

# ITF INFORMAL TRANSPORT WORKERS PROJECT

## REPORT OF ACTIVITIES 2013-14



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ACTIVITIES

# ABOUT THE PROJECT

The International Transport Workers' Union launched a new project in October 2013 to improve the capacity of transport unions to organise and represent informal economy transport workers.

The project is co-financed by the ITF and FNV Mondiaal, and is coordinated by the Global Labour Institute (GLI Manchester).

By the conclusion of the project in 2016, we expect to have achieved:

- The increased visibility of women workers in informal transport
- New inclusive union policies and agreements between unions and informal workers' associations
- Improved capacity of unions to organise informal economy transport workers

The project is being led by **mentor unions** - ITF affiliates that have demonstrated valuable experience in organising and developing collective bargaining power for informal economy transport workers. Each mentor union is expected to provide support, advice and training to other unions in their respective regions/ sub-regions, and work together as a global network to share experience and



Kathmandu Tempo Driver

expertise between the regions.

The mentor unions are NETWORK and ITWAN, Nepal (South Asia); NCTU, Philippines (East/South-East Asia); ATGWU, Uganda (East Africa); SYNATRA Niger (West Africa) and SNTT, Colombia (Latin America).

The project is designed to assist and encourage organisers, activists and elected representatives of unions in Africa, Asia, and Latin America with a need to organise and develop collective bargaining power for informal economy transport workers. Priority is given to women and young activists.

## PROJECT ACTIVITIES

There are three main strands:

- **Visibility of women workers in informal transport:** mapping and raising the visibility of women workers in the informal transport economy, and increasing their participation in unions.
- **Leadership education and dialogue:** raising awareness and mutual understanding between leaders and members of trade unions and transport workers in the informal economy.
- **Organising skills, training and technical support:** providing training for activists in organising by and for informal transport workers, and technical advice in the design of union constitutions, procedures and structures for active participation by informal workers.

The project is delivered through a sequence of regional seminars and workshops.

## 2013-14

In 2013-14, this included:

November 2013, Nairobi, Kenya: the **Launch Meeting** of the mentor unions to discuss the detail



of the project, and agree a detailed plan for the activities. It was also the first time that the mentor unions had been able to meet in person, share experiences, and establish a functioning network.

March 2014, Niamey, Niger: the **Africa Regional Leadership Seminar**, attended by leaders of twenty-four transport unions from thirteen countries.

May 2014, Manila, Philippines: the **Asia Regional Leadership Seminar**, attended by leaders from nine unions from four countries.

The seminars enabled the unions to discuss their organising experience, their strategy and approach, and the possibilities for building strength in collective bargaining.

April 2014, Kampala, Uganda: the **Africa Regional Women's Workshop**, involving small teams of women activists from Tanzania, Kenya and Uganda.

June 2014, Kathmandu, Nepal: the **Asia Regional Women's Workshop**, attended by teams of women from Nepal, Indonesia and India.

The workshops provided practical training in mapping techniques for informal women transport workers, as well as general discussion about policy and strategy.

In July 2014, the project was invited to facilitate a discussion on organising in the informal economy at an **ITF Joint Seminar on Campaigning in Angola and Mozambique**. This provided a valuable additional opportunity for the project to engage the Lusophone trade union community in the discussions.

## 2014-15

In October 2014, at the start of the project's second year, a leadership seminar and women's workshop

will be held in Bogota, Colombia for the Latin American region.

After the completion of these Latin American events, all the mentor unions will have an opportunity to review progress, exchange experience and adjust the detailed plans for the remainder of the work programme in a mid-project meeting.

This will be followed by a sequence of more intensive sub-regional **informal economy training workshops** for union organisers in Francophone Africa, Anglophone Africa, South Asia, and South-East Asia

## 2015-16

In the final year of the project, an informal economy training workshop will be held in Latin America.

In addition, the three regional teams of trained women activists will be undertaking organising and campaign activities in their own cities and countries to raise the visibility of informal women transport workers.

At the conclusion of the project, the mentor unions will participate in a final Evaluation Workshop to assess and share their experience of the project, the achievements in their region, and possible recommendations for further ITF policy and organising initiatives.

## PROJECT WEB SITE

All project reports, news from mentor unions, and background documents and publications can be found at the project web site:

[www.itfglobal.org/informal\\_workers\\_blog/](http://www.itfglobal.org/informal_workers_blog/)

Further information available from GLI:

[gli-uk@global-labour.net](mailto:gli-uk@global-labour.net)

# WHAT HAS BEEN LEARNED

## MAPPING THE INFORMAL PASSENGER TRANSPORT WORKPLACE

In every project seminar and workshop, participants undertake a mapping exercise to learn at first-hand about the working lives of informal transport workers. In each case, the participants work in small teams in a passenger transport workplace, such as a bus station, taxi rank, or terminal, and conduct informal interviews with the workers. They are asked to determine the variety of occupations and gender composition of informal transport workers, their earnings and employment relationships, the key issues they face, and their likely bargaining counterparts. They also attempt to discover whether or not the workers are organised, and if so, how.



Mapping exercise in Kampala

The activity, held at the beginning of each event, is designed to enable participants to look below the surface, and gain an appreciation of the complexity and reality of the informal transport economy. It also gives all participants a common experience and understanding to inform discussion in the remainder of the programme, as well as some practical techniques for mapping the informal workplace as an essential part of the organising process.

But the mapping exercises also give a series of snapshots that capture invaluable information about livelihoods and industrial relations in the informal transport economy. Research undertaken by GLI prior to the design of the project revealed that there is very little data hitherto available on informal transport from a workers' perspective, and most data that does exist is very out of date.<sup>1</sup> Even though the mapping activity was a training exercise

<sup>1</sup> See GLI, 2013, "Precarious Labour and Decent Work in the Transport Industry". ITF Baseline Study Report.

lasting just a few hours, the reports of the participants' teams provide some very valuable insights.

### Occupations

In every workplace visited in each of the cities hosting the first year's activities (Nairobi, Niamey, Kampala, Kathmandu and Manila), there are numerous occupations and trades undertaken by informal workers. These include:

- Operators / owners or Sahun (Nepal)
- Drivers
- Conductors or 'Back-Riders' (Philippines)
- Loaders or 'Turn-Boys' (Uganda), push-cart operators
- Despatchers or 'Khalasi' (Nepal),<sup>2</sup> 'Call-Boys'/'Call-Girls' (Anglophone Africa), 'Barkers' (Philippines), Keneks (Indonesia)
- Mechanics, tyre-repairers, electricians, painters, cleaners
- Food vendors, hawkers, public telephone operators, waste-pickers, tour guides, musicians and entertainers
- Inspectors, stage masters, stage clerks, booking clerks, 'time-keepers', ticket agents
- security guards, parking attendants

### Employment Relations

Many of the workplaces have complex chains of employment relationships, with large vehicle operators and terminal owners (sometimes local governments) at the top of the pyramid, informally employing drivers, inspectors, security guards etc. "The drivers then informally employ conductors, loaders, despatchers and others, who are themselves serviced by a myriad of self-employed workers in a variety of servicing occupations (vendors, hawkers, mechanics etc.).

Unsurprisingly, those at the bottom of the chain earn the least, and are more likely to be women.

<sup>2</sup> Interestingly, the word Khalasi originally referred to the group of people in south Asia traditionally employed at ports and dockyards. Khalasis have a history dating back to over 2000 years. Khalasi is an Arabic word which means dockyard worker, sailor, lascar etc then used both in Malayalam and in Hindi, to refer to anyone who releases a ship or boat into the water. Now it is also found in urban transport to mean someone who despatches a vehicle onto the road.



## Major issues.

Virtually all the workers in all the work places face low net earnings, long working hours, poor working conditions and environment, and a lack of social protection. In addition, drivers face the widespread major problems of police harassment and corruption, bribery, arbitrary fines and threats of arrest.

For women workers, various forms of sexual harassment, violence and discrimination were repeatedly cited to be the most important issues.

## Collective Bargaining Counterparts

The range of organisations with which the workers and unions have to bargain are very similar in every country. These include vehicle owners, terminal / station management, the police, local and national governments, and licencing authorities.

Within the workplace, this becomes rather more complex, with the informal workers themselves (particularly drivers) also being the informal employers of others. It is even more complicated when some owner-drivers are able to own more than one vehicle.

There is considerable debate about whether it is possible to organise a union which covers all workers, including 'micro-employers', or whether there should be separate organisations for bargaining purposes.

## Organisation

The extent and form of workers' organisation is very varied. In some cities, the transport unions are well

organised and inclusive of informal workers. In Kathmandu, for example, where the transport system is almost entirely informal, with many women workers, the two major transport unions - ITWAN and NETWON are extensively well-organised. In other cities, such as Luanda, there is virtually no organisation at all.

Very often, the workers are organised into associations, rather than formally-registered unions. From anecdotal evidence from some countries, we know that labour laws deny informal workers the right to join unions. Even in countries where this is not formally the case, there is often a lack of clarity, and it is often assumed by trade unions and workers alike that there are legal barriers for informal workers wishing to join a union. This is particularly true for self-employed informal workers. In other cases, informal workers simply do not think that unions are relevant to them, or have been discouraged to join, or simply never asked.

Some unions and associations have developed commercial activity, out-sourced services, semi-regulatory functions etc. Most commonly, unions or associations have de facto control over bus stations, charging a toll on drivers as each vehicle leaves, which may provide substantial income for the union. There are even examples of transport unions being given traffic police powers, or the right to issue vehicle licences. While such activity can help the financial sustainability of such unions or associations, there is an inevitable danger of conflicts of interest and, at worst, corruption.

# LAUNCH MEETING

**NAIROBI, 19-22 NOVEMBER 2013**

**The project launch meeting was financially supported by the ILO Workers' Activities Branch**



## **Round-Table Discussion & Group Activity** (Mapping the informal workplace)

The first day of the meeting provided an opportunity for all the mentor unions to exchange information and experiences in the organisation of informal transport workers in their respective countries, and to identify the key issues faced in common. This was followed by a visit to a central bus station in Nairobi, where participants were able to work in small groups to undertake some basic mapping of occupations, employment relationships, levels of income, key issues facing workers, presence of organisation etc. The groups then reported back to the meeting as a whole. It was a very successful exercise, which served as a model for activities in subsequent seminars and workshops.

## **Introduction to the Informal Transport Workers Project**

The second and third day of the meeting was concerned with the project itself: a general overview; the role of mentor unions; existing relationships with ITF affiliates within each region; the proposed project activities and methods, training materials, project timetable, budgets, reporting requirements, and available external support from GLI and the ITF offices in London and the regions.

## **General Overview of the Project**

Dave Spooner gave an overview of the project, followed by a general discussion. Overall, all participants confirmed that they were confident that the project was realistic and achievable. It was noted that we need to keep a clear view on organisational development and sustainability beyond the project.

It was emphasised that it was essential to ensure that the political leadership of mentor unions were fully briefed and kept up to date as the project develops. Unions were urged to ensure that the outcomes of the launch meeting are reported and discussed at executives committees.

It was noted that there needed to be greater clarity in the geographic and linguistic criteria for the selection of countries to be included in West and Southern/East Africa, and South and South-East/East Asia sub-regions.

GLI clarified the intended scope of the project, i.e. not just designed for vehicle operators, but the whole range of informal workers employed in the transport sector, which would include, for example in a bus station, drivers, conductors, call-boys/ touts,



Group Activity in Nairobi

cleaners, mechanics, security guards, food vendors, etc.

The participation of women was emphasised – not just in the 'women's visibility' strand of the project, but in all project activities. It was noted that discussion and negotiation over social protection should pay particular attention to the issues faced by women workers. Mentor unions were also urged to ensure that other development projects focused on encouraging women's participation were integrated into the informal workers project.

There was a very useful discussion about the problems of accelerating urbanisation, migration of workers and the high turnover of informal workers in some transport occupations, which pose a major organising challenge requiring new approaches. It was suggested that we can learn from other sectors, particularly from StreetNet affiliates, from other ITF affiliates organising seafarers, and from BWI in organising migrant construction workers.

After the concluding discussion of the meeting, there was a strong consensus that the global budgets and timetable of activities in the project should be seen as a common framework in which the individual mentor unions will need to take their own initiative, and develop their own programmes of activities, and not wait for proposals or initiatives from GLI. These programmes need to be recorded and monitored as part of the project reporting

mechanism, including any external financial contribution being made by mentor unions.

### **Role of Mentor Unions**

It was noted that the underlying methodology of the project – ITF affiliates with experience and skills in informal worker organisation acting as ‘mentor unions’ – was new to the ITF, and therefore somewhat experimental. The expected responsibilities of mentor unions in their respective regions are to include:

- provide training, advice and support to ITF affiliates
- encourage policy discussion and innovation among union leaders and activists
- contribute to global inter-regional exchange of experiences, techniques and policy proposals
- Communicate regularly with participating affiliates in their respective region/ sub-regions, and with the other mentor unions.
- report on project activities and achievements

### **Regional Mapping / Network Building**

Mentor unions were asked to describe their contacts already established with other unions in their respective regions:

SYNATRA: Senegal, Mali, Burkina Faso, Togo, Benin

ATGWU: Kenya, Ethiopia, Rwanda, Zambia

NCTU: South Korea (and others, through APL, e.g. Indonesia, Burma)

SNNT: Venezuela, Panama

NETWON: not aware of other contacts other than those through ITF Delhi office, although other leaders will have bilateral relationships with other unions in South Asia

It was agreed that one of the first major tasks for mentors was to make contact with the other appropriate ITF affiliates in their regions. This requires immediate help from ITF and GLI to provide detailed contact details, and – where available – information on membership, sectors, policies, and so on.

StreetNet agreed to provide contact details of its regional organisers and local affiliates in the countries with mentor unions.

### **Project Activities & Methods:**

Visibility of Women Workers. Venues for regional women workers mapping workshops were agreed to be: Kathmandu, Kampala and Bogota.

Leadership Education & Dialogue. Venues for regional leadership seminars were agreed to be: Manila, Niamey, and Bogota.

It was agreed that the organisation of ‘national meetings’ was unrealistic, given finance, logistics and the necessary mentor support. It was agreed to amend the project design to replace pre-seminar national meetings with follow-up activity after the regional seminars by participating unions.

### Organising Skills, training and technical support

It was noted that the major activities in support of organising skills will not start until the second and third year of the project, but in the first year mentor unions should be concentrating on building strong relationships with the affiliates in their regions, mapping the extent of informal worker organising, and offering support and advice where needed.

### Training materials

GLI agreed to prepare training materials in support of the mapping workshops for women workers and leadership seminars. Key project documents will be translated into French & Spanish, including project introduction and informal economy ‘key questions’ PowerPoint presentations.

Each mentor union to be provided with printed copies of background documentation and learning materials:

- The full project proposal document, as presented to FNV (updated to include participant details and venues for regional activities, as agreed in the meeting). To be translated (FR, ES)
- GLI Baseline Survey report (2012-13).
- GLI Livelihoods in the informal transport economy report (2011-12)
- ITF Organising Manual (EN, FR, ES)
- The StreetNet set of organising manuals (EN, FR, ES)
- The new booklet on Organising Precarious Transport Workers, currently being designed/ printed in London.
- The Reports from the Organising Informal Transport Workers Global Research Project (2006), including the case studies from Philippines, Zambia and Benin

- The Only School We Have - Learning from Organizing Experiences Across the Informal Economy (WIEGO). (EN, ES)
- Training materials from APL/ LEARN

A web site is to be established for the project, to include all project materials, short case studies etc.

There was an interesting discussion about the possibilities and importance of translation and development of materials in local languages, the use of music, video, etc. – and in particular, the potential of using radio as a key for organising informal transport workers.

GLI and ITF agreed to explore the possibilities for producing materials promoting the aims of the project (t-shirts, posters, stickers, etc.). It was noted that there was significant potential for engagement in the ITF Anti-Fatigue campaign (Fatigue Kills - Hunger Also Kills), with working hours identified as a key issue for informal workers.

### Project Timetable

The mentor unions each identified periods in the year unsuitable for hosting events. On this basis, and after consulting with the appropriate ITF staff and regional offices, GLI will circulate a proposed detailed timetable for activity for January – September 2014.

### Budgets

Dave Spooner gave an overview of the financial structure of the project and provided a detailed breakdown of the budgets directly available for mentor unions to cover their expenses during the delivery of the project, noting that all costs involved in regional events will be covered directly from the ITF.

### Reporting & Evaluation

Dave Spooner outlined the reporting and evaluation process for the project, and reported on the appointment of Chris Bonner (WIEGO Organisation and Representation Programme Director) as external evaluator. Mentor unions were asked to note that the project requires brief quarterly reports on activities and a more detailed annual report to GLI, who will then compile overall project progress reports. Financial reporting will be the responsibility of the ITF London office.

It was noted that there was no budget provision for a mid-project monitoring/ evaluation meeting, but the participants agreed that it was much needed. It was agreed to try and identify further funds to make such a mid-project mentor union meeting.

Reporting should be based on indicators included in the original project proposal, that by its completion:

### Visibility of Women Workers:

- Women leaders elected to represent informal economy workers on national transport union committees in five countries
- An average 100% increase in trade union membership of women working in the informal transport economy in those countries participating in project training activities

### Leadership Education & Dialogue:

- a minimum of 10 unions participating in project activities will introduce inclusive constitutions and procedures
- a minimum of 10 unions participating in project activities will adopt new organising policies specifically directed towards informal workers
- new agreements reached between unions and informal workers' associations in five countries



Participants meeting local informal transport union members

### Organising skills, training and technical support

- 20 organisers trained in organising methods and approaches for informal transport workers
- An average 200% increase in trade union membership of informal transport workers in those countries participating in project training activities
- 10 new collective bargaining agreements covering informal economy transport workers

### Building mutual support and learning

It was agreed that it was very important to ensure that there is good communications and exchanges of ideas and experiences between mentor unions. This will of course be assisted by meetings, the web site, circulation of activity reports, etc. In addition GLI will explore the practicalities of establishing quarterly video or audio conferences between all mentor unions.





### **Partnership with StreetNet**

The valuable and insightful contribution to the meeting from Sibailly Douhoure (StreetNet International) was much appreciated. It is clear that there is much to be mutually gained from developing a close working relationship between StreetNet and its national affiliates and the ITF project. Given the broad definition of informal transport workers to include all informal workers in or dependent upon the transport industry (e.g. vendors and traders in bus stations, railway stations and airports) there are clearly valuable synergies. It was noted that SYNATRA is already affiliated to both StreetNet and ITF. The relationship is particularly important at a local level, to avoid competition for members. Sibailly gave examples of very successful cooperation with international union federations already in place, e.g. phone-card sellers with UNI.

It was agreed that there were good opportunities for developing close cooperation, particularly in developing negotiations and collective bargaining arrangements with local/ national authorities.

It was agreed that Sibailly and Dave Spooner write to the appropriate national StreetNet affiliates, informing them of the project, and encouraging cooperation and meetings with the mentor unions.

### **Next Steps**

1. GLI will write individually to all mentor unions to confirm agreed arrangements for project administration and first year's activities and circulate documentation.
2. GLI & ITF to explore the means to translate key documents and resources into French and Spanish.
3. GLI & ITF to explore budget possibilities for a mid-project mentor union meeting.
4. GLI and Sibailly to write to identified StreetNet affiliates to introduce the project.
5. GLI will establish quarterly audio/video conferences of mentor unions.
6. GLI & ITF will establish a web site (or micro-site) for the project.
7. GLI to amend the project design to replace pre-seminar 'national meetings' with follow-up events.
8. Mentor unions to:
  - Report back from the meeting to union leadership, including (where appropriate) their respective union Executive Committees/ Boards.
  - Establish contact and discuss the project with the ITF Regional Offices, and ITF affiliates in the region identified as potential project participants.
  - Start preparations for activities in their regions (women's mapping workshops and/or leadership seminars).

# AFRICA REGIONAL LEADERSHIP SEMINAR

## NIAMEY, NIGER, 25-27 MARCH 2014

### Introduction

This was the first major event of the ITF Informal Transport Workers Project: a seminar bringing together leaders from twenty-four transport unions from Burkina Faso, Burundi, Cote d'Ivoire, Ghana, Guinée-Conakry, Kenya, Niger, Nigeria, Senegal, Sierra Leone, Togo, Uganda, and Zambia – thirteen countries in all. There were 24 men and 4 women participants.

The objective of the seminar was to share and discuss strategies for the successful organisation of informal transport workers, the inclusion of women workers, and the revision and reform of trade union structures and procedures to enable informal workers to play a full and active part.

### Mapping the informal workplace

The formal opening of the seminar was preceded by a group activity for all the participants among informal transport workers in Niamey's goods and bus terminal and taxi station. Each small group, accompanied by an interpreter where needed, was asked to spend an hour interviewing informal workers in and around the terminals to undertake a simple mapping exercise, and then present a report to the plenary group upon return.

Groups were asked to discover:

- What the workers do for a living (occupations)?
- How much do they earn?
- What are the employment relationships in the terminal?
- What are the key issues faced by the workers?
- Who are (or could be) their 'bargaining counterparts'?
- Are they organised? If so, how?

The activity was designed to give the participants a shared practical experience and common reference point which could inform subsequent discussions, as well as provide an introduction to aspects of the underlying organising methodology of the project (see ITF Organising Manual). For a few of the union leaders present, it provided a first opportunity to

meet informal workers face-to-face. It also served as a good immediate ice-breaker for the group as a whole.

The groups met bus drivers, taxi drivers, loaders, mechanics, tyre-repairers, and vendors. It was noted that in such a short visit, it was not possible for the participants to recognise the full range of occupations and forms of employment present.

Earnings varied considerably, and were difficult to meaningfully assess in such a short visit – particularly when attempting to gauge net earnings after the costs of fuel, taxes, terminal fees, payments to ancillary workers, loan repayments, and payments based on the number of trips and vehicles loaded have been taken into account.

Employment relationships also varied considerably, and included waged work for employers, self-employment, payment on assignment by other informal operators, own-account earnings from sales and services directly to the public, and so on.

The key issues faced by the workers included:

- Low wages
- Long working hours – no rest time
- Employers not maintaining the vehicles properly (e.g. brakes, tyres), for which the drivers are punished at police checks etc.
- The cost of fuel
- Police harassment and road blocks
- Lack of parking spaces
- Working conditions - no shelter from rain and sand (vendors)
- Insufficient working space (mechanics)
- High taxes
- Accidents and delays
- Lack of access to micro-finance
- Insufficient or non-existent social protection

The group identified bargaining counterparts to include:

- Bus terminal and taxi station management
- Police
- Vehicle owners
- Ministry of Transport
- Town Hall
- Mayor's office
- Prime Minister's office
- Licensing authorities

The levels of organisation varied. Taxi drivers and drivers at the goods/bus terminal were organised

into unions and in some cases with a high percentage of membership – although in a multiplicity of small unions. Others were in unions, but with weak organisation (e.g. mechanics).

Different types and combinations of membership fees were also reported, for example annual fees plus daily fees per vehicle or load.

There were also examples of informal ‘solidarity funds’ - self-help social protection schemes to help cover funeral costs, or financial help on a daily basis to those without work or in urgent need. Arrangements varied from workplace to workplace. Participants from Niger noted the need to formalise arrangements, and make the system more transparent. Nevertheless, participants were impressed by the extent of solidarity organisation.

### Opening Ceremony

The seminar was formally opened with a ceremony and press event, with a panel of participants. There were also a number of invited guests including:

- Abdoulaye Seydou Guindo, ITF National Coordinating Committee, Niger,
- Salamatou Mariko, Intersyndicale des Travailleurs du Niger,
- Issaka Guindo, Ministry of Transport, Niger,
- Gérard Delanne Goods Transportation Federation (employers association)

The employers’ representative suggested that the unions were better organised than the employers in the transport sector and that the employers themselves needed to develop better internal governance. He stressed that the most urgent problems for the transport industry in Niger were caused by the extraordinary queues at the borders with neighbouring countries, affecting 10,000



Opening Ceremony & Press Event

informal economy was the invisible force and strength of Niger – the backbone of the economy.

The representative of the Ministry of Transport acknowledged the poor state of the transport infrastructure in Niger, but “luckily we have the informal sector – the only deficit is organisation.” He stressed that the Government recognises and encourages the efforts to support organisation, and is willing to enter into collective bargaining with informal economy transport workers.

He referred to the strike in January and February 2014 against high fuel prices, and recognised the difficulties faced by transport workers. He acknowledged that the vehicle fleet in Niger is virtually obsolete, and that very few people could afford to buy new trucks and buses. He also recognised the major problem of road-blocks throughout Niger, and the need to reduce the number, and to stop the payment of bribes and illegal taxes.

### Organising Experience

After the opening ceremony, participants held a round-table discussion on their experience of organising among informal workers. Questions discussed included: Who are the informal transport workers in our countries? Are we organising them? What has been our experience?

The discussion was led by Zeinabou Habou Barma, SYNATRA Niger and Azizi Kiirya, ATGWU Uganda, the two ‘mentor unions’ for the Africa region.

SYNATRA is a union of informal workers, including street vendors, restaurant workers, market traders and mobile phone vendors, as well as the workers in transport terminals. SYNATRA members pay CFA 500 (USD 1.00) membership fee per year. SYNATRA is affiliated to both StreetNet International and the ITF.

Zeinabou explained the large range of occupations and activities in the Niger informal economy, and the rapidly evolving emergence of new sectors.

She noted the large increase in the number of motorcycle taxis, and the young age of most of the operators. She recognised that they present competition, and perhaps a threat, to other transport workers, but argued that it was important to organise them, and come to terms with the new situation.

SYNATRA has regular contact with the Mayor’s office in Niamey, mostly over the problems faced by vendors and transport operators in the town centre, where over-crowding of the streets causes an

endless traffic jam, and subsequent police actions to try and chase the vendors away.

She highlighted the lack of available statistics on employment in the informal economy, due to (for example) seasonal migration of workers returning to rural areas, and the need for soft loans to be made available to the informal workers.

Azizi Kiirya introduced the Amalgamated Transport & General Workers' Union, the oldest in Uganda, formed in 1938. The union changed its constitution in 2012, to include informal workers. It currently has over 7,000 fee-paying members.

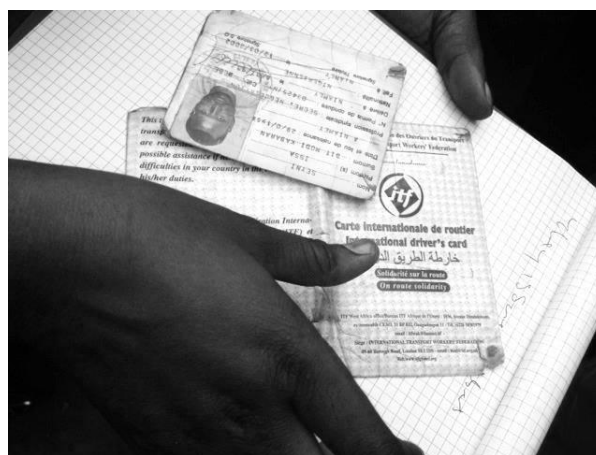
The ATGWU organising drive among informal transport workers was started with taxi operators at Entebbe airport, where the union was already well-organised. They now have 230 airport taxi members, mostly self-employed. Many of them virtually live at the airport, waiting for flights to come in. The union has achieved a new parking area for the drivers, established a savings cooperative, runs training programmes on drivers' rights when confronted by corrupt police, and gained Interpol certification for access to the airport. The union also runs AIDS/HIV programmes, which has proved popular with the drivers.

Azizi suggested that the ATGWU had learned some important lessons, particularly that unions need to ask the informal workers what are the key issues facing them, rather than assuming that the union already knows. He also stressed the importance of working with informal associations – supporting them in collective bargaining with local government, for example – even if they are not necessarily union members. He highlighted the need for unions to consider the range of services they could provide informal workers, in addition to their collective bargaining role.

He noted that the number of 'Boda-Bodas' bicycle and motorcycle taxis in Uganda is increasing, and that there are now more than 200,000 bicycle taxis, and 80,000 motorcycle taxis in the country.

The SYNATRA and ATGWU presentations were followed by a general round-table discussion by the participants on their organising experience.

It became evident that the growth of motorcycle taxis, and the need to organise the drivers, is to be found in most countries. This is a rapidly growing industry, and provides a lot of employment, particularly for young people. The seminar heard examples of these drivers becoming organised into unions from Kenya, Burundi, Togo, Burkina Faso and Cote D'Ivoire. David Sesay explained that the Sierra Leone Commercial Motor Bike Riders Union now



Importance of membership cards for informal workers

has 247,000 members. It has its own offices, a community bank (used to buy bikes for rental by members), and even has its own police force.

There was also a lot of discussion on the variety of ways in which workers paid union membership fees, and how the money was used. Some paid a form of toll at terminals – a fee per vehicle or driver, others paid by the day or month, an annual fee for a membership card, or a 'negotiated' fee on an ad hoc basis depending on the ability to pay, or a mixture of these. The income was used to cover the administrative costs of the union, funds to assist payment of fines or legal costs of drivers, funds for various forms of informal social protection, membership cards etc.

Overall, it was noticeable that all the participants were already engaged, to some extent or another, in organising informal workers. A major problem however is the multiplicity of unions in many countries. In Burundi, for example, the government has recently registered twenty-eight new unions; in Togo there are seven different unions of motorcycle taxi drivers alone, plus a variety of associations, cooperatives and self-help health insurance groups.

### Organising Strategy

The session was introduced by Dave Spooner (GLI) with a presentation on some of the key questions facing unions organising precarious (including informal) workers, based on the ITF Organising Manual and the ITF Organising Precarious Workers booklet, which was distributed to all the participants.

As a group activity, the participants were asked to imagine that a group of workers in a bus station had approached them for advice in establishing a union. Each group was asked to come up with recommendations concerning:

- The union constitution, including a definition of membership – who are the members?
- What would be an appropriate structure for the union?
- How is the leadership elected?
- What education programmes would be needed – for the leadership and for the members?
- What services might the union offer?

Each group then reported back to the plenary, followed by discussion.

The issue that generated most discussion was around the question of membership and, in particular, whether or not micro-employers should be able to join the union. Put simply, if an owner-driver of a vehicle can be a member, what if he/she owns two vehicles? Or six? Or twenty? At what point do we define them as employers, not workers? It was generally agreed that union membership was only open to workers (those not employing anyone), and their purpose was to defend those “at the bottom of the ladder.”

Yet some unions control access/ exit to bus terminals and taxi stations or plays a regulatory role, and effectively operate a ‘closed-shop’, whereby union cards are necessary to operate, and where union income is derived from terminal fees. In those circumstances, how can you exclude micro-employers? Nevertheless, it was also acknowledged that sometimes, unions have to make a distinction and, if necessary, enable employers to create their own organisations – but work together on issues of mutual interest. It was suggested that unions could consider enabling micro-employers to have some form of ‘associate membership’ which would enable to them to gain access to terminal facilities, for example, but would not entitle them to voting rights, or enable them to represent the union in any capacity.



Workers at Niamey terminal

Other issues that emerged from group presentations and discussion included:

- The importance of asserting the rights of informal workers within the constitutions and other core documentation of unions; that all workers, regardless of employment relationship, have the same rights and are covered by all the applicable ILO Conventions.
- Whether or not unions should include micro-finance programmes among services offered to members. It was pointed out that there are hundreds of such schemes in most countries, many of which are highly problematic or exploitative.
- The importance of demanding adequate social protection programmes from governments, while – where necessary – supporting self-help programmes (informal cooperatives, SACCOs, etc.) where state support has no immediate chance of being realised.
- The fundamental importance of financial transparency for the unions themselves.
- The importance of fighting criminality, especially within the union. Unions need to be very vigilant when considering which groups or associations the union should work with or recruit, be able to identify gangsters and criminals, and to ensure ‘due diligence’ in recruiting new members.
- Whether each ‘occupation’ or trade within the transport industry should have its own union, or whether to include everyone within one large union. Should unions have different subscription rates for different occupations? Should unions encourage the development of occupation-based small associations then join them together in a federation? Or, as suggested by one participant, ensure that each occupation (e.g. tyre-menders, vendors, mechanics, drivers etc) has its own leadership, but all within the same union.
- The need to explore ways in which cross-border and migrant workers can be better organised.

### Collective Bargaining

This session was designed to identify the key issues facing informal transport workers, what are the appropriate potential bargaining counterparts at local, national and international levels, and how unions might seek to negotiate successful outcomes?

The group as a whole was asked to identify issues facing the workers, then to prioritise what they believe to be the five most important. The five issues, determined by a show of hands, included:

- The lack of social protection



- High fuel prices
- Harassment by police and authorities
- High levels of taxation
- Poor working conditions

Other issues proposed included lack of shelter, lack of adequate parking areas, vehicle registration and taxation, working time and rest time, lack of jobs, lack of collective bargaining agreements, lack of respect for workers' rights, low incomes and inadequate health services.

Each of the selected five issues was given a 'station' at points around the seminar room. Wall-charts were placed at each station with a grid to be filled-in by participants.

The group was divided into five teams, each of which was allocated to one 'station.' They were then asked to complete the grid, identifying local, national and international target bargaining counterparts relevant to the issue, and potential actions. After ten minutes or so, they were each asked to move to the next station and add to, or comment on, the previous teams' entries.

The exercise demonstrated the wide range of potential local, national and international bargaining counterparts. Most important of these were local authorities and employers, national government agencies, and a range of inter-governmental organisations, including the ILO. Discussion revealed the need to identify more closely some of the international bargaining counterparts and potential sources of leverage on some of the issues – e.g. fuel prices, social protection and police corruption.

### ITF Action Week

The ITF International Action Week for road transport and railway workers' unions is scheduled for 6-12 October 2014. Claire Clarke introduced a session to explore how the participants' unions could use the Action Week to reach out to informal transport workers. The session also enabled participants to discuss more generally some practical ideas for recommendation to their respective unions on their return.

Some of the ideas put forward included:

- Concentration of road safety, raising awareness among informal workers
- HIV-AIDS awareness and education
- Demanding social protection for informal transport workers
- Demanding implementation of collective bargaining agreements
- Organising informal workers in transport

- Demanding greater protection from criminal violent attacks on vehicles on the road
- Demanding repair and refurbishment of roads
- Demanding repair of vehicles
- Demanding action on climate change
- A minute's silence for those killed in road traffic accidents
- Focus on women workers
- Demanding action to combat high accident rates on the roads at night
- Working with vendors to improve hygiene in food production (a major source of illness among drivers)

Overall, it was agreed that throughout the region unions should consider the use of the Action Week to promote road safety and health for informal transport workers, with organising as a focus throughout. It was also suggested that unions use the Action Week as an opportunity to make links with street vendors, market traders and their associations, e.g. affiliates of StreetNet International.

### Conclusions

In the last session, participants considered future activities and recommendations to be taken back by everyone to their own unions:

- Establish clear national contact points in each union as key organisers in the informal economy.
- Participate in the ITF International Action Week in October 2014.
- Consider submission of motions to ITF 2014 Congress in Sofia to strengthen and deepen ITF policy in support of the organisation of informal transport workers. It was noted that the deadline for motions to Congress is 10 April 2014.
- Maintain close communications with the mentor unions.
- Involve informal workers in May 1st celebrations.
- Review union constitutions and rules to ensure inclusivity for informal economy workers, including inclusion in union leadership positions.
- Send copies of union constitutions to the project coordinator.
- Share news and successfully negotiated collective bargaining agreements on the ITF Informal Workers Blog ([www.itfglobal.org/informal\\_workers\\_blog/](http://www.itfglobal.org/informal_workers_blog/)).

The seminar concluded with a closing ceremony, addressed by the mentor unions, ITF and GLI facilitators, and guests from the USTN national centre in Niger.

# AFRICA REGIONAL WOMEN'S WORKSHOP

**KAMPALA, 23-25 APRIL 2014**

## Introduction

The workshop in Kampala was the first of three regional workshops for small teams of women trade union activists, preparing them to gather information about women workers in the informal transport economy, providing some practical training, as well as enabling a general discussion about organising informal women workers in transport. The participants included four women from Tanzania, five from Kenya and eight from Uganda.

It was designed to enable them to:

- estimate the numbers of women workers employed in their local informal transport industry;
- identify the major transport-related occupations employing women, and their employment relationships;
- identify potential collective bargaining and negotiating counterparts; and
- identify key priorities as potential issues for collective bargaining.

After the workshop, it was expected that each team would be able to undertake information-gathering over a twelve-month period, prepare reports (including, where possible, video and photographs), keep in contact with one another, and plan local organising, awareness-raising, or campaigning activity.

The original project design had anticipated that most of the workshop participants would be union activists with little or no direct experience of the informal transport industry, and would therefore require considerable time spent in informal workplaces during the workshop to learn the basics. The original design of the programme therefore included space for two separate field activities in a bus station and the airport.

In fact most of the women were working in informal transport, and brought with them experience of a wide range of informal transport occupations,

including bus drivers, taxi drivers, conductors, call-girls, and others. This meant that they had a more immediate understanding of the underlying structure of informal transport workplaces. As a result, the programme was adjusted to concentrate on just one field visit activity (at the bus station), and spend more time in the workshop on organising methods, recording and reporting.

## Opening Session

The workshop was formally opened by a panel of distinguished guests including: Bro Peter Werikeh, the General Secretary of the National Organisation of Trade Unions (NOTU) in Uganda; Bro Owere Usher Wilson, Chairman of the Amalgamated Transport & General Workers' Union (ATGWU); Hon Marion Tunde MP, and Bro Aziz Kiirya, ATGWU General Secretary.

In welcoming the group to Uganda, Bro Werikeh noted that an estimated 80% of workers in Kenya are forced to survive in the informal economy. He explained that NOTU is keen to support dialogue with a wide range of organisations to explore how the trade union movement can support informal workers, and to provide training for them to become



Group Work

part of the trade union leadership.

The event received a lot of media attention, including a news broadcast aired on Ugandan television. See <http://youtu.be/nzqnSVwBlvA>.

## Five informal workers associations join Ugandan union

During the workshop, leaders of the Amalgamated Transport & General Workers' Union (ATGWU) and leaders of five associations of informal transport workers in Uganda held a press conference to announce that the informal associations had affiliated to the union. The news was widely reported on Ugandan TV.

Prior to signing agreements with each of the associations, ATGWU General Secretary Aziz Kriirya declared that this, “Marks a new beginning in ATGWUs’ efforts to ensure decent work for all. While we can do our best to resist the erosion of decent work, we will never win without organizing those transport workers who are already in precarious and informal work. If we fail to organize, unions like ATGWU will simply become more and more marginal, powerless, and irrelevant to the working lives of the vast majority of transport workers.”

ATGWU Chair Nelson Owere explained the importance of these new affiliations, especially in the context of defending workers’ rights, and the important discussions on transforming informal work to decent work during this year’s ILO International Labour Conference.

The five associations include long-distance bus drivers, airport taxis, airport casual labourers, and cargo transporters, along with workers organised through an association of those living with HIV-AIDS.

### Introduction to Campaigning

Anna Karume, the ITF Deputy Regional Secretary for Africa, gave an overview of campaigns and organising strategy in the context of women transport workers, and in particular how to plan campaign work around some of the issues faced by informal women workers.

### Organising Experience

The workshop participants were divided into three groups, each group with participants from Kenya, Uganda and Tanzania. They were asked to consider three questions, discuss and compare:

- Who are the informal women transport workers in our country?
- Are we organising them?
- What has been our organising experience?

They were then asked to present a report of their discussion to the plenary group as a whole.

The reports revealed a very wide range of informal transport occupations and jobs undertaken by women, including:

- Drivers
- Conductors
- ‘Stage Clerks’
- ‘Stage Masters’
- Call-Girls
- Booking Clerks



Media interviews

- Charter pilots (!)
- Motorcycle / ‘Boda-Boda’ riders
- Office attendants
- Vendors and Hawkers
- Security Guards
- Mechanics
- Inspectors
- Messengers
- Waste-Pickers

Workers’ organisation varies considerably between the three countries, in unions, associations and informal co-operatives. The most widespread form of organisation is the Savings And Credit Co-operative (SACCO) . There was considerable discussion on whether SACCOs offered potential entry routes for union organisation, whether they are under the control of the employers, or are union-friendly. It evidently depends on local workplace circumstances.

Experience highlighted the obstacles and challenges faced when attempting to organise informal women transport workers. Many of the challenges applied to both women and men workers: fear of losing work and lack of security; hostile or sceptical attitudes towards associations and unions; highly mobile workforce and frequent changes in job and occupation; expectation that joining a union means access to loans or cash support; low educational attainment; very long working hours with little time or energy to meet others outside working hours.

In addition the women workers face: competition from their fellow male workers; a lack of respect shown towards women workers by managers, fellow workers and passengers, especially towards women drivers and conductors; low self-esteem; sexual harassment and other forms of sexual discrimination; denial of promotion possibilities in favour of men.





### **Mapping Women Informal Transport Workers – Qualicel Bus Terminal**

On the second day, the group were again divided into three groups to gather information about women workers in one of Kampala's largest bus terminals.

They were asked to work in different areas within the bus terminal, and by talking with women workers there, attempt to answer a series of questions:

1. What the women workers do for a living (occupations)?
2. How much do they earn?

3. What are the employment relationships?
4. Are they organised? If so, how?
5. What are the key issues faced by the women workers?
6. Who are (or could be) their 'bargaining counterparts'?

Afterwards each group was given time to prepare presentations to the rest of the group.

The combined reports revealed a range of roles and occupations undertaken by women in the bus terminal (see next page).

## QUALICEL TERMINAL – EARNINGS<sup>3</sup> AND EMPLOYMENT RELATIONSHIPS

	Earnings	Employment Relationships
Conductors	20,000-40,000 per day before expenses, 10,000-20,000 after expenses. May also get tips on the way. For example, 'selling' their own seat on the bus to a passenger.	They pay the driver, call-girl, turn-boy <sup>4</sup> , cleaner, mechanic and herself. The remainder is handed to the bus owner.
Hawkers	10,000–20,000 per day, 4,000-8,000 after expenses	Self –employed. Have to pay fees/'taxes' of 60,000 per month to the terminal owners.
Food & Drink Vendors	After expenses between 2,000 and 10,000 per day. Drinks vendors tend to earn more.	Self-employed. Bring cooked food made in her own home to sell in the terminal, or sell drinks. Some food vendors employ waitresses, paid 300 per plate of food they serve.
Security Guards	180,000 per month – 150,000 after expenditures, or 3,000 per day.	Agency workers paid monthly by the terminal, or casual workers paid daily by bus owners.
Call Girls	Paid on a daily basis, depending on how many passengers she has managed to attract on to the bus, earning 1,000 per passenger, or 500 per passenger plus 5,000-16,000 per day from the bus owner.	Mixture of self-employed (paid by conductors) and employed by bus companies.
Public Telephone Operators <sup>5</sup>	6,000 per day: 4,000 after expenses	Self-employed. Some operators pay sales assistants on a commission basis.
Ticket Inspectors	10,000-20,000 per day	Employed by bus company
Booking Clerks	10-000-20,000 per day	Employed by conductors (?), inspectors, bus owners

<sup>3</sup> All figures in Ugandan Shillings. 10,000 Ugandan Shillings is approximately equivalent to USD 4.00.

<sup>4</sup> "Turn-boys" load and unload luggage and goods on to the buses.

<sup>5</sup> Public telephone operators are women who own or rent phones connected to mobile phone networks, who then charge passengers and terminal workers for calls.

## QUALICEL TERMINAL – KEY ISSUES AND BARGAINING COUNTERPARTS

	<b>Key Issues</b>	<b>Bargaining Counterparts</b>
Conductors	Sexual harassment (most women reported that they had felt sexually “used” and then “dumped” by their male counterparts); bullying; rude passengers; very long hours and little time with their families (with consequent impact on marriages); held responsible for any financial losses; low pay and no job security; unfair dismissals; unpaid overtime; poor vehicle maintenance and denial of responsibility by owners in case of accidents	Bus company owners and managers; drivers
Hawkers	Very low net earnings after paying fees to terminal operator; harassment by the authorities; no working space; cheating by customers; lack of capital	Terminal management; Kampala City Council; Bus companies
Food & Drink Vendors	Very bad environmental conditions, especially during rainy season; poor sanitation; no shelter for customers; no means to keep food warm; sexual harassment and beatings, with no protection from police; conflicts between the vendors; lack of capital; no medical care	Terminal owners; bus companies; Kampala City Council
Security Guards	Very low earnings; long hours; no pay for time off; no leave; harassment from passengers and work-mates; bad working environment; denied promotion; poor sanitation	Bus owners, terminal owners and supervisors
Call-Girls	Stiff competition from male counterparts; sexual harassment; discrimination and teasing from passengers and colleagues; low earnings; no job security	Bus company owners and managers; conductors; booking clerks
Public Telephone Operators <sup>6</sup>	n/a	n/a
Ticket Inspectors	Not enough toilets; denied promotion; no medical care; no job security; abuse from passengers	Bus company owners and managers; Kampala City Council
Booking Clerks	No offices, inadequate information systems; abuse from passengers and call-girls; no fixed pay; no job security	Bus company managers; conductors; company accountants

<sup>6</sup> Public telephone operators are women who own or rent phones connected to mobile phone networks, who then charge passengers and terminal workers for calls.

### Levels of Organisation Within the Terminal

Each group reported that there was very little organisation in the terminal. The teams found no evidence of associations or unions. The only exceptions were a few self-employed conductors and vendors who were members of SACCOs.

When asked why, the women workers described the precarious and temporary nature of the work, along with harassment from employers and other authorities, as well as a lack of cooperation between fellow workers due to intense competition for work and what they described as “hatred among themselves.” Nevertheless, all the groups reported examples of the women being strongly interested in being in some form of organisation.

“They requested us to avail them with information how they can be helped form associations or SACCOs, how they could join a union, and how a union could be useful to workers in the informal sector.”

“Most of them have never heard of trade unions, but when they heard about them they picked up interest and they want to join.”

In the short amount of time available for the activity, it may be that the groups were not able to explore the level of organisation in the terminal beyond “Are you in an association?” or “Are you members of a SACCO?” With more time, and with longer conversations, the groups might have discovered more informal forms of organisation. Maybe these wouldn’t be recognised to be ‘organisations’ at all by the workers themselves, but simply informal arrangements for mutual support or defence.

### Other comments and observations

It proved impossible for anyone to be able to meet and talk with the women drivers, as it would have been too disruptive or distracting for them. Such conversations would clearly be easier outside working hours. It was noted that there were many



Interviewing workers at the terminal

women bus and taxi cleaners, but they work outside the terminal.

The problem of sexual harassment was clearly a major, if not the most important, issue facing virtually all the women interviewed. It was evident that for the Qualicel Terminal at least, a campaign against sexual harassment could be the most effective in galvanising support and solidarity among the women and building effective organisation.

The activity was designed to be simply a training exercise, but in fact revealed far more than had been anticipated. At least in part, this was due to the composition of the group including a majority of informal women transport workers themselves, which of course made it far easier and quicker to understand the dynamics of the bus terminal.

### Potential additional questions for organising purposes

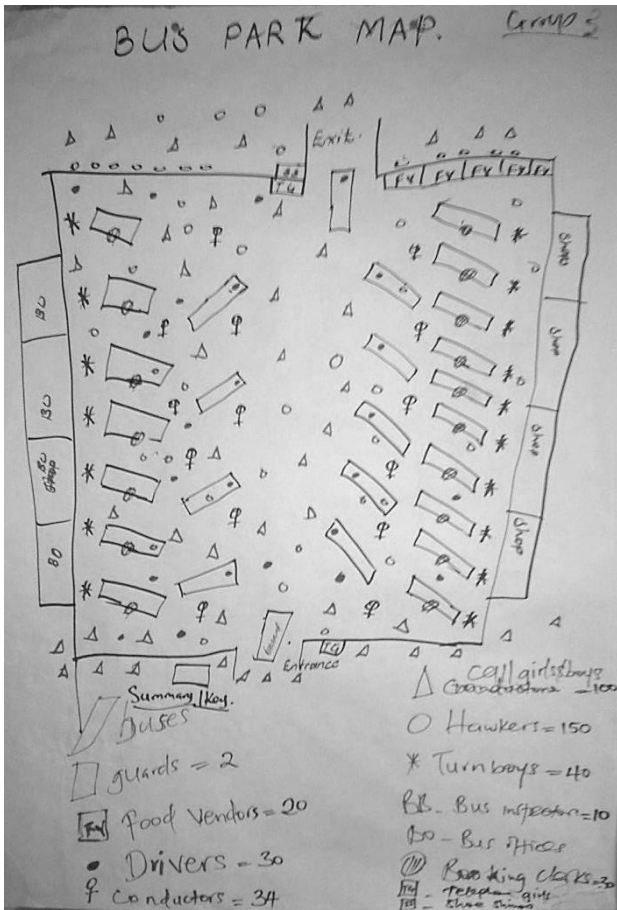
Given time constraints, the groups were not asked to attempt a count of the workers. It would of course be useful to quantify the overall number of workers, number of women, the numbers employed in the different jobs and occupations etc. Nevertheless, when the group as a whole was asked to estimate the size of the overall workforce at the bus terminal, there was agreement that there were maybe approximately 500 workers in total, of whom 150 were women.

There were further questions that the participants felt should be included when undertaking a mapping exercise in an informal transport workplace, including:

- Where do workers meet when not working (restaurants, bars, churches etc.)?
- Where do they live?
- How old are they?
- Are there specific ethnic or social groups in the workplace?
- What time do workers start / finish work?

### Preparing Maps of the Terminal

The final part of the activity was for each group to draw a physical map of the terminal, showing where the women workers and their occupations were located. These maps form the basis of a central reference point for organising, with more detail added as more information is gathered – showing, for example, the women who express an interest in joining a union, or potential leaders, and where they are located. The maps are then linked to the records of names, contact details, interests, etc.



Example of terminal map

The session concluded with a presentation by Anna Karume summarising key concepts and questions on organising, drawing from the ITF Organising Manual and Organising Precarious Transport Workers booklet.

**2014-15 Action Plans**

The final session was concerned with the development of 12 month action plans by each of teams (Nairobi, Dar es Salaam, Kampala and Entebbe), preceded by a discussion of what should be the key elements of an action plan, that makes them specific, measurable, achievable, relevant and achievable. See the following pages.

The actions plans were then presented and discussed with the plenary group as a whole, during which there were many suggestions for improvement and clarification. The plans shown here should therefore be treated as draft, pending discussion and finalisation by the teams after their return.

<b>2014-15 DRAFT ACTION PLANS</b>					
<b>ACTIVITY</b>	<b>OBJECTIVES</b>	<b>WHERE</b>	<b>WHEN</b>	<b>WHO</b>	<b>INDICATORS</b>
<b>KENYA - NAIROBI</b>					
Report to the route managers	Educate and ask them for support	In our respective locations	May-August	Mary, Gladys, Milkah, Caroline	5-10 SMS messages
Interview conductors and call-girls	Collect info from 10 call-girls and conductors on routes 207, 23, 22, 11, 48, 43	Latema Road	May-August	Gladys, Caroline	6 SMS messages sent to team leader
Interview conductors, call-girls and vendors	Collect info from conductors, call-girls and vendors	Latema Road	May-August	Caroline	6 SMS messages Signed recruitment forms
Interview drivers, conductors and vendors	Get information from 10-20 of them on routes 100, 17b, 125, 9, 6, 45	Tom Mboya Street	May-August	Mary	2 SMS messages Signed recruitment forms
Interview drivers and conductors	Get information from 10-20 of them on routes 46, 32, 7, 40	Bus Station	May-August	Milkah, Syniada	4 SMS messages
Interview conductors and call-girls	Collect information from 15 conductors, vendors and call-girls	Accra Road	August - November	Caroline	Signed recruitment forms
Interview drivers and conductors	Collect information from 10 drivers and conductors	Accra Road	August - November	Mary	7 SMS messages sent to team leader
Interview drivers and conductors	Collect information from 20 drivers, conductors, vendors and cleaners	Machakos Country Bus	August - November	Mary, Caroline, Synaida	10-15 SMS messages Signed recruitment forms

<b>2014-15 DRAFT ACTION PLANS</b>					
<b>ACTIVITY</b>	<b>OBJECTIVES</b>	<b>WHERE</b>	<b>WHEN</b>	<b>WHO</b>	<b>INDICATORS</b>
Interview drivers, conductors, vendors and cleaners	Interview 15-20 drivers, conductors, vendors and cleaners	Muthuwa Bus Terminal	August - November	Gladys, Synaida, Milkah	10 SMS messages Signed recruitment forms
Organise and recruit	Increased union membership by 30%	In all Nairobi bus parks and matatu terminals	January - April	Carol and team	Signed recruitment forms
<b>TANZANIA – DAR ES SALAAM</b>					
Reporting to the National Chair of UWAMATA <sup>7</sup>	Give information about the workshop. Seek support from leadership.	UWAMATA office, Ubungo, Dar es Salaam	29-30 April	Nice Mwansasu	Letter to organisation Report on the workshop submitted to COTWU (T)
Interview: 40 Conductors 40 Booking Clerks 40 Food Vendors 10 Security Guards 5 Drivers	Get and collect information of 135 informal workers. Introduce UWAMATA	Ubungo Bus Terminal	May-July	Nice, Anna, Skolastika, Juliana, Machevu, Musa, Semvua	200+ SMS messages sent to leaders and workers; Reports to COTWU(T), UWAMATA, ITF; Photographs and Map
Interview: 30 Conductors 40 Call-Girls 40 Vendors 50 Hawkers	Collect information; Create awareness about UWAMATA, COTWU(T) Increase membership of the union	Ubungo Bus Terminal	August – October	Nice and her group	200+ SMS messages sent to leaders and workers; Reports to COTWU(T), UWAMATA, ITF

<sup>7</sup> Bus Drivers Union of Tanzania

<b>2014-15 DRAFT ACTION PLANS</b>					
<b>ACTIVITY</b>	<b>OBJECTIVES</b>	<b>WHERE</b>	<b>WHEN</b>	<b>WHO</b>	<b>INDICATORS</b>
Conducting a meeting with union leadership and 300 workers	Recruit members to join union; Familiarise the leadership to workers	Ubungo Bus Terminal	November - December	Nice, UWAMATA, COTWU(T), zonal leaders	50+ SMS messages sent to leaders; Minutes of the meeting; Signed recruitment forms
<b>UGANDA - ENTEBBE</b>					
Report to Airport Taxic Association Chairman	To get support and to educate	Kitooro Stage Park	May - July	Carol and Edith	Calls, SMS, Emails
Interviewing conductors and vendors	To collect information on how many conductors and vendors	Kitooro Taxi Park	May - July	Carol and Edith	
Organise and recruit	To increase the number of members in ATGWU	Kitooro Taxi Park	May - July	Carol and Edith	Signed recruitment forms
Report to the supervisor	To get support and permission	Entebbe International Airport Landside	May - July	Imeldah	Number of SMS messages
Interview shop attendants	To get information at the airport generally	Entebbe International Airport (EIA)	May - July	Imeldah	
Organise and recruit	Increase membership	EIA	May - July	Imeldah	Signed recruitment forms
Report to the chairman VSCOS Airport	To get support	EIA Cargo Section	May - July	Florence	Number of SMS messages
Interview truck drivers and food vendors	To get information	EIA Cargo Section	May - July	Florence	
Organise and recruit	Increase membership	EIA Cargo Section	May - July	Florence	Signed recruitment forms



## 2014-15 DRAFT ACTION PLANS

ACTIVITY	OBJECTIVES	WHERE	WHEN	WHO	INDICATORS
Interview park cleaners	To collect information about how many there are	Kitooro Taxi Park	August - October	Carol, Edith	SMS, calls and emails
Organise and recruit	Increase membership	Kitooro Taxi Park	August - October	Carol, Edith	Signed recruitment forms
Interview beverage / food vendors	To get information from them	EIA Landside	August - October	Imeldah	SMS, calls and emails
Organise and recruit	Increase membership	EIA Landside	August - October	Imeldah	Signed recruitment forms
Interview restaurant workers	Collect information	EIA Public Area		Florence	SMS, calls and emails
Organise and recruit	Increase membership	EIA Public Area	August - October	Florence	Signed recruitment forms

## UGANDA – KAMPALA

Visit two managers	To seek information; to educate them; to make SWOT analysis of women in the bus park	Baganda Bus Park	May - July	Penninah, Anna, Joyce, Lydia	100 messages, emails and calls
Interview 8 conductors; recruit and organise	To seek information; SWOT analysis; increase membership	Baganda Bus Park	May - July	Penninah, Anna, Joyce, Lydia	100 messages, emails and calls
Interview 10 call-girls; recruit and organise	SWOT analysis; increase membership	Baganda Bus Park	May - July	Penninah, Anna, Joyce, Lydia	100 messages, emails and calls
Interview 13 drinks vendors	SWOT analysis	Baganda Bus Park	May - July	Penninah, Anna, Joyce, Lydia	100 messages, emails and calls

## 2014-15 DRAFT ACTION PLANS

ACTIVITY	OBJECTIVES	WHERE	WHEN	WHO	INDICATORS
Visit the drivers	SWOT analysis	Baganda Bus Park	May - July	Penninah, Anna, Joyce, Lydia	100 messages, emails and calls
Visit manager	To make SWOT analysis; educate	Kisenyi Park	August - December	Penninah, Anna, Joyce, Lydia	100 messages, emails and calls
Interview 20 vendors	SWOT analysis; educate; organise and recruit	Kisenyi Park	August - December	Penninah, Anna, Joyce, Lydia	100 messages, emails and calls
Interview 3 waste-pickers;	SWOT analysis; organise and recruit	Kisenyi Park	August - December	Penninah, Anna, Joyce, Lydia	100 messages, emails and calls
Interview 2 inspectors vendors	SWOT analysis	Kisenyi Park	August - December	Penninah, Anna, Joyce, Lydia	100 messages, emails and calls
Visit 3 phone operators	Seek information; educate	Kalita Bus Terminal	December - February	Penninah, Anna, Joyce, Lydia	100 messages, emails and calls
Interview 4 booking clerks	Educate; increase membership	Kalita Bus Terminal	December - February	Penninah, Anna, Joyce, Lydia	100 messages, emails and calls
Interview 2 security officers	Educate and inform about the union	Kalita Bus Terminal	December - February	Penninah, Anna, Joyce, Lydia	100 messages, emails and calls
Visit 2 managers	SWOT analysis; organise and recruit	Namayira Bus Park	March - May	Penninah, Anna, Joyce, Lydia	100 messages, emails and calls
Interview 2 supervisors	SWOT analysis; organise and recruit	Namayira Bus Park	March - May	Penninah, Anna, Joyce, Lydia	100 messages, emails and calls

# ASIA REGIONAL LEADERSHIP SEMINAR

**MANILA, PHILIPPINES, 21-23 MAY 2014**

The second regional leadership seminar of the project brought together leaders from nine transport unions from India, Nepal, Philippines, Sri Lanka and Thailand. There were 15 men and 2 women participants.

The objective of the seminar was to share and discuss strategies for the successful organisation of informal transport workers, the inclusion of women workers, and the revision and reform of trade union structures and procedures to enable informal workers to play a full and active part.

## MAPPING THE INFORMAL WORKPLACE

The seminar was launched with a group activity for all the participants among informal transport workers in two jeepney terminals in Mandaluyong, Manila. Each small group was asked to spend an hour interviewing informal workers in and around the terminals to undertake a simple mapping exercise, and then present a report to the plenary group upon return.

The three groups were asked to discover:

- What the workers do for a living (occupations)?
- How much do they earn?
- What are the employment relationships?
- Are they organised? If so, how?
- What are the key issues faced by the workers?
- Who are (or could be) their 'bargaining counterparts'?

If time permitted, they could ask a number of further supplementary questions:

- How many workers are there in the workplace? How many men? How many women?
- Where do workers meet when not working (restaurants, bars, churches etc.)?

- Where do they live?
- How old are they?
- Are there specific ethnic or social groups in the workplace?
- What time do workers start / finish work?

The activity was designed to give the participants a shared practical experience and common reference point which could inform subsequent discussions, as well as provide an introduction to aspects of the underlying organising methodology of the project (see ITF Organising Manual). The non-Filipino participants had the opportunity to learn some of the underlying issues in the iconic jeepney industry. It also served as a good immediate ice-breaker for the group as a whole.

From the combined presentations from the groups, it was possible to build a picture of the terminal's workforce:



Participants meet Jeepney drivers

## STAR MALL JEEPNEY TERMINAL, AND MORONG CROSSING, MANDALUYONG, METRO MANILA

	Earnings per day <sup>8</sup>	Employment Relationships	Key Issues	Bargaining Counterparts
<b>Drivers</b>	P2,000 - P3,000 or more before expenses, which include rental fee to owners (P500 – P800), fuel (P600 - P2,000), fees to the association/union (P30 – P50), meals (P30) and payments to the despatcher (P10). Net daily earnings can be anything between zero and P800 per day.  Good earnings depend on having a franchise for a good route.	All own-account self-employed. Some are owner-drivers, others pay a daily rental fee to owners ('operators').	Lack of security against armed thieves; police harassment and fines for petty offences (not wearing a uniform, having the wrong footwear, brake lights etc.); fuel price increases not matched by fare increases; poor health and safety – particularly environmental health; fatigue and long working hours; lack of toilet facilities; traffic congestion.	Jeepney owners, <sup>9</sup> terminal management company, police, local government, fuel companies.
<b>Despatchers ("Barkers")</b>	P200 – P300 per day, depending on the number of jeepneys despatched	Paid by drivers – P5 per despatch	Very long working hours, fatigue, very poor environmental health.	Drivers, terminal management
<b>Food Vendors</b>	P300 per day after expenses	Own-account self-employed	Extremely precarious income. Harassment by police and terminal management. Not organised.	Terminal management

Organisation. 80% of the Star Mall 200 drivers and all (?) of the Morong Crossing drivers are organised within the National Confederation of Transport Unions (NCTU). The local president is also the national President of NCTU. Drivers pay P30 per day union dues. The benefits provided include insurance, "mitigation assistance" up to P1,000, funeral expenses up to P5,000 (local members also contribute around P100 individually to the cost of members' funerals). It was not clear whether or not the despatchers were organised. The Food vendors were not organised.

<sup>8</sup> 1,000 Philippines Pesos is approximately the equivalent of US\$22

<sup>9</sup> The local association, and the union as a whole, has owners, owner-drivers and drivers in membership. Rental fees for jeepneys are individually negotiated between owners and drivers.

## ORGANISING STRATEGY

The session was introduced with a presentation on some of the key questions facing unions organising precarious (including informal) workers, based on the ITF Organising Manual and the ITF Organising Precarious Workers booklet, which was distributed to all the participants.

## KEY ISSUES & EXPERIENCE

The participants were divided into country or linguistic groups, and asked to identify five or six key issues that confront informal and/or precarious workers in their country, and to make a brief presentation to the group as a whole.

### THAILAND

The State Enterprise Electrified Train Workers Union and the Wingspan Workers Union both organise out-sourced workers in and around Bangkok International Airport.

Airport Rail Link – precarious / out-sourced depot maintenance workers.

- Discriminatory behaviour by supervisors, particularly around the process of annual evaluation and appraisal
- Lack of spare parts
- No medical room
- Lack of safety equipment and uniform
- Very poor working conditions (heat, lack of ventilation)

WingSpan – 4,000 sub-contracted workers of Thai Airways (catering, ground staff, check-in staff etc.). 3,600 of the workers are organised within the WingSpan Services Union.

- Delayed or miscalculated wages
- Instant dismissals, termination of contracts without notice
- Different pay and conditions between Thai Airways and WingSpan workers, even though doing the same work: medical coverage, annual bonuses, insurance, quality of uniforms etc.
- Differentiated annual leave / sick leave entitlement
- Short-term contracts as opposed to permanent status

### NEPAL

Members of ITWAN and NETWON include drivers and ancillary workers of auto-rickshaws (“tuk-tuks”), cycle-rickshaws, taxis, trucks, jeeps, and private-hire

taxis. There are more than 1,000 women drivers in Kathmandu.

- No job security
- No social protection
- Fuel prices and short supply (dependant on imported fuel from India)
- Police harassment / bribery
- Lack of parking space, restrooms, washrooms etc
- Harassment of women drivers

### INDIA

The Tamil Nadu Auto, Taxi and Private Sector Drivers HMS Federation has 5,000 members driving auto-rickshaws (“auto-taxis”) in Chennai. Chennai, the capital city of Tamil Nadu is home to more than 73,000 auto-rickshaws.

- Harassment by traffic police, political parties, thieves
- Very few employment opportunities
- Fuel price increases not matched by fare increases
- Lack of proper parking facilities at railway stations
- Lack of rest-rooms etc

Recently, the Tamil Nadu government introduced a new meter rate for the auto-rickshaws with a minimum fare of Rs.25 (US\$ 0.42) for the first 1.8 km, and Rs.12 per km thereafter. For night trips (11pm – 5am), the rates are increased by 50%.

If a driver attempts to charge more than the meter reading, the police will impose a Rs.2,600 fine simply on the basis of a phone call or text from the passenger, with no further evidence or investigation. If the auto-rickshaws do not get a return trip from where they leave the passenger, it can mean an overall loss on the day’s work. The union is currently in talks with the government in an attempt to resolve these issues.

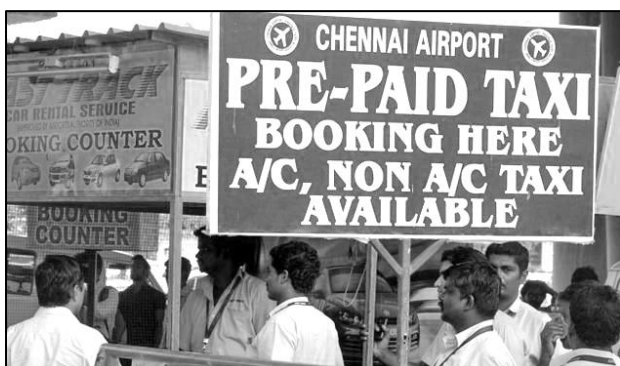
The workers became organised through a dispute with the railway station, in which they were supported by the railway workers union.

The drivers had been lawfully using a specially allocated area at the railway station for thirty years. The recent introduction of a private taxi contractor to the station put an immediate end to this decades-long tradition, as auto-rickshaw drivers were banned from using the space. This prohibition was enforced by railway police.

The drivers called on ITF affiliates the Southern Railway Mazdoor Union (AIRF) and the Tamil Nadu Road Transport Workers' HMS Federation to intervene, and the unions organised a protest meeting at the station on 19 December 2013. The railway union met with station management and the railway police force to negotiate the return of the allocated space. As a result, union membership soared from 5-600 to more than 5,000.

Auto-rickshaws are being badly affected by the introduction of these new private taxi operators, some of which are large national or state-wide companies, such as Fast Track and NTL Taxi, operating from airports and railway stations.

After protests and negotiations with the government, the federation was able to open new pre-paid auto-rickshaw counters at stations, enabling them to compete with these new private operators. The union has also been able to gain access to bank loans to purchase new vehicles, which helps improve living standards.



## SRI LANKA

The All Ceylon Fisher Folk Trade Union (ACFFTU) organises small-scale informal fishers based in villages around the coast of Sri Lanka. The union organises both marine and freshwater fishers, and has 5,000 members.

There are an estimated 30,000 mechanised fishing boats in Sri Lanka, and 23,000 traditional boats. The mechanised boats include around 4,000 boats engaged in deep-sea fishing, which are owned by companies. The remainder are owned by the fishers themselves, working informally. The union estimates that fisheries sector provides direct and indirect employment to approximately 650,000 people.

- Fishing fleets from South India using bottom-trawling techniques (banned in Sri Lanka) entering Sri Lankan waters, destroying livelihoods and the environment

- Reduction of the fuel subsidy from the government
- No insurance for boats or their crews, needing government help in providing insurance scheme
- Eviction of fishing communities by beach resorts for tourists, with many thousands of fishers losing their livelihoods.



## PHILIPPINES

The National Confederation of Transport Unions (NCTU) and Pagkakaisa ng Samahan ng mga Tsiper at Operaytor Nationwide (PISTON) organise Jeepney drivers, operators and ancillary workers in the Philippines.

The participants from both unions worked together to analyse the Issues faced by the workers (see below)

## PHILIPPINES

<b>Drivers and Operators<sup>10</sup></b>	<b>Vendors</b>	<b>Despatchers (“Barkers”)</b>	<b>Conductors (“Back-Riders”)</b>
High fuel prices, not matched by fare increases, necessitating longer working hours, leading to ill-health, social costs, vehicle maintenance costs, fatigue and accidents	Few permanent stalls, therefore harassment and extortion from police and criminals	Very unhealthy working conditions (heat, rain, dust, fumes etc)	Accidents and injury
Police harassment and extortion from arbitrary fines and penalties (e.g. for driver’s wrong footwear, minor defects on the vehicle).	High rental fees charged for the permanent or secure vending spaces that do exist	Local government ordinances – attempting to ban or regulate despatchers	Very unhealthy working conditions (heat, rain, dust, fumes etc)
Imposition of local bye-laws and regulations that override national laws, designed to generate local income through taxes and fines.	Lack of social protection, social services	Lack of social protection, social services	Very precarious income
National and local “modernisation” <sup>11</sup> plans to phase out old vehicles to be replaced by imported second-hand vehicles from Japan and Korea	Very precarious income	Very precarious income	Lack of social protection, social services
Lack of social protection	High taxation, especially from Barangays <sup>12</sup>	Competition from non-organised despatchers	Long working hours / fatigue
Health and environment hazards (heat, dust, rain, air pollution)			

<sup>10</sup> NCTU and PISTON include both operators (vehicle and route franchise owners) and drivers, even though the former employs the latter.

<sup>11</sup> See below.

<sup>12</sup> A barangay is the smallest administrative division in the Philippines and is the Filipino term for a village, district or ward.

## DISCUSSION

### “Modernisation”

Discussion of “modernisation” of vehicle fleets revealed an interesting comparison between some of the unions. NCTU and PISTON faced demand from the government for the phase out of vehicles. They used the example of Bataan where the authorities were attempting to phase out minibuses, then jeepneys. If the phase-out goes ahead, they will be seeking subsidies and/or compensation for their members.

Subramonia Pillai described how the union in Tamil Nadu was able to negotiate government subsidies to help auto-rickshaw drivers upgrade old 2-stroke or diesel engines to Compressed Natural Gas (CNG). In Nepal, the unions were able to gain low-interest loans from banks to airport taxi drivers to modernise their vehicles, and the government to waive vehicle taxes for four years.

### Collective Bargaining

This session was designed to identify the key issues facing informal transport workers, what are the appropriate potential bargaining counterparts at local, national and international levels, and how unions might seek to negotiate successful outcomes.

The group as a whole was asked to identify issues facing the workers, then to prioritise what they believe to be the five most important. The five issues, determined by a show of hands, included:

1. The lack of social protection
2. High fuel prices
3. Harassment by police and authorities
4. High levels of taxation
5. Poor working conditions

Other issues proposed included lack of shelter, lack of adequate parking areas, vehicle registration and taxation, working time and rest time, lack of jobs, lack of collective bargaining agreements, lack of respect for workers’ rights, low incomes and inadequate health services.

Each of the selected five issues was given a ‘station’ at points around the seminar room. Wall-charts were placed at each station with a grid to be filled-in by participants.

The group was divided into five teams, each of which was allocated to one ‘station’. They were then asked to complete the grid, identifying local, national and international target bargaining counterparts relevant to the issue, and potential



Small group work

actions. After ten minutes or so, they were each asked to move to the next station and add to, or comment on, the previous teams’ entries.

The exercise demonstrated the wide range of potential local, national and international bargaining counterparts. Most important of these were local authorities and employers, national government agencies, and a range of inter-governmental organisations, including the ILO. Discussion revealed the need to identify more closely some of the international bargaining counterparts and potential sources of leverage on some of the issues – e.g. fuel prices, social protection and police corruption.



## ACTION PLANS

The seminar concluded with the development of action plans for each participating union, based on what they had learned in the seminar. Each was asked to develop realistic and achievable plans that would cover target workplaces, target workforce, organising methodology and timescale. After each union was given time to discuss and develop their ideas, they presented the results to the group as a whole:

Union	Target Workplace	Target Workforce	Organising Strategy	Timescale (Months)
Nepal Yatayaat Mazdoor Sangh – NETWON (Nepal)	Bhaktapur	500 taxi drivers. 125 <sup>13</sup> to be organised	Trade union education programmes on workers' issues and grievances – particularly on the provision of municipal parking areas	12
	2 Districts in the far western region	Bus and truck drivers and booking clerks. A minimum of 125 workers to be organised in each District		12
	Lalitpur	Women tuk-tuk drivers. Expand organised membership from 200 to 250.		12
Independent Transport Workers Association of Nepal (ITWAN)	Lalitpur District	Water-supply tanker drivers. 300 to be organised.	Trade union education around traffic police harassment issues	6
	Karnali Zone <sup>14</sup>	Jeep, truck and tractor drivers. 150 to be organised into new zonal committee	Trade union education programmes	12
National Confederation of Transport Unions (Philippines)	Mandaluyong, Metro Manila	Jeepney drivers. A minimum of 100 new workers to be organised.	Trade union education programme and seminar	12
	Cogon Market Terminal, Cagayan de Oro, Mindanao	Jeepney drivers and conductors. 500 to be organised	Contact-building, social protection issues, para-legal services	12
	Calabarzon region, south-west Luzon	Drivers and barkers at transport terminals. 700 to be organised.	Trade union education and leadership development training	12

<sup>13</sup> The NETWON union constitution states that a minimum of 125 members are required to form a District Committee

<sup>14</sup> Karnali Zone is the largest, and one of the poorest and most remote regions of Nepal, not easily accessible by road.

National Union of Seafarers of Sri Lanka	Villages in 6 Districts of Sri Lanka	2,000 young women and men fishers	Trade union education programme on health, safety and workers' rights	12
The State Enterprise Electrified Train Workers Union (Thailand)	Bangkok Airport Railway Link	Drivers, office staff and mechanics. 130 to be organised	Development of Arbolitos. Draw on support from mentor union.	12
Wingspan Workers Union (Thailand)	Bangkok Airport	150 Check-in staff (strategic category of workers) to be organised	Take up the key issues faced by the workers	6
Auto, Taxi and Private Sector Drivers HMS Federation (India)	State of Tamil Nadu (32 Districts)	Auto-rickshaw, lorry and bus drivers. 2,000 to be organised.	To be organised through 32 District Leaders by education and awareness-raising on key issues	3
Truck Bus Jeep Auto & Rickshaw Van Workers Union (India)	Naxalbari Block <sup>15</sup>	Jeep and auto-rickshaw drivers (700); taxi drivers (300) to be organised	Supporting drivers against police harassment	12
Pagkakaisa ng Samahan ng mga Tsiper at Opereytor Nationwide - PISTON (Philippines)	Alabang, Metro Manila	Jeepney drivers. 300 to be organised.	Mapping, contact building, development of organising committee, direct action campaign etc	6

<sup>15</sup> Naxalbari (community development block) is an administrative division in Siliguri subdivision of Darjeeling district in the Indian state of West Bengal.

# ASIA REGIONAL WOMEN'S WORKSHOP

**KATHMANDU, 25-27 JUNE 2014**

## WORKSHOP REPORT

### Introduction

The workshop in Kathmandu was the second of three regional workshops for small teams of women trade union activists, preparing them to gather information about women workers in the informal transport economy, providing some practical training, as well as enabling a general discussion about organising informal women workers in transport. The participants included ten women from Nepal (ITWAN and NETWON), four from Indonesia and three from India.

It was designed to enable them to:

- estimate the numbers of women workers employed in their local informal transport industry;
- identify the major transport-related occupations employing women, and their employment relationships;
- identify potential collective bargaining and negotiating counterparts; and
- identify key priorities as potential issues for collective bargaining.

After the workshop, it was expected that each team would be able to undertake information-gathering over a twelve-month period, prepare reports (including, where possible, video and photographs), keep in contact with one another, and plan local organising, awareness-raising, or campaigning activity.

Several of the women work in informal transport, and brought their direct experience to the workshop, particularly of driving Safa ("clean") Tempos: electric-powered three-wheeled minibuses which employ many women drivers in Kathmandu.

### Mapping Women Informal Transport Workers

After introductions and welcoming statements from ITWAN and NETWON, and then a brief introduction to the ITF Informal Transport Workers Project, the workshop was divided into four teams to gather information about women workers in some of Kathmandu's bus and Tempo stops: Lagankhel, NAC Sundhara (two groups), and Lalitpur Tempo stand.

By talking with women workers, they attempted to answer a series of questions:

1. What the women workers do for a living (occupations)?
2. How much do they earn?
3. What are the employment relationships?
4. Are they organised? If so, how?
5. What are the key issues faced by the women workers?
6. Who are (or could be) their 'bargaining counterparts'?

Afterwards each team were given time to prepare presentations to the rest of the group.

### Occupations

The combined reports described a range of roles and occupations undertaken by women workers in Kathmandu's informal urban transport system, particularly the Tempo drivers.

The teams found Tempo drivers, taxi drivers, micro-bus drivers, conductors, Khalasi, street vendors, cobblers, loaders, booking clerks, push-cart operators, 'time-keepers' and others.

At Lagankhel the team estimated that there were some 2,000 workers, including 500 Tempo drivers, 50% of whom were women. At NAC Sunhara, there were around 300-350 workers, of whom they estimated that 40% are women. Many of the women drivers belong to the Tamang community, originally from the mountainous parts of north and east Nepal. The Tamangs have suffered many years of marginalisation and discrimination

The Tempos are owned by Sahus, nearly all men, who may own anything between 1 and 20 vehicles. The Sahus are organised into associations with a national representative structure. These form one of the key counterparts to the unions for collective bargaining.

### Earnings

The Sahus charge a fixed-fee rental from the drivers, typically R2,400 - R3,000 (USD 24-30) per day, and give them a basic 'salary' of perhaps R1,200 per month. The drivers' net income depends on the fares they are able to collect from the passengers,



and the fares are fixed and regulated by the authorities (with some union negotiation) at R15-20 for short journeys and R40 for longer trips. Drivers earn around R360 per round trip, for up to 10 trips per day, depending on battery life. When the battery has aged, it may only be capable of 6-7 trips, although the rental charge from the owners remains the same.

If the drivers are unable to collect fares of more than R3,000 in a day, they will make a loss, as they still have to pay the Sahu. In addition, the drivers have to pay the conductor and the Khalasi, plus fines to the police and their union fees. The system forces the drivers to work very long hours, typically from 6:00am to 8:00pm, to ensure that they can pay the Sahu and make some money for themselves.

It proved difficult in the time available to get many details from the other occupational groups, but it was estimated that the Khalasi typically earn R1,500 per month, and the loaders R300-400 per day.

### Employment Relationships

The Tempo drivers are in effect informally employed by the Sahu, although the drivers have no contracts or letters of appointment, take all the financial risk, and can be sacked at any time.

### Key Issues

The long hours make it very difficult for the women to cope with both work and family responsibilities, with little time available for child-care. Child-care is available, but too expensive, so the women have to rely on family members or friends to take care of the children while working.

The long hours and bad working conditions cause large numbers of women to undergo hysterectomies, and suffer from back-pain, jaundice and lung disease. The vehicles themselves are precarious and can be very dangerous, with the drivers having little protection in road traffic accidents. If anyone is killed in an accident involving a Tempo, the driver is automatically banned for life.

The lack of maternity rights is a particular problem. The women drivers have to take at least a month off work, and there is no guarantee that the Sahu will re-hire them on their return.

The women face various forms of discrimination. It is very difficult for the Tempo drivers to progress on to larger (and more lucrative) vehicles such as micro-buses, as Sahu refuse to believe that women are capable of driving four-wheel vehicles. The women also face a lack of experience, so have little opportunity to drive the larger vehicles, and without the opportunity they gain no experience.

Those interviewed explained that when taking driving tests, the women are given tougher main routes to navigate than the men. All the driving instructors are men, from whom the women complain that they suffer sexual harassment. There is a clear demand for women driving instructors.

To get a licence to drive a Tempo requires 10th grade education, even if they have passed their driving tests. The unions are fighting to change the legislation.

The women drivers complain that the men drive more aggressively than the women, and race to pick up passengers; therefore the women's vehicles are not as full, requiring them to work even longer hours.

The women also face a higher level of police harassment – verbal abuse, confiscation of licences, imposition of fines (particularly for picking up passengers at the roadside away from designated stops, which is often necessarily due to the shortage of stops), from which the traffic police arresting officers gain a commission.

### Organisation

Most of the women drivers are organised, whether by NETWON or ITWAN. The team in Lalitpur estimated that 90% of women Tempo drivers are union members. Each Tempo route has its own committee of union representatives. Issues or disputes that cannot be settled by the route committees are referred to the union structures at district or central level.

The teams reported a high level of cooperation between NETWON and ITWAN. Members pay R130 (NETWON) or R150 (ITWAN) per year. In addition, at NAC Sunhara, ITWAN charges drivers R12-15 per day for discounted use of the parking lot and for insurance towards social protection and against police fines.

A lot of union organisation is undertaken when the drivers meet at the battery-charging stations, where they change the batteries.

### Organising Experience

The workshop was divided into national groups, with each asked to prepare a presentation on their experience in organising informal women transport workers, and their unions' priorities for organising.

### Indonesia

The Indonesian group described the bus terminal where two of the participants worked as a tour leader and ticketing agent. The terminal has around 500 workers, including 100 women, including despatchers (Keneks), ticket agents, tour guides and

leaders, musicians and entertainers, vendors and hawkers, bicycle-rickshaw (becak) operators and parking attendants.

Both the ticketing agent and tour leader are self-employed. The ticketing agent earns 7% of the ticket price on commission from the bus companies, plus the equivalent cash value of one litre of gasoline for every three miles of bus travel. The tour leader looks after groups of passengers, books tickets, and acts as guide. The tour leaders are under pressure to be young and attractive.

### **India**

The India group suggested that considerable numbers of informal women transport workers are to be found in airports, ports, freight companies, and travel agencies. There are also some auto (motorised rickshaw) and taxi drivers. They estimated that there were 50 women taxi drivers in Delhi, for example. There are also women in a wide range of administrative functions: receptionists, data operators, etc. They also described the substantial numbers of women working in the ports collecting, sorting, processing and re-packing bulk goods that are spilled or damaged in transit.

Very few of these women are organised, although a few are supported by NGOs. Jagori ("Awaken Women!"), a Delhi-based feminist NGO, for example, was reported to support survivors of violence against women by providing training to drive taxis and autos for women passengers. More generally however, informal women transport workers in India are invisible, and need identifying and mapping.

### **Nepal (ITWAN)**

Women informal transport workers are to be found at booking counters, public bus stations, tempo stops, taxi stations, markets and driving instruction centres. Apart from the tempo drivers, the ITWAN group identified ticket booking agents, loaders/unloaders, time-keepers, ticket inspectors, conductors and Khalasi.

Many of the women are organised in the transport unions, and some in the Nepal Street Vendors' Union (NEST). However, there is very little or no organisation among women working as loaders/unloaders, which is now ITWAN's main priority. The group recognised that this will be very difficult as these workers are mostly outside Kathmandu, tend to move frequently (sometimes long distances), and have no fixed workplace.

### **Nepal (NETWON)**

The NETWON group identified the main workplaces of informal women workers to be the tempo stands, ticket counters, the streets (vendors, money

changers and waste collectors) and the driving instruction centres. There are also women engaged in policing the transport system and directing traffic ('traffic jam clearers').

Most of the women are organised, recruited through friendship networks but also, more importantly, through the family political party connections which can determine, for example, whether the women are members of ITWAN (GEFONT) or NETWON (NTUC).

The NETWON group identified their priority target for organising to be the 'pulling-rickshaw' workers - home-based workers using cycle-rickshaws to sell food and hot snacks on the streets in the evenings. An estimated 1,000 of these women work in the Kathmandu Valley.

## **2014-15 ACTION PLANS**

The final session was concerned with the development of 12 month action plans by each of the teams, preceded by a discussion of what should be the key elements of an action plan, that makes them specific, measurable, relevant and achievable. See the following pages.

The actions plans were then presented and discussed with the plenary group as a whole, during which there were many suggestions for improvement and clarification. The plans shown here should therefore be treated as draft, pending discussion and finalisation by the teams after their return.

ACTIVITY	OBJECTIVE	WHERE?	WHEN?	WHO?
<b>NATIONAL UNION OF INFORMAL WORKERS, INDIA</b>				
Sharing the Kathmandu experience with the union executive body	To brief the leadership on what was learned from the workshop	Delhi office	Second week of July	Sangeeta Singh
Amending and making additional points to this action plan	To have more ideas from the ground To develop the practical planning	Delhi office	Second week of July	Union leadership
Disseminate notes and minutes to other units of the union	Enhance outreach	Delhi office by phone and email	End of July	Delhi office staff
Organise cluster meetings in the community	To identify informal women transport workers	Delhi, Patna, Lucknow, Bhopal, Dehradun	July - December	Local union leaders with union staff support
Meeting with women vendors using push-carts	Organise women in this trade Strengthen them	Patna	July - August	Indu Dewi
Identify unions and organisations of transport workers	To build awareness and understanding Form a network of informal workers	Delhi and Bhopal	September - November	Sangeeta Singh with union executive members
Visits to unions and organisations working with women transport workers	To understand organising tools To determine locations of these workers	Delhi, Bihar, Bhopal	September - December	Union members and staff
Community meetings to identify various trades/ occupations in the informal sector	Identify and organise invisible trades	Local units of union in Delhi, Patna, Bhopal, Dehradun	October - December	Union members assisted by staff
Trades/ occupations-based meetings	Understand specific needs and issues faced by informal women workers			

ACTIVITY	OBJECTIVE	WHERE?	WHEN?	WHO?
Brain-storming workshop with unions and organisations working with informal workers, with specific focus on women transport workers union organisation	To develop an understanding of the needs of informal women workers Make an organising plan of action To build a strong network	Delhi	January – March 2015	Sangeeta Singh with union activists and staff members
<b>TRUCK, BUS, JEEP, AUTO AND RICKSHAW VAN WORKERS UNION, WEST BENGAL, INDIA</b>				
Meetings with women working in office administration, receptionists and data operators in the transport and tourism agency	Analyse their issues and problems Educate them on the need to be organised in the union	Darjeeling, Siliguri	Second week in July and first week of October	Union leadership
Meetings with qualified but unemployed women	Encourage and explore potential for unemployed women to be trained as drivers	Pokhriabong, Darjeeling	December – January 2015	Union leadership
<b>ITWAN, NEPAL</b>				
Mapping	To identify situations of women loaders/unloaders	Jhapa, Koshi, Hetauda, Butwal, Pokhara, Dhangadi, Kathmandu	July	ITWAN Zonal Women's Committee
Mass Meeting, 13 Zonal Committee	To build awareness among non-members		August	ITWAN Central Women's Committee and Zonal Women's Committee
Committee Formation 15	Organise women loaders/unloaders		November onwards	
Education & Training on basic trade unionism, gender issues and occupational health and safety for women	Building awareness among women transport workers	Jhapa, Koshi, Hetauda, Butwal, Pokhara, Dhangadi, Kathmandu	September onwards	Education Department and Central Women's Committee

ACTIVITY	OBJECTIVE	WHERE?	WHEN?	WHO?
Lobby	To increase the number of women workers in the workplace	Central office	July onwards	
Training for self-defence	Elimination of sexual harassment of women transport workers	Local level	February 2015 onwards	Education Department Central Women's Committee GEFONT Women's Committee
<b>NETWON, NEPAL</b>				
Interview 50 'pulling rickshaw' <sup>16</sup> women workers	Determine workplaces, identify issues, introduce the union, identify potential local leaders	Laliput, Kathmandu Valley: bus stop, tempo stop, market, hall, mall, school	July onwards	Sita, Geeta, Sabina, Lila, China
Organise a small groups of workers into unit committees		Kathmandu valley	October – July 2015	Sita, Geeta, Sabina, Lila, China, coordinated with central committee and women's department
<b>INDONESIA</b>				
(Awaiting documentation)				

<sup>16</sup> See above.



# ITF JOINT ANGOLA AND MOZAMBIQUE

## CAMPAIGN SEMINAR

### LUANDA, 28-31 JULY 2014

A Joint campaign seminar on multinational companies and informal workers was organised for ITF affiliated unions in Mozambique and Angola in Luanda, 28-31 July 2014.

The second half of the seminar was concerned with informal transport workers. Although time was very limited, it proved to be a valuable addition to the regional leadership seminars on informal transport held in Niger (March 2014), Manila (May 2014) and Bogota (forthcoming, October 2014).

The session was designed to enable participants to share and discuss experience and strategies for the successful organisation of informal transport workers, and the revision and reform of trade union policies, structures and procedures to enable informal workers to play a full and active part in the trade union movement.

Participants included representatives of

- Federacao dos Sindicatos dos Trabalhadores dos Transportes e Comunicacoes de Angola (FSTTCA)
- Sindicato Nacional do Trabalhadores dos Transportes Rodoviário e Assistência Técnica (SINTRAT), Mozambique
- Sindicato Nacional dos Trabalhadores da Industria Hoteleira, Turismo e Similares (SINDIHOTS), Mozambique
- Sindicato Nacional dos Trabalhadores dos Portos e Caminhos de Ferro (SINPOCAF), Mozambique
- Sindicato Nacional dos Trabalhadores da Marinha Mercante e Pescas (SINTAMP), Mozambique

#### Mapping Informal Transport Workers

After introductions and a briefing on the activity, the

seminar was divided into three teams to gather information about informal urban transport workers in Luanda.

Luanda's passenger transport is dominated by *candongueiros*, or minibus taxis, run entirely by informal workers. By talking with workers in and around the taxi stands, each team was asked to explore a series of questions:

1. What the workers do for a living (occupations)?
2. How much do they earn?
3. What are the employment relationships?
4. Are they organised? If so, how?
5. What are the key issues faced by the workers?
6. Who are (or could be) their 'bargaining counterparts'?

If time and circumstances permitted, they could also ask a sequence of supplementary questions:

1. How many workers are there in the workplace? How many men? How many women?
2. Where do workers meet when not working (restaurants, bars, churches etc.)?
3. Where do they live?
4. How old are they?
5. Are there specific ethnic or social groups in the workplace?
6. What time do workers start / finish work?

Afterwards each team were given time to prepare presentations to the rest of the group. Taken as a whole, the presentations built a picture of the informal transport economy around the taxis in Luanda.

The three teams identified drivers, despatchers (*lotadores*), conductors, and vendors (*zunguidos*) in the three taxi stands they visited.

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<b>Occupations</b>	<b>Earnings</b>	<b>Employment Relationships</b>	<b>Organisation</b>
	All figures are in Angolan Kwanza (KZ). USD 1.00 is approximately KZ 100.00		
<b>Drivers</b>	The value of whatever fares they manage to collect after having to pay the vehicle owner KZ 10,000 per day, plus payments to the conductors, plus fuel etc. Suggested net earnings of +/- KZ 60,000 per month.	Informally employ conductors. Also pay despatchers (generally KZ 100 per trip).	None
<b>Conductors</b>	At the discretion of the drivers, but suggested net income of +/- KZ 3,000 per day	Informally employed by drivers	None
<b>Despatchers</b>	KZ 100 per bus-load	Self-employed. Paid per load by drivers	None
<b>Street food vendors</b>	Approximately KZ 2,500 per day	Informally waged by small, home-based, informal food producers	Some organised in association(s), but no details available
<b>Other street vendors</b>	Approximately KZ 3-5,000 per day	Self-employed	

### Key Issues

Luanda is one of the most expensive cities in the world, and all the informal workers interviewed complained that they were not earning enough to live on. The high fees charged by the owners mean long hours for the drivers, starting at 5:00am, and even then they sometimes face a loss at the end of the day. The owners themselves are often policemen, powerful businessmen and/or politicians, organised into their own association. All the financial risk is carried by the drivers, the conductors, and the other workers dependant on the taxi industry.

The drivers and conductors have no contract, no fixed working hours, no fixed income, no days off, no assistance when sick or injured, and no other

forms of social protection. Verbal contracts with owners are on a daily or weekly basis.

In addition, the workers face harassment by the police. There are few and unclear stopping points, which causes frequent police intervention against the drivers. The vendors have no security or rights over their selling space and are frequently subject to seizure of their goods, arrest and beatings. Vendors are frequently injured by police attack or by being hit by vehicles.

### Organising Experience

The workshop was divided into national groups, with each asked to prepare a presentation on their experience in organising informal transport workers, and their unions' priorities for organising.



<b>MOZAMBIQUE</b>				
	<b>Informal Occupations</b>	<b>Informal Women Workers?</b>	<b>Are they Organised?</b>	<b>Have there been Attempts to Organise?</b>
<b>Road Transport (SINTRAT)</b>	Taxi and truck drivers, conductors, call-boys, supervisors, mechanics, electricians, painters, cleaners.	Drivers, conductors	Not in union, but in some associations and other forms of organisation	In process
<b>Maritime (SINTAMP)</b>	Carpenters, mechanics, sea-farers, cooks	Some fish-workers	Not in the union, but in associations that cooperate with the union	Yes
<b>Tourism (SINDIHOTS)</b>	Cooks, bar staff, bakers, function organisers, hotel cleaners	Many	Some	Yes
<b>Docks &amp; Railways (SINPOCAF)</b>	Dockworkers	Some women dockworkers	Some are in SINCOCAF	Still negotiating

In 2012, the ITF with SASK support organised a workshop in Mozambique, and there were some similar discussions and activities to the seminar in Luanda, including a version of a mapping exercise at a bus terminal. This established a small focal SINTRAT group responsible for organising at a bus stand. However, it proved difficult to recruit: people move on, and they seem to be “always starting” the process.

SINTRAT have held discussions with associations and informal savings groups, but the associations had their own rules and procedures, and were suffering from corrupt practices. This included using membership dues to bribe the bosses.

SINDIHOTS’s constitution allows for the inclusion of associations within the union structure. Informal

food workers, particularly former hotel workers that now run their own snack bars and food stands, had formed ‘workers committees’, which were invited to affiliate to the union. The National Executive Committee was about to approve a new strategic plan, including the organisation of informal and casual workers. It was noted that ASSOTSI (Associacao dos Operadores e Trabalhadores do Sector Informal), an association of informal workers in Mozambique, organised informal workers irrespective of occupation. It was also noted that the domestic workers union in Mozambique is very well organised.

<b>ANGOLA</b>			
<b>Informal Occupations</b>	<b>Informal Women Workers?</b>	<b>Are they Organised?</b>	<b>Have there been Attempts to Organise?</b>
<b>Drivers</b>	Some	Some informal associations	2006: an attempt to establish cooperative
<b>Conductors</b>	Some	No	No
<b>Despatchers</b>	Some	No	No
<b>Stevedores</b>	Some	No	No
<b>Seafarers</b>	Some	No	No
<b>Fish workers</b>	Some	No	No
<b>Mechanics</b>	Some	No	No
<b>Painters</b>	Some	No	No

The attempt to establish a cooperative of informal drivers was attempted in 2006, but reportedly failed when the government simply refused to respond to the request for registration. It should be noted that some of the vehicle fleet owners are high-ranking government officials, and that the owners are well organised in their own taxi employers association. It is also significant that the rules for union registration in Angola require detailed information about individual members of the proposed union.

Angolan participants also reported that there was an association of street vendors and other informal workers, similar in character to ASSOTSI, but there have been no discussions between them and the unions.

### **Action Plans**

The final session was concerned with the development of action plans by each of teams. The action plans were then presented and discussed with the plenary group as a whole.

### **Mozambique**

August 2014 - Initiate research and mapping to determine the real situation for informal economy transport workers, with particular reference to:

- Workers at the 'Junta' and 'Anju Voador' bus terminals in Maputo
- Cleaners in Maputo railway station
- Informal workers in the port
- Informal workers in the tourism industry around 'Barraca de Museu' area of Maputo

November 2014 - Organise internal meeting to discuss informal worker organising strategy at the Mozambique ITF National Coordinating Committee.

### **Angola**

- Organise meeting between unions in the transport federation / ITF affiliates to discuss informal worker organising strategy
- Organise meetings with informal workers' associations
- Contact government and the taxi-owners association to start process of recognition for collective bargaining

## APPENDIX 1

# PARTICIPATING UNIONS

<b>NAIROBI LAUNCH MEETING</b>		
Sindicato Nacional de Rama y Servicios del Transporte de Colombia	SNTT	Colombia
Syndicat National des Travailleurs Autonomes de l'économie Informelle du Niger	SYNATRA	Niger
National Confederation of Transport Unions	NCTU	Philippines
Amalgamated Transport & General Workers Union	ATGWU	Uganda
Nepal Yatayat Mazdoor Sangh	NETWON	Nepal
Public Transport Operators Union	PUTON	Kenya
StreetNet International	StreetNet	Cote d'Ivoire
<b>NIAMEY LEADERSHIP SEMINAR</b>		
Fédération des Syndicats des Travailleurs et Auxiliaires du Transport du Burkina	FSTAT-B	Burkina Faso
Union des Chauffeurs routiers du Burkina	UCRB	Burkina Faso
Fédération Nationale des Travailleurs des Transports	FNNT-SI	Burundi
Syndicat des Conducteurs de Taxi de Côte d'Ivoire	SCT.CI	Cote d'Ivoire
General Transport, Petroleum & Chemical Workers' Union of TUC	GTPCWU	Ghana
Federation Syndicale Professionnelle Nationale des Transports et Mecaniques Generales	CNTG/FSPTMG	Guinée Conakry
Kenya Long Distance Truck Drivers & Allied Workers Union	TAWU	Kenya
Syndicat National des Conducteurs Routiers du Niger	SNCRN	Niger
Syndicat National des Conducteurs Routiers Voyageurs du Niger	SVCRVN	Niger
Syndicat National des Travailleurs Autonomes de l'économie Informelle du Niger	SYNATRA	Niger
Syndicat des Agents de la Météorologie et de l'Aviation Civile	SAMAC	Niger
Syndical des Agents de la Meteorologie et de l'Aviation Civile	SAMAC	Niger
Syndicat Libre de Conducteurs Routiers de Passagers du Niger	SLCRPN	Niger
Syndicat Unique des Conducteurs de Taxis du Niger	SUCOTAN	Niger
	SUMAL	Niger
Syndicat National des Travailleurs Autonomes de l'économie Informelle du Niger	SYNATRA	Niger
	SYNCOBUS	Niger
	SYNCTAXI	Niger
Syndicat National des Conducteurs de Taxis et Transport Urbain	SYNCTAXTU	Niger
National Union of Road Transport Workers	NURTW	Nigeria
Syndical des Travailleurs des Transports Routiers du Senegal	STTRS	Sénégal
Sierra Leone Commercial Motor Bike Riders Union	SLCOMBRU	Sierra Leone
Fédération Syndicale des Travailleurs des Transports du Togo	FESYTRAT	Togo
Amalgamated Transport & General Workers Union	ATGWU	Uganda
National Union of Transport and Allied Workers	NUTAW	Zambia

<b>KAMPALA WOMENS WORKSHOP</b>		
Communication & Transport Workers' Union of Tanzania - COTWU	COTWU	Tanzania
Public Transport Operators Union	PUTON	Kenya
Kenya Long Distance Truck Drivers & Allied Workers Union	TAWU	Kenya
Amalgamated Transport & General Workers Union	ATGWU	Uganda
Galima HIV/AIDS Initiative	Galima	Uganda
<b>MANILA LEADERSHIP SEMINAR</b>		
Truck Bus Jeep Auto And Rickshaw Van Workers Union	TBJARVWU	India
Auto, Taxi & Private Sector Drivers Hms Federation	ATPSDHF	India
Independent Transport Workers Assn Of Nepal	ITWAN	Nepal
Nepal Yatayaat Mazdoor Sangh	NETWON	Nepal
National Confederation Of Transport Unions	NCTU	Philippines
Pinagkaisang Samahan ng mga Tsuper at Operator Nationwide	PISTON	Philippines
National Union Of Seafarers Of Sri Lanka	NUS-SL	Sri Lanka
The State Enterprise Electrified Train Workers Union	SEETWU	Thailand
Wingspan Workers Union	WWU	Thailand
<b>KATHMANDU WOMEN'S WORKSHOP</b>		
Serikat Pekerja Informal Indonesia	SPI	Indonesia
Truck, Bus, Zeep, Auto and Rickshaw Van Workers Union.	TBJARVWU	India
National Union of Informal Workers	NUIW	India
Nepal Yatayat Mazdoor Sangh	NETWON	Nepal
Independent Transport Workers Association of Nepal	ITWAN	Nepal