conditions with the Colombian Family Welfare Institute, even without formal recognition.
- Extension of social protection to Community Mothers in the childcare sector.

39. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for Colombia refer to the year 2015.

THE STORY:

In the late 1970s, Community Kindergartens were born, within the framework of community self-management. At first, they took place in the homes of the mothers, and their support depended on a small contribution made by the parents of the children. Subsequently, the women requested assistance from entities responsible for childcare, the Colombian Institute for Family Welfare (ICBF) and, in the case of Bogotá, the Administrative Department of Social Welfare (DABS). The aid, however, was denied on the grounds that this mode of work did not fit within existing programmes.

In the second half of the eighties, these organizations were challenged, which led them to invoke women from humble neighbourhoods as a demonstration of motherhood in the community. Hence, the programmes of DABS and ICBF, “Neighbourhood Houses” and “Community Homes”, focused on the so-called “Community Mothers and Gardeners”. These programmes were designed to serve the most vulnerable children in the age range of birth to six years, residing in the poorest urban sectors of the country. The regulations also established that Community Welfare Homes (HBC) could operate either in the house of the Community Mother, or in a community space, or in a space assigned by a public or private person, and that these places must guarantee minimum conditions in order to operate.

Among the activities carried out by the Community Mothers are: cleaning the spaces within their houses that are used by minors; receiving the children in the mornings; timely preparation of meals in accordance with guidelines on quantity, variety, nutrition and hygiene; keeping track of children’s weight and height; promoting healthy habits and social behaviour; carrying out educational activities according to the training plans; and organizing recreation.

The childcare is carried out in the place of residence of a Community Mother or in a community centre. In exchange for their “social service” or “solidarity work” they receive a stipend from the ICBF or DABS for each child looked after, usually around 150 Colombian pesos (COL\$) per month. This comes within the

framework of the program called Community Homes for Family Welfare (HBC). However, today, the Community Mother (or Community Father) receives remuneration of one (1) Current Legal Monthly Minimum Wage (SMMLV), approximately COL\$265. The duration of work is eight hours a day of childcare; however, it is extended by food preparation and cleaning relating to the room and equipment used by the children, so that the effective working day can reach 10 or 12 hours.

There is no special legal or labour framework regulating the connection of the Mothers to the programmes that employ them. The norms that exist regarding the programmes refer exclusively to their functional organization, and they are not linked to fundamental labour rights for these women. There is no formal employment contract that indicates their employment relationship with the public entities that direct the childcare programmes, nor is there any clear form of administrative contract. The formal contract is made with associations of parents and/or with service operators, but not directly with the ICBF, which might lead to the conclusion that they are illegally subcontracted.

The National Union of Child Care Workers in Welfare Homes (SINTRACIHOB) was established in 1992 as the main organization of community mothers, with the support of the Unitary Confederation of Workers (CUT) and the National Trade Union School (ENS). In the year following its creation, the union began to gain some recognition by the government: it became a national negotiating organization with state and non-governmental entities in 19 departments; it guaranteed Community Mothers’ access to the social security system, to general sickness and maternity insurance, and to the payment of maternity leave and disability.

Subsequently, Community Mothers were included in the subsidized health regime and in the contributory pension scheme, and their affiliation to the Social Security Institute or to a health promotion company of their choice was guaranteed. Then, however, they went from the Subsidized Regime to the Contributory Regime, to which they were

forced to contribute a very high proportion of their income. Subsequently, this contribution was reduced to a third, and the subsidies to public services (water and sewerage) supplied to them were removed.

A new scenario was presented when the Constitutional Court approved several sentences and judgments identifying illegal labour conditions, in which more than one million workers were serving as contractors rather than as employees. In particular, judgments in 2009 and 2012 called on the state to ensure that workers who carry out permanent activities are directly contracted, and urged supervisory bodies, such as the Attorney General's Office, to advance the necessary actions.

This is the context in which the main organization of Community Mothers, SINTRACIHOB, conducted a national strike in August 2013, in which they demanded compliance with the act that established that community and surrogate mothers must be awarded a grant that is equivalent to the current monthly legal minimum wage. The measure was accompanied by a submission from 106 community mothers before the Constitutional Court, which, in late 2016, issued a ruling ordering the State and the ICBF to pay the salaries and other benefits owed to them for their services in the Community Homes programme for ten years.

In its turn, the Congress of the Republic passed a law that recognizes as workers the 60,000 Community Mothers who work in the Community Homes programme and serve about 800,000 minors. Arguing the fiscal impact, the national government objected to this law. In April 2017, the plenary room of the Constitutional Court ruled that Community Mothers are entitled to receive benefits, but not wages. To date, a definitive solution to this dispute has not yet been found.

RESULTS:

The formalization of childcare work has guaranteed social protection with respect to social security and benefits for Community Mothers. Negotiation with the Colombian Family Welfare Institute has led to improvement of the programme in terms of the care of children, care of pregnant women, and early childhood care, as well as the improvement of working conditions of Community Mothers.

A significant step has been taken in the process of formalizing childcare work, including partial legal recognition and improvement in social protection levels.

ACCESS TO INFORMATION:

- Bureau for Workers' Activities (ILO-ACTRAV): actrav@ilo.org
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- ILO DWT and Country Office: lima@ilo.org
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Costa Rica: Support for the Formalization of Nicaraguan Migrant Workers

SCOPE: National

ORGANIZATIONS INVOLVED:

Workers:

- National Association of Public and Private Employees (ANEP)
- National Front of Workers (FNT) of Nicaragua

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 45. Share and composition of informal employment (% of total employment)

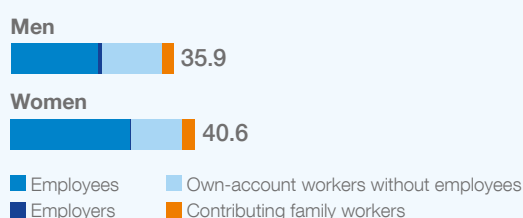
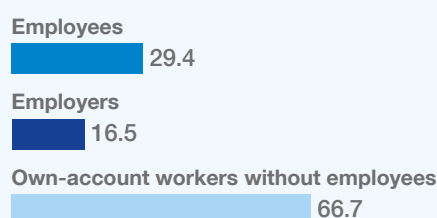


Figure 46. Share of informal employment by employment status (in %)



In Costa Rica, the share of informal employment is 37.7 per cent of total employment (including agriculture, figure 45).⁴⁰ In 2017, an estimated 0.8 million workers were in informal employment in Costa Rica.⁴¹ All contributing family workers are informal by definition. Own-account workers have the next highest percentage of informality (figure 46).

Women are significantly represented among Nicaraguan irregular migrants, particularly in the domestic work sector. One in two Nicaraguan migrants is a woman.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Information and tools to assist with regularization of residence status and employment relationships are accessible to migrant workers in Costa Rica.
- National trade union centres play a role in promoting the legalization and regularization of labour migration flows.
- Unionization of migrant workers has increased.
- Services have been provided to informal workers.

40. ILO. 2018. Women and men in the informal economy: A statistical panorama. Third edition (extended and updated database). The figures for Costa Rica refer to the year 2017.

41. Data from the Encuesta Nacional de Hogares (ENAHOG) 2017.

THE STORY:

Nicaraguans form the main migratory flow to Costa Rica, which includes Salvadorans and Panamanians. Nicaraguan migrants represent about 75 per cent of the total migrant population in Costa Rica⁴² and this number is growing. They are most frequently employed as: private guards, chauffeurs and checkers of public vehicles, paid domestic workers, waiters, parking attendants, car washers, cooks and agricultural labourers. A significant number of these workers are in a situation of vulnerability, with irregular status in their residence, either because they have entered the country on a tourist visa and exceeded their stay, or because they have entered irregularly and the costs to regularize their status are high, in addition to the complication of acquiring the required documents.

As part of its “citizen trade union” approach, the National Association of Public and Private Employees (ANEP) has worked with Central American immigrants seeking employment in Costa Rica. The ANEP-Migrants Sectional Committee has been created with the objective of regularizing their employment status and making it less precarious. For this, they are given information and training on the principles and rights pertaining to workers, whether native or immigrant, and whether or not their situation is irregular. It is emphasized that migrants also have rights regarding education, housing and health. Migration itself is considered a human right.

ANEP has developed two programmes:

1. The “Migrant Workers exercise their Labour Rights in Costa Rica” programme was carried out between 2013 and 2016. The programme strategy was multiple:

- A dedicated office was created at ANEP headquarters to receive immigrants, give them information and training, and promote their affiliation.

- Pamphlet distributions (flyers) and information and training fairs were organized in public spaces and in rooms of associated organizations, such as the Pastoral Group on Human Mobility. These activities took place at least three times a month on Sundays, in public places where workers spend their rest days. The most frequent areas were in the capital (in the districts La Merced and La Carpio), in the Zone of Saints, in San Marcos de Tarrazú, and in Limón.
- Training courses were offered to migrant workers to develop skills that would allow them to increase their chances of obtaining decent work, such as hairdressing and beautician services, cookery, English, and computer science.
- Promoters of labour rights were trained.
- Specialist lawyers were made available to carry out naturalization and work permit procedures, and handle lawsuits concerning dismissals. This latter service was also made available to the native population.

2. The Agreement for the Organization and Defence of Human and Labour Rights of Immigrant Workers was signed with the National Front of Workers of Nicaragua (FNT). The programme began in 2013 and lasted a year. It started by recording the large size of the migratory flow of Nicaraguans to Costa Rica and the occupations and sectors in which they settled: pineapple production, construction, commerce and surveillance. The core aims of the joint programme were:

- to raise awareness and communicate the labour, economic and social rights protecting those who work in Costa Rica, irrespective of their nationality;
- to provide help to regularize the migratory situation of those on Costa Rican soil; and
- the unionization of Nicaraguan workers in Costa Rica.

42. ILO. 2016. “Labour migration in Latin America and the Caribbean. Diagnosis, Strategy and ILO’s work on the Region”. (Lima) Regional Office for Latin America and the Caribbean.

The core areas of work were:

- A “Mobile Consulate” was set up in Costa Rica, with the support of the Nicaraguan Embassy in the country, for the renewal of nationality certificates free of charge.
- An ANE-FNT Sectional Committee for Migrant Workers was created.
- Face-to-face activities were carried out in the Community of La Carpio (La Uruca), where there is a particularly large concentration of Nicaraguan workers.

In combination with these initiatives, and from the perspective of mobilizing their organizations, ANEP contributed to the formation of the Juanito Mora Porras Social Centre (CSJMP), within which it participated in the ILO project “Gender-Sensitive Labour Migration Policies in Corridors” Nicaragua-Costa Rica-Panama. As a result of this project, inter-union committees for the rights of the migrant workers of each of these three countries were created, forming the Regional Committee for the Rights of Migrant Workers (CI-R).

The joint Trade Union Committee of Costa Rica for the Rights of Migrant Workers (CI-CR) is constituted by the Coordinator of Banana and Piñeros Trade Unions (COSIBA CR), the Juanito Mora Porras Social Centre (CSJMP-ANEP), the Confederation of Rerum Novarum Workers (CTRN) and the Central Movement of Workers of Costa Rica (CMTC). From this space it has developed actions focused on five core areas: political advocacy; awareness and training; legal framework; strengthening trade unions; and inter-trade-union regional dialogue.

Work carried out by the CI-CR includes:

- “Information Passport: for an Orderly and Rights-based Migration”, a document on labour rights and migratory information for migrant workers of Nicaragua and Costa Rica, has been produced.
- Informative fairs are held, in which information on immigration procedures and consular and labour legislation is provided, with the participation of officials of the General Directorate of Migration and Foreign Nationals and the Consulate of Nicaragua in Costa Rica. Information on labour rights

is provided by lawyers from the trade union organizations.

- A proposal for reform of some articles of the Migration and Foreign Nationals Act has been submitted; lobbying of legislators has focused on the legal, social and economic reasons for the proposal.
- The campaign, “With My Hands”, was developed at the Central American level, with the support of the Latin American Faculty of Social Sciences (FLACSO).
- CI-CR has participated in the Migration Working Group of the Trade Union Confederation of the Americas (CSA).
- It has participated in different actions to end the fine of \$100 for each month of irregular stay by migrants – a major problem for foreign nationals in Costa Rica.

RESULTS:

Through information, awareness raising and training, a vulnerable population such as irregular migrant workers can be sensitized and empowered to pursue the options available to them to formalize their employment and have access to labour rights and social protection.

ACCESS TO INFORMATION:

- Bureau for Workers’ Activities (ILO-ACTRAV): actrav@ilo.org
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- National Association of Public and Private Employees (ANEP): info@anep.or.cr
- Office of the Trade Union Confederation of the Americas: sede@csa-csi.org

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Dominican Republic: Mutual Insurance and Social Security for Own-Account Workers

SCOPE: Sectoral

ORGANIZATIONS INVOLVED:

Workers:

- Confederación Autónoma Sindical Clasista (CASC)
- Mutual Association of Solidarity Services (AMUSSOL)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 47. Share and composition of informal employment (% of total employment)

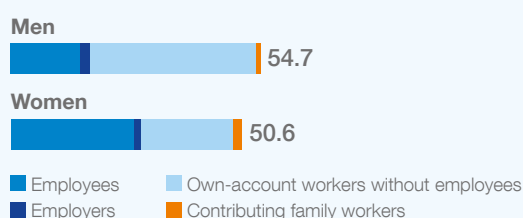
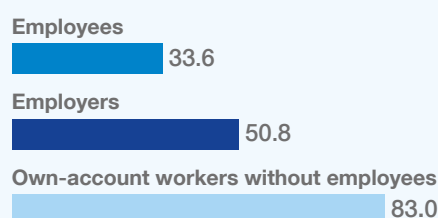


Figure 48. Share of informal employment by employment status (in %)



In the Dominican Republic, the share of informal employment is 53.1 per cent of total employment (including agriculture, figure 47).⁴³ For 2018, the application of this proportion to total employment results in an estimated number of 2.5 million informal workers in the Dominican Republic. All contributing family workers are informal by definition. The self-employed have the next highest percentage of informality (figure 48).

Own-account workers make up most informal employment (57 per cent). Women in the informal economy are more likely to work as wage earners (53.2 per cent of total informal employment) than men (28 per cent of total informal employment). About 40 per cent of workers affiliated to AMUSSOL are women. The organization provides services that include the payment of maternity leave and all the benefits offered by the Dominican Social Security System.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Better access for informal workers and their families to Social Security.
- Formalization of informal units with the support of the trade union.

43. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for the Dominican Republic refer to the year 2016.



THE STORY:

In 2001, the Dominican Social Security System (SDSS) was created by law and it gradually contemplated universal coverage for all workers. In the case of independent workers, the Subsidized Tax Regime was created, which allowed the impact of the expected high contribution (20 per cent of the estimated annual income) to be reduced, but, as a result, the coverage achieved was minimal, since among Dominican own-account workers, those with low incomes predominate.

The Central Autónoma Sindical Clasista (CASC) has been organizing own-account workers in the informal sector of the economy for some time. However, in 2005 the Government changed the regulations in order to prevent organization of own-account workers and to limit union work to workers in formal employment relations. This led to a rethinking of strategy by the CASC, which led to the acceptance and creation of partnerships under a new, non-profit organization regime.

In the context of this change of strategy the CASC created the Mutual Association

of Solidarity Services (AMUSSOL) in 2003. AMUSSOL was established as the organization for the representation of own-account workers, many of them without access to basic social and labour rights. As the Dominican State does not guarantee access to social security for own-account workers, AMUSSOL offers them a solution. The Association enables independent workers' membership of the social security system by becoming their virtual employer. Independent workers pay their monthly contributions to AMUSSOL, which channels the money to the National Treasury. In this way, the workers join the Dominican Social Security System (SDSS) and have access to health insurance, cover for accidents at work and to the pension fund.

Currently, AMUSSOL has 85,256 members, including policy holders and dependent family members. Of these members, 40 per cent are women.

It has also been possible to formalize more than 273 micro-enterprises, whose owners make contributions for themselves and for their dependent workers. Progress has also

been made in the inclusion of domestic workers, with around 2,300 domestic workers contributing to the Social Security System through the organization's programme.

AMUSSOL also has a legal service, providing legal documents, such as certificates of cohabitation to couples and translations of birth certificates of children, so that the family can receive the benefits offered by the system to the worker's dependent family. Another service offered by AMUSSOL is a life insurance funeral service plan ("Live Quiet" Plan), financed with an additional low-cost fee.

At the same time, AMUSSOL promotes formalization. AMUSSOL encourages the transformation of informal micro-enterprises into formal companies. The formalization process includes registration as a taxpayer. AMUSSOL also requests companies with more than three affiliates to be formalized as required by law. To achieve these objectives, AMUSSOL demonstrates the advantages of formalization (for example, the exemption of value-added tax and access to bank loans) and provides help and advice with administrative procedures.

Once the enterprise has declared that it and its employees are covered by the tax system, AMUSSOL offers to continue managing the social security component (for both employer and employees) at the cost of 1 per cent of the budget or salary, to cover its administrative costs.

Through their activities to organize and include informal workers, AMUSSOL provides a response to the current implementation gaps of the Dominican social security system. These activities are also part of the organization's effort to put pressure on the Dominican government to resolve and universalize access to social security. AMUSSOL could continue to mediate between informal workers' organizations and the official social security system. This would ensure effective control, the commitment of all users and, consequently, broad support for the system.

RESULTS:

In the absence of a broader national policy, union support for the formalization process and, in particular, for greater social security coverage, represents a significant contribution. Informal workers have managed to formalize their micro-enterprises, improve their working conditions, and to have access to social security for their families as well as themselves.

ACCESS TO INFORMATION:

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- ILO Office for Central America, Haiti, Panama and Dominican Republic: sanjose@ilo.org
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Peru: Improving Incomes and Working Conditions of Dockworkers through Trade Unions and their Federation

SCOPE: National

ORGANIZATIONS INVOLVED:

Workers

- Federation of Land Carriers and Manual Carriers of Peru (FETTRAMAP)
- Unitary Confederation of Workers of Peru (CUT)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 49. Share and composition of informal employment (% of total employment)

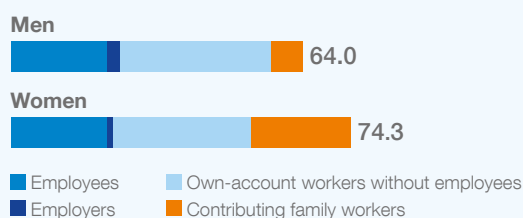
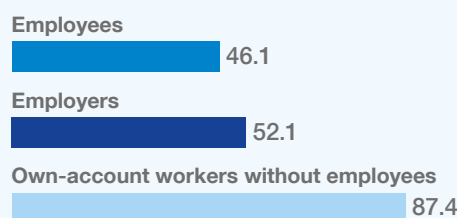


Figure 50. Share of informal employment by employment status (in %)



In Peru, the share of informal employment is 68.9 percent of total employment (including agriculture, figure 49).⁴⁴ In 2017, it is estimated that 12 million workers were in informal employment (5.9 million men and 6.1 million women) in Peru.⁴⁵ All contributing family workers are informal by definition. After these workers, own-account workers have the highest percentage of informality (figure 50).

Women are more likely than men to work in the informal economy (74.3 per cent of total employment). However, the target sector, of dockers and newspaper vendors, is dominated by men.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Regulations governing workers on public roads have been improved.
- The organization and unionization of workers on public roads have been strengthened.
- Income and working conditions have improved.

44. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (updated and extended database). The figures for Peru refer to the year 2017.

45. Data from the National Household Survey (ENAHU) of 2017.

THE STORY:

FETTRAMAP is a sectoral union organization affiliated with the Unitary Confederation of Workers of Peru (CUT). It has approximately 10,000 members in 14 regions of Peru. In the city of Lima, the Federation has about 2,200 members. Until the creation of their associations, and the Federation of Terrestrial Dockers and Manual Transporters of Peru (FETTRAMAP), the workers had a very weak bargaining position, which led to discrimination and abuse in their working conditions. With the help of the CUT and sectoral unions, and as a result of the successful fight to pass Law 29088, the Act on Occupational Health and Safety of Dockers and Manual Transporters, and its regulations, dockers have been able to form their own organization, and thus negotiate better working conditions with the wholesale markets.

In general, workers are now seen as counterparts of the markets, signing contracts and agreements on decent work and collaborating in the creation of more efficient markets. FETTRAMAP has supported the organization of workers in the sector, leading it to grow from a small association to an established organization that has achieved access to services, better working conditions and, in some cases, better remuneration for services.

For example, one of FETTRAMAP's achievements is that the Municipality of Lima will soon approve a Metropolitan Ordinance that will be implemented and enforced, so that bags of agricultural products that exceed 50kg cannot be packaged and loaded. This will be a very important achievement, since abuses of workers in this line of work were frequent. Carrying lower weight decreases the number of accidents at work and health problems for workers. In some sub-sectors, such as the cultivation of carrots and green grains, the union has succeeded in negotiating better conditions and payments for its services, generating greater income for workers.

At present, the main dispute is being carried out in the Great Wholesale Market of Lima, so that the longshore dockers have a suitable environment in which to await the arrival of the heavy-duty trucks that enter to supply the market over a 24 hour-period.

The union has helped workers create their own solidarity reserve fund for medical emergencies and for retirement, giving greater income stability over time. In addition, access to training and education has expanded, in coordination with academic institutions, leading to young people having more access to these services, while older workers (above 45) have managed to improve their entrepreneurial and marketing skills.

RESULTS:

Better representation and negotiation capacity through the unionization process has led to improvements in working conditions and greater income for this category of workers.

ACCESS TO INFORMATION:

- Bureau for Workers' Activities (ILO-ACTRAV): actrav@ilo.org
- ILO Office for the Andean Countries: lima@ilo.org
- Federation of Manual Dockers and Transporters of Peru (FETTRAMAP): fettramap@hotmail.com
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Trinidad and Tobago: Minimum Wages for Domestic Workers

SCOPE: Sectoral

ORGANIZATION INVOLVED:

Workers:

- National Union of Domestic Employees (NUDE)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

In Trinidad and Tobago, domestic work (estimated at 30,000 employees) is a growing sector. The large majority of domestic workers are women. Women represent 95 per cent of NUDE members and the union's executive board is composed of seven women.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Domestic workers are covered under National Insurance.
- Domestic workers are included under the Maternity Protection Act.
- The national minimum wage is also applied to domestic workers.
- Unemployed workers can find new jobs through the Service Workers' Centre Cooperative.

THE STORY:

The National Union of Domestic Workers (NUDE) is a trade union founded in 1974 and it was registered under the Trade Union Act in 1982. NUDE strives for improved benefits and working conditions, and to represent a legal entity for domestic workers that is recognized by employers. The union works in a challenging environment, as it frequently has to face anti-union practices, including non-recognition of the union in enterprises and dismissal of union members.

NUDE is a national organization with members across the country, including Mayaro and Toco in the East and Couva, Chaguanas in Central, Diego Martin, St. Anns, Maraval, Carenage in the West, and the East-West Corridor from Sangre Grande – Arima, Valencia, Tunapuna, Arouca, Trincity, Laventille. Membership includes migrant workers from Jamaica, Guyana, and Grenada. Some of them stay in Trinidad and Tobago for six months, then go home and return for six more months. In some cases, NUDE has been providing support to workers' permit extension requests.

NUDE seeks to promote free movement of workers in the Caribbean Single Market and Economy (CSME) framework and has an active collaboration with other unions in the Caribbean, such as the Jamaica Household Workers' Union, the Barbados Workers' Union, St. Kitts and Nevis Arts and Craft Centre and Red Thread from Guyana. NUDE is also affiliated to the International Domestic Workers' Federation and has sat on the Steering Committee of the then International Domestic Workers' Network. NUDE has been promoting the Convention on the Elimination of all Forms of Discrimination Against Women (CEDAW) – which was ratified by Trinidad and Tobago in 1989 – as well as ILO Convention No. 189 on Domestic Workers, which has not yet been ratified by Trinidad and Tobago.

NUDE has advocated with the government of Trinidad and Tobago for the inclusion of

domestic workers in the Industrial Relations Act (IRA). It regularly meets with the Ministry of Labour and seeks to forge alliances for the recognition of domestic work under the provisions of the IRA.

The fact that domestic workers have been excluded by the definition of “worker” in the IRA was an issue of contention for several years. Eventually, Parliament took note and both the Maternity Protection Act, No. 4 of 1998, and the Minimum Wages Order, Legal Notice No. 40 of 1999, included domestic workers as employees, guaranteeing them the same rights and benefits as other workers.

In 2018, NUDE was called before the Joint Select Committee of the Parliament of Trinidad and Tobago to answer questions on behalf of domestic workers in relation to the raising of the retirement age from 60 to 65 years. On that occasion, NUDE raised critical issues affecting the right to benefits for low income workers at large.

NUDE also seeks to work in collaboration with the Labour Inspectorate to assist and protect the interests of all low income workers in the informal economy, as well as those workers in the formal economy who continue to be deprived of sick leave benefits, vacation leave or termination benefits. NUDE is calling on the government to make the registration of domestic employees compulsory, with a view to ensuring that employers comply with paying national insurance contributions for their employees. At present, some 15,000 domestic workers are already covered under the National Insurance System (NIS). However, many domestic workers are not registered yet.

In 2014, with the assistance of the ILO and the Cooperative Division of the Ministry of Labour, NUDE developed the Service Workers’ Centre Cooperative (SWCC). Workers who lose their jobs or wish to improve their labour conditions can join the co-operative to seek employment in the field of cleaning, care giving, cooking, and ironing. With the support of the ILO, in 2016–2017 NUDE developed a business plan for the Cooperative. NUDE has worked in collaboration with the government National

Training Agency (NTA) to develop standards for domestic workers and is now engaging with the NTA to seek certification for its members in housekeeping for private homes.

NUDE also seeks to engage with firms in relation to employment contracts, and to empower domestic workers to be assertive with the employer in negotiation of wages and of terms and conditions of work. With ILO support and training, NUDE has now developed a model to be used as a basis for employment contracts, as well as proposals to improve occupational health and safety in domestic work.

RESULTS:

The organization and representation of domestic workers and other informal workers may contribute significantly to the process of formalization and to the recognition of workers’ rights in a vulnerable sector of employment.

ACCESS TO INFORMATION:

- Bureau for Workers’ Activities (ILO-ACTRAV): actrav@ilo.org
- ILO DWT and Country Office: ilocarib@ilo.org
- National Union of Domestic Employees (NUDE): domesticctt@gmail.com
- International Trade Union Confederation in Latin America: sede@csa-csi.org

Uruguay: Minimum Salary and Social Security for Domestic Workers through Collective Bargaining

SCOPE: Sectoral

ORGANIZATIONS INVOLVED:

Workers:

- Single Union of Domestic Workers (SUTD)
- Inter-syndical Workers Plenary-National Workers Convention (PIT-CNT)

BACKGROUND INFORMATION ON THE INFORMAL ECONOMY AND GENDER:

Figure 51. Share and composition of informal employment (% of total employment)



Figure 52. Share of informal employment by employment status (in %)



In Uruguay, the proportion of informal employment is 23.9 percent of total employment (including agriculture, figure 51).⁴⁶ In 2018, an estimated 0.4 million workers were in informal employment in Uruguay.⁴⁷ All contributing family workers are informal by definition. Own-account workers have the next highest percentage of informality (figure 52).

An estimated 30.7 per cent of domestic workers are employed informally, one of the lowest rates of informal employment among domestic workers worldwide. Women represent the vast majority of domestic workers and are the main recipients of the SUTD initiative.

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Organization and formal representation of domestic workers with union support.
- Adoption of a law on domestic work.
- Formalization of domestic work including the regulation of working hours, minimum wage and social protection.
- Access of domestic workers to collective bargaining.
- Increase of the minimum wage for domestic workers.

46. ILO. 2018. Women and men in the informal economy: A statistical picture. Third edition (extended and updated database). The figures for Uruguay refer to the year 2018.

47. Data from the National Household Survey (ECH) 2018.

THE STORY:

The Single Union of Domestic Workers (SUTD) is a trade union movement whose mission is the promotion and defence of social and labour rights of domestic workers throughout the country. The aim of the trade union is to provide legal advice and to promote a space for interaction and integration through collective participation.

Attempts to organize domestic workers date back to 1963. In this first stage, Afro-descendant and foreign workers who arrived in the country met in the Church of Cordon. Domestic workers gathered in informal meetings in their neighbourhoods until they managed to consolidate the Single Union of Domestic Workers (SUTD).

In 2002, Mariselda Cancela, a lawyer who later collaborated with the SUTD, and other members of the PIT-CNT, began organizing domestic workers, who, with rural workers, were the only groups that were still excluded from the right to a 44-hour working week and an eight-hour working day. Cancela played a decisive role in the PIT-CNT campaign to incorporate the domestic work sector in the Broad Front campaign platform in the 2004 general elections.

In 2005, at the initiative of the SUTD, discussions were begun on a law to regulate domestic work and to improve working conditions and the sectoral organization of women workers.

Currently, the union has more than 1,300 members, of which more than 700 pay their dues regularly. The number of union members has doubled over the past six years. It has managed to create trade union sections outside Montevideo, allowing it to expand its national base.

On November 27, 2006, Bill No. 18.065 was enacted, recognizing both the rights of women workers (8-hour workdays, the right to rest hours, holiday pay, leave and severance pay), and collective rights of participation in Salary Councils. It entered into force in 2008. The enactment of the law marked a historic step in the recognition of the individual and collective rights of every person who performs domestic work.

On August 19, 2008, the first Salary Council produced a tripartite agreement between: the SUTD, representing the workers; the

League of Housewives, Consumers and Users of Uruguay, for the employer sectors; and delegates of the Executive Branch. This allowed the SUTD a greater space on the public stage and greater weight in negotiation.

In addition to labour rights guaranteed in collective agreements, the SUTD has concluded agreements with the Social Security Bank (BPS), the Ministry of Tourism and Sports and the University of the Republic, through the University Extension Service. Through the latter it has obtained legal advice from a lawyer and law students for domestic workers who arrive at the trade union.

The activities of the union are coordinated from the office in Montevideo. On Tuesdays and Thursdays two lawyers attend, while on Friday legal advice is provided by the legal team of the University of the Republic. Between 30 and 40 women go to the office during the afternoon, they are interviewed by a member of the secretariat, and, if the case warrants, they are referred to a team of lawyers.

On 10 November, 2008, government delegates, employers and workers signed the first collective agreement for domestic service in Latin America. One of the most important features of this agreement was that it had national jurisdiction and applied to all domestic workers and their employers, regardless of whether or not they were affiliated with the SUTD or the Housewives League.

Domestic workers have been entitled to social security in Uruguay for a long time. They have had access to disability, old-age and surviving spouse's pensions since 1942, maternity benefits and family assistance since 1980, and medical coverage and sickness payments since 1984. In 2009, the Social Security Bank (BPS) launched an innovative advertising campaign to raise public awareness about the rights of domestic workers and to increase their registration with the social security system. Among the most outstanding examples of this campaign were television spots and docu-dramas in buses, and informative brochures (directed towards employers) in the form of pendants for the knobs of the doors of their houses, with the message "The domestic worker of this house is already in the BPS". In 2010 and 2011, labour

inspectors visited 9,000 homes to investigate whether domestic workers were registered with social security.

In recognition of these policies, Uruguay was chosen by the ILO as a model of good government practices related to domestic work. On June 14, 2012, it became the first country to ratify the Domestic Workers Convention, 2011 (No. 189).

Until 2008, wages in Uruguay were established through tripartite negotiation in the Salary Council or, for those occupational groups that did not participate in the Salary Councils, by presidential decree. The minimum wage was established in Uruguay by presidential decree in 1969. Domestic workers were explicitly excluded from the minimum wage until 1990, when a minimum wage for them was first established through an executive decree. The decree set a minimum wage for Montevideo and a lower one for the rest of the country, both being slightly higher than the national minimum wage. The decree allowed employers to deduct 20 per cent of the salary if they provided food and lodging to their employees, and 10 per cent if it was only food.

Ten years after the first collective contract in the domestic employment sector, the minimum wage has been doubled. The last collective agreement for domestic work expired on December 31, 2018. Currently, a renewal of the agreement is being negotiated.

Among the problems pointed out by the SUTD is the lack of access to information for migrant domestic workers, who suffer a significant share of labour informality in the sector. Both the trade union and the PIT-CNT receive constant calls from migrant workers with complaints about different extreme situations concerning their working conditions. Only 1,700 migrant domestic workers are listed in the BPS. A second problem is that of closed neighbourhoods, where the legislation is not complied with and the trade union is not allowed access.

RESULTS:

Through the different stages of this historical process, domestic work has been fully formalized and domestic workers enjoy rights and benefits equal to those of other categories of workers.

ACCESS TO INFORMATION:

- Bureau for Workers' Activities (ILO-ACTRAV): actrav@ilo.org
- ILO Country Office for Argentina: santiago@ilo.org
- Interunion Workers Plenary – National Workers Convention: pitcnt@pitcnt.uy
- Office of the Trade Union Confederation of the Americas: sede@csa-csi.org



EUROPE

France: Collective Agreement for Domestic Work

SCOPE: Sectoral

ORGANIZATIONS INVOLVED:

Workers:

- French Democratic Confederation of Labour (CFDT)
- General Confederation of Labour (CGT)
- French Confederation of Christian Workers (CFTC)
- Workers' Force (FO)

Employers:

- Federation of Household Employers of France (FEPEM)

MAIN ACHIEVEMENTS IN TERMS OF REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- A collective agreement has been signed and applied to domestic workers.

THE STORY:

A national collective agreement of family employers' wage workers was signed in November 1999, in France, for domestic workers directly employed by households. A second, which came into force in 2012, applies to workers employed by non-profit agencies. A third, which came into force in November 2014, covers those employed by a private company. These collective agreements "apply to all domestic employers and workers, whether or not they are members of an employers' association or a trade union."⁴⁸

The signature of the 1999 collective agreement was the result of negotiations between the Federation of Household Employers of France (FEPEM) – which has signed a partnership agreement with the Movement of Entreprises in France (MEDEF), the main French employers'

organization – and four national trade unions, namely the French Democratic Confederation of Labour (CFDT), the General Confederation of Labour (CGT), the French Confederation of Christian Workers (CFTC) and Workers' Force (FO). The collective agreement is still in force, has universal application and covers different aspects including job classification, wage rates, union activities, vocational training, working time, paid annual leave, public holidays, health insurance, lodging and food, maternity leave, and accommodation. The agreement makes certain provisions of the Labour Code applicable to domestic workers, such as those regarding fixed-term contracts. Rural domestic workers and gardeners/guards are covered by specific national collective agreements separate from the national collective agreement of 1999. Employment of domestic workers by enterprises or associations is governed by general labour law and the applicable sectoral collective agreements.

RESULTS:

The formalization of domestic work can be attained through the effective application of a comprehensive collective agreement establishing workers' rights, though such application may meet challenges for different reasons.

ACCESS TO INFORMATION:

- Bureau for Workers' Activities (ILO-ACTRAV): actrav@ilo.org
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- ILO Country Office: paris@ilo.org
- ITUC PERC (Pan European Regional Council): perc@ituc-csi.org

48. https://www.effat.org/wp-content/uploads/2018/11/effat_booklet_domestic_workers_in_europe_en.pdf (last accessed on 12.8.2019).

Germany, Austria and Sweden: Improving Working Conditions of Crowdworkers through an Ombuds Office and Increasing Transparency of Platforms' Working Conditions for Crowdworkers

ORGANIZATIONS INVOLVED:

Workers:

- IG Metall (Germany)
- Austrian Chamber of Labour (Austria)
- Unionen (Sweden)

Employers:

- Testbirds GmbH, content.de AG, clickworker GmbH, Crowd Guru GmbH, Streetspotr GmbH, wer denkt was GmbH, 24Insights GmbH (all from Germany), BugFinders Limited (United Kingdom)
- German Crowdsourcing Association (Germany)

MAIN ACHIEVEMENT(S) IN TERM OR REPRESENTATION, SERVICES AND INCLUSIVENESS OF SOCIAL DIALOGUE:

- Development of a Crowdsourcing Code of Conduct⁴⁹ and establishment of an Ombuds Office⁵⁰ by eight platform companies and the German Crowdsourcing Association, in partnership with the trade union IG Metall.
- Establishment and promotion of a website that provides information about crowdwork platforms from a trade union perspective.
- Participation of crowdworkers in trade union policy making through surveys.

THE STORY:

Code of conduct for crowdworkers' labour rights and dispute resolution through an Ombuds Office

In 2015, the German software testing platform Testbirds initiated a voluntary code of conduct for paid crowdsourcing. This "Crowdsourcing Code of Conduct" included principles such as "fair payment", "only serious tasks" and

"open and transparent communication". Eight platforms (including Testbirds and one platform based in the UK) signed the Code of Conduct, and the German Crowdsourcing Association (Deutscher Crowdsourcing Verband) joined as an official supporter.

In 2016, the trade union IG Metall, with permission from the platforms, conducted a survey of workers on six German platforms. Among other topics, the survey asked workers to indicate which of the Code of Conduct principles they found most important. By a large margin, survey respondents indicated that "fair payment" was the most important principle. As a result, the second version of the Code of Conduct, released late in 2016, included a refinement of the "fair payment" principle to indicate that platform operators should seek to orient payment toward "local wage standards".

In 2017, IG Metall, the signatory platforms and the German Crowdsourcing Association established an "Ombuds Office" to effectively implement the Code of Conduct and resolve disputes between workers and signatory platforms. The Ombuds Office consists of a board of five people – one worker representative, one trade union representative, one representative from one of the platforms that has signed the Code of Conduct, one representative of the German Crowdsourcing Association and one neutral chair, currently held by a German labour judge. The selection of the members of the Ombuds Office is agreed upon by the signatory platforms, the Crowdsourcing Association and the German Trade Union Confederation (DGB)⁵¹ (or one of its affiliates) and is valid for the period of one year. The administration of the Ombuds Office is managed by the IG Metall.

49. <http://crowdsourcing-code.de> (last accessed 23.4.2019).

50. <https://ombudsstelle.crowdwork-igmetall.de/en.html> (last accessed 23.4.2019).

51. Immediately after the establishment of the Ombuds Office, this function will initially be performed by the trade union IG Metall.

As of January 2019, the Ombuds Office of the Crowdsourcing Code of Conduct had received about 30 cases, submitted by workers via its online form.⁵² The majority of cases involved refused payment for work and were resolved by consensus between the worker filing the complaint and the platform in question. In several cases, the Ombuds Office recommended that a platform should establish a worker advisory board to which workers can make suggestions regarding the platform's work processes and functionality. The Ombuds Office goes beyond internal reviews of grievances by the companies themselves and crowdworkers as the signatory platforms are now able to request a review of a dispute by a qualified, neutral mediation body trusted by all parties.

Increasing transparency of working and payment conditions for crowdworkers

The website FairCrowdWork.org was launched in 2015 by IG Metall and is operated in cooperation with the Austrian Chamber of Labour (Arbeiterkammer) and the Swedish white-collar union Unionen. It provides information about crowdwork platforms from a trade union perspective.

In addition to information about crowdworkers' rights, legal obligations and trade union resources, the website offers detailed work process descriptions and ratings of various well-known crowdwork platforms. These platform profiles include information about tasks, work processes, clients, number of workers, and the platform operating company (e.g. number of employees, location, management) collected via desk research, as well as numerical ratings (displayed as "star ratings") of pay, communication, work evaluation, tasks and technology.

The ratings are based on detailed (up to 95 questions) surveys of workers, which were gathered from a survey conducted by IG Metall and a private enterprise between

December 2016 and March 2017. The surveys ask workers questions about their tenure on the platform, their earnings, their experiences with clients and platform operators (including, for example, evaluation of submitted work and communication), and their experiences with the platform technology itself, which are then converted into ratings. The platform profiles also include simple ratings of each platform's terms of service based on five criteria.

RESULTS:

The code of conduct provides a (first) set of rules for platforms and crowdworkers and the Ombuds Office allows crowdworkers to jointly resolve individual claims against the signatory platforms. The website "faircrowdwork.org" increases the transparency of working and payment conditions and enables crowdworkers to make a well-informed choice of which platforms they would like to work for. Through virtual networking among crowdworkers and trade unions in different countries, good practices are identified and can be promoted, to address the labour rights' deficit in this sector and contribute to its regulation.

ACCESS TO INFORMATION:

- Bureau for Workers' Activities (ILO-ACTRAV): actrav@ilo.org
- IG Metall: kontakt@faircrowd.work
- ITUC PERC (Pan European Regional Council): perc@ituc-csi.org
- German Crowdsourcing Association: kontakt@testbirds.de
- Website of the crowdsourcing code: <http://crowdsourcing-code.de>
- Website of the Ombuds Office: <https://ombudsstelle.crowdwork-igmetall.de>

52. See for 2017/2018: Annual report of activities of the Ombuds Office of the Code of Conduct. https://ombudsstelle.crowdwork-igmetall.de/pdf/Ombuds_Office_for_paid_Crowdsourcing_Report_2017_2018_EN.pdf (last accessed 23.4.2019).

More than 60 per cent of the world's employed population are in informal employment and make significant contributions to societies. Many of the workers concerned are under-represented in workers' organizations and suffer from poor working conditions and lack of social protection. The Recommendation concerning the Transition from the Informal to the Formal Economy, 2015 (No. 204) states that employers' and workers' organizations should, where appropriate, extend membership and services to workers and economic units in the informal economy.

This Compendium demonstrates successful interactions by workers organizations with workers in the informal economy to reduce decent work deficits in the informal economy and facilitate the transition to formality. By documenting these practical examples, the Compendium aims to make this knowledge and experience more widely available and to encourage unions to engage with the informal economy. It presents 31 recent cases showing how workers' organizations have engaged with the informal economy. These cases, coming from different countries and industrial sectors, show the benefits for workers, enterprises and ILO member States that can result from the formalization of informal work.

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