



# Informal workers

## ORGANISING SKILLS – NCTU MENTOR PROGRAMME PHILIPPINES–CAMBODIA EXCHANGE VISIT REPORT



PHNOM PENH, CAMBODIA, 1 – 6<sup>TH</sup> AUGUST 2015

Exchange Visit Report

Special thanks to Luis Macailao (NCTU), Heng Sam Orn (IDEA) and Vorn Pao (IDEA) for all their work in organising and hosting the visit.



Jess Whelligan GLI

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Supported by FNV Mondiaal



## INTRODUCTION

The NCTU – IDEA Exchange Visit took place from 1<sup>st</sup> – 6<sup>th</sup> August 2015. The visit brought a delegation of five NCTU members to Phnom Penh, Cambodia, to meet with members, leaders and staff of the informal worker union, “Independent Democracy of Informal Economy Association” (IDEA). The visit was organised as part of the NCTU’s mentoring programme in Southeast Asia, which aims to cultivate a working relationship between NCTU and IDEA, in order to develop IDEA’s capacity to organise and represent informal economy transport workers.

The visit was the second in a series of exchange visits between the two unions, with an initial visit of an IDEA delegation to the Philippines having taken place in June 2015.

During the visit, the NCTU delegation took part in the following activities:

- attended several meetings with IDEA leaders/staff at the IDEA office;
- attended a meeting with other Cambodian union activists at Solidarity House, a shared building housing multiple independent unions and NGOs;
- attended a training event on social movement unionism;
- visited various informal workplaces in Phnom Penh to meet IDEA members;
- observed a two-day “Organisation and Negotiation Training Workshop” run by IDEA for its members;
- hosted an evaluation meeting.

For activities conducted in Khmer, such as interviews with IDEA members and the training event on organisation and negotiation skills, the NCTU delegation was accompanied by an interpreter.

The aim of visit was to allow NCTU leaders to gain a deeper understanding of IDEA as an organisation and to continue the exchange of experience and knowledge related to organising in the informal transport economy between the two unions. The visit concluded with a commitment by IDEA to produce an action plan setting out project-related activities that the union aims to undertake over the next 12 months, with the support of NCTU.

During the workshop, some IDEA members took part in video interviews. These interviews, along with other project materials, can be found on the project blog: <http://www.informalworkersblog.org/>

### Mentor Unions

The ITF Informal Transport Workers’ Project works with six “mentor unions” in five global regions: **South Asia**: NETWON and ITWAN from Nepal; **Latin America**: SNTT from Colombia; **West Africa**: SYNATRA from Niger; **East Africa**: AGTWU from Uganda, and **Southeast Asia**: NCTU from the Philippines

These unions were selected as mentor unions at the outset of the project because they had already demonstrated their ability to successfully organise precarious and informal transport workers in their countries.

The role of each mentor union is to act as mentors and facilitators to other ITF affiliates in their country, region and/or specific transport sectors in order to achieve the project objective of *improving the capacity of unions to organise and represent informal economy transport workers*.

The **ITF Informal Transport Workers’ Project** is coordinated by the Global Labour Institute (GLI) on behalf of the International Transportworkers’ Federation (ITF). The project runs from 2013-2016 and has the objective of improving the capacity of unions to organise and represent informal economy transport workers.

## LEARNING ABOUT IDEA

The visit began with a meeting between the NCTU delegation and IDEA leaders and staff, during which members of both organisations introduced themselves and their unions to one another. IDEA is an ITF-affiliated union with around 10,000 informal worker members, the majority of whom are transport workers (8,000 tuk-tuks, moto taxis and taxi drivers), but also includes members who are street and market vendors, domestic workers, cart pullers and small restaurant workers.

One of IDEA's big successes has been successfully resisting the government attempt, in 2009, to ban tuk-tuks from Phnom Penh. IDEA members successfully fought this ban, and now tuk-tuk drivers are allowed to drive on all but one road in Phnom Penh.



Led by Vorn Pao, the IDEA President, IDEA members were also involved in the general strike mobilisations of December 2013 – January 2014 during which they called for a reduction in the price of gasoline and supported the garment sector workers' call for an increased minimum wage. As a result of the violent government crack-down on union activists involved in the strike, Vorn Pao was beaten, arrested and imprisoned for five months (see p.8).

The introductory meeting was followed by a visit to a tuk-tuk parking and pick-up area in Ta Khmao, a district south of Phnom Penh, where the NCTU delegation was able to meet and talk to IDEA members, including both tuk-tuk drivers and vegetable sellers.

## SOCIAL MOVEMENT UNIONISM SEMINAR

On the second day of their visit, the NCTU delegation joined IDEA activists for a training event on "social movement unionism", held at the IDEA office in Phnom Penh. When asked what they had learned from this event, participants said that they had come to realise that "everybody who works is a worker".

One IDEA member who works as a tuk-tuk driver said that he used to think that only those who do physical work could be classed as a worker, but due to the seminar, his understanding had changed. He highlighted the importance of "social empowerment" and the value of global links for movements aiming to bring about social change.

## ORGANISING & NEGOTIATION TRAINING WORKSHOP



Workshop participants pose for group photo

On the third and fourth days of their visit, the NCTU delegation observed a training event on organising and negotiation which was run by IDEA for its member-organisers, at the Community Legal Education Centre (CLEC) in Phnom Penh. Around thirty IDEA members attended the event. The majority of participants were male tuk-tuk drivers and four were female vegetable and clothes vendors.

Heng Sam Orn, General Secretary of IDEA, opened the event by welcoming participants to the workshop. He reaffirmed IDEA's commitment to an inclusive concept of worker – i.e. a worker is anyone who earns an income through work - and explained that workers must use unions and associations as the tools to change society. He said that workers across the world are faced with a common problem of power being concentrated in the hands of a rich minority. Workers must come to realise that this minority will never make changes in the interests of the workers, and therefore workers must make change happen through their own self-organisation.

In order to make change happen, Sam Orn said that workers need to remember three key words: organise, educate, advocate. Workers need to organise into unions and associations, educate their members, and advocate on behalf of their members. He also stressed the importance of gaining knowledge about key issues such as social protection and the minimum wage, and pointed to IDEA's relationship with NCTU as a valuable way of facilitating the exchange of information and insights between unions.



# HOW TO ORGANISE

The first presentation of the workshop was by Vorn Pao, the President of IDEA and facilitator of the event. Vorn Pao explained that IDEA is a workers' organization of 10,000 members, which aims to stand up for and protect the rights of informal workers.

## Why do we need organization?

Vorn Pao explained that workers need to organize in order to develop and strengthen their bargaining power, because “small people” – i.e. unorganized individuals – are in a weak position to negotiate with government and demand justice.

Vorn Pao explained that unorganised informal workers are routinely exploited and have their rights violated. For example, even though tuk-tuk drivers pay tax to the government, they do not receive any benefits in return. Tuk-tuk drivers have no legal access to parking spaces, they are arbitrarily fined by the police and informal workers in general do not have access to social protection. This is exploitation and the only way informal workers can fight this is to collectively organize.



Vorn Pao, President of IDEA

## Methodology of organising

In order to organise effectively, Vorn Pao explained that IDEA members must first talk to their fellow workers about the problems they face and the issues that they think are important. Organisers must then help facilitate a collective response to these problems by recruiting more members in a particular workplace/area and identifying which workers might make effective leaders within the group.

He gave the example of some Phnom Penh street vendors becoming organized and educated about their rights through membership of IDEA, which has allowed them to take steps in fighting back against police harassment.

Vorn Pao explained that an effective organiser needs to have the following qualities:

- **Good communication skills:** organisers need to be able to talk through problems with workers, and to be able to explain that being a member of IDEA can help tackle these problems.
- **Persuasive:** organisers need to be able to persuade workers to join the union. This means building trust and helping workers see that they have a common interest.

- **Dedicated:** organisers need to be dedicated to their work, and be persistent in their engagement with workers. If a worker says “no” to joining first time round, try visiting them again the following week.
- **Good organising skills:** the clue’s in the name. An organiser needs to be able to organise meetings and keep administration in order.
- **Team worker:** an organiser needs to work well in groups and always be prepared to act as part of a team, not just an individual.
- **Independent:** organisers need to not be under the control of any political group or party.

He also outlined a step-by-step process for organising amongst interested workers:

1. Meet workers in a quiet place.
2. Listen to their problems and talk about the benefits of joining IDEA.
3. Identify a leader in the group.
4. Introduce group to other IDEA members (to show that the organisation is real, and that the workers are not alone).
5. Bring new members to the IDEA office to meet leaders/staff.

## CAUSES OF CONFLICT & ALTERNATIVE DISPUTE RESOLUTION

### Causes of conflict

In the next session, Vorn Pao turned to explaining the most common causes of conflict between individuals or between groups and then proceeded to describe how conflicts might be overcome using “alternative dispute resolution”. He explained that having an awareness of the causes of conflict and the ability to resolve conflicts and provide solutions were important attributes for all IDEA activists.

Vorn Pao set out the four root causes of conflict as follows:

1. Perception;
2. Prejudice;
3. Stereotype;
4. Discrimination.

Using pictures that were open to multiple interpretations regarding what they represented (see adjacent image), he explained that different people see the world in different ways, and these differing perceptions, which may be rooted in different educational, cultural or religious backgrounds, are often at the root of quarrels.



Open to interpretation?



Vorn Pao said that in order to reduce conflict amongst workers, activists need to try and understand the perceptions and world-views of others. He stressed that “we cannot change society if we cannot change ourselves”.

Vorn Pao urged activists to challenge their own prejudices and those of others – such as the prejudice against those living with HIV/AIDS. He also explained the concept of a “stereotype” – i.e. presuming things about an individual because they are a member of a certain group – and said that activists needed to avoid stereotyping others. He also pointed to the importance of challenging discrimination against people on the basis of factors such as their nationality or race and highlighted the problem of discrimination against Vietnamese people in Cambodian society.

## Resolving disputes

Vorn Pao explained that the aim of any dispute resolution, whether it be through negotiation (involving only the two parties) or arbitration (involving a neutral third party), should be the finding of a solution that both parties think is just and fair. The solution should be sustainable and benefit both parties. However, before a just solution can come about, the two parties need to regard each other as having equal power. This is where unions are essential.

Vorn Pao explained that disputes between workers and powerful parties such as the government or the owner of a market can be solved through negotiation between the parties, but first the union needs to make sure that it can claim to have “equal power”. It is only able to do this by increasing its membership and making sure that it has access to information such as legal knowledge related to the dispute.

Vorn Pao warned participants that negotiations between workers’ organisations and employers, land owners or city authorities can be difficult. He described how government figures such as governors and mayors are often “not available” for negotiation, because they see themselves as being of a higher status than the workers. He urged IDEA activists to regard themselves as being of equal status to mayors and governors, because this is the only way negotiations will be successful.

## “WE NEED TO CHANGE OUR LIVES”

Khun Tharo from the AFL-CIO Solidarity Center, Cambodia, gave a further presentation on the pressing need for informal workers to organise and take collective organisation in order to change their lives. He said that informal workers needed to fight for a decent life which would mean an increased income for their families, respect from the public, safety at work, freedom from discrimination and harassment and access to social security.

## How to work towards a decent life

Khun Tharo said that informal workers are faced with a big challenge, but their goals are achievable if they organise into unions, make clear plans and build strength by growing the union membership. He stressed the need to identify allies who can always be found by asking the question “who else is



affected by this issue?" He also called for unions to cultivate support amongst the Cambodian people, NGOs, union federations and international organisations.

Most importantly, unions need to recognise that their strength is rooted in their membership, but that this membership must be active and provide the union with an income, through dues, so that it can operate effectively. Khun Tharo drew attention to IDEA having only 3,000 active members out of a total membership of 10,000, and said that IDEA needed to work to get everyone in the union active.

He also highlighted the need for unions to identify both short and long term goals. An example of a short term goal would be providing support in the case of traffic accidents, whilst a longer term goal is fighting for access to social security and the introduction of protective worker legislation. Related to these goals is the importance of strong evidence supporting advocacy. Khun Tharo pointed to IDEA's success in negotiating with traffic police on behalf of their members, which has been rooted in their knowledge of traffic regulations.

He said that IDEA was clearly making progress because there had been several cases in which police had stopped harassing drivers because they had an IDEA sticker on their vehicles.

Despite these successes, Khun Tharo concluded by drawing attention to the considerable challenge faced by workers face in the form of the police and court system. He said that workers were unlikely to win cases, and pointed to the ongoing court proceedings against Vorn Pao, IDEA President, as evidence of the government's use of the court system to punish and victimise union activists (see below).

### **The Cambodian General Strike of 2013-14 and the detention of Vorn Pao**

From December 24<sup>th</sup> 2013 to early January 2014, workers across Cambodia took part in a general strike to fight for an increase in the minimum wage from \$80 to \$160. The Cambodian government responded to the strike with a brutal crackdown resulting in the death of at least five people and the assault and detention of many more.

Although the strike originated from the garment sector, it gained broad support from non-garment worker unions, NGOs and other social movement organisations.

IDEA, led by Vorn Pao, organised mass rallies to demand a reduction in the price of gasoline and to support the striking garment workers in a powerful display of cross-sector solidarity.

As a result of his activities supporting the striking garment workers, Vorn Pao was severely beaten by soldiers and arrested on January 2<sup>nd</sup> 2014. He was charged with "intentional violence" and "intentional damage" and incarcerated with 20 other union leaders and workers arrested during the general strike.

Vorn Pao remained in detention until May 2014 when he was released. However, he is still facing a five year, one month suspended sentence, a large fine, and was being called to attend court at the time the NCTU visit to Phnom Penh was taking place.

**For more information see:** Asia Monitor Resource Centre (AMRC) Report (2014), "[A week that shook Cambodia](#)", Free the 23 Campaign website, [Vorn Pao profile](#).



## ITF INFORMAL WORKERS' PROJECT

Jess Whelligan (GLI) introduced the ITF Informal Workers' Project to the workshop participants, and directed them towards the [project blog](#) for news and updates from other unions working with informal workers across the world. Following this, she invited Luis Macailao (NCTU) to give a presentation on his union's mentoring programme.

Luis explained the NCTU was a transport union in the Philippines which had a majority informal membership. NCTU organises informal members through affiliating informal worker associations, predominantly jeepney<sup>1</sup> associations, to the union. He explained that all five members of the NCTU delegation were from the informal sector, and members of various jeepney associations.



Luis (NCTU) talks about his union's role in the ITF project

Given NCTU's experience in effectively organising informal workers, Luis explained that it was the job of the NCTU to act as an ITF mentor for other unions working with informal transport workers in Southeast Asia and in particular, IDEA. Luis described how a delegation from IDEA had already visited NCTU in the Philippines in June 2015 and that the current exchange visit by NCTU was a further opportunity to deepen the relationship between the two unions.

He stressed that the relationship between NCTU and IDEA was not "one-way" and that NCTU also had much to learn from IDEA.

## DISCUSSION

The presentations were followed by group discussions between workshop participants, including the NCTU delegation. One issue that received particular attention was that of **parking**. NCTU members asked about parking provisions for tuk-tuk drivers in Phnom Penh. They explained that in the Philippines, local government designates parking areas for jeepneys, and that jeepney associations take responsibility for securing these areas for their members.

In response, an IDEA member explained that parking was a big problem for tuk-tuk drivers because local government does not designate any parking spaces for their use. Instead, tuk-tuk drivers must negotiate with hotels, restaurants and malls about parking areas on an individual basis. Taking this into account, NCTU members said that IDEA should organise a campaign around the problem of parking spaces as this would be a clear way to mobilise tuk-tuk driver members.

<sup>1</sup> Jeepneys are minibus-like vehicles and are the most popular form of public transport in the Philippines.

NCTU members asked about whether many of the tuk-tuk drivers had **licenses** to operate. IDEA members said that few drivers had licenses and were interested to find out that all Filipino drivers had them. NCTU members suggested that IDEA should combine a parking space campaign with a campaign to help their members get driving licenses, because this would help clarify the legal status of tuk-tuk drivers, and would allow them to gain respect from the public.

IDEA's strategy of tackling **police harassment** was also discussed. It was explained that IDEA has almost 1,000 walkie-talkies which it gives to its leaders and organisers to enable them to communicate and mobilise effectively. In cases where an IDEA member is confronted by the police, organisers are able to put out a call for support amongst other members.

When asked about the neutrality of the **court system** in Cambodia, IDEA participants simply laughed.

## INTERVIEW WITH IDEA MEMBERS

Following the workshop, NCTU members had the opportunity to talk one-on-one with IDEA members. An interview with one of the tuk-tuk drivers, Eam Son Vesna, is summarised below.

### IDEA Member Profile: Eam Son Vesna

#### How do you make a living?

Tuk-tuk driver

#### When did you join IDEA?

2008

#### What are the problems faced by tuk-tuk drivers in Phnom Penh?

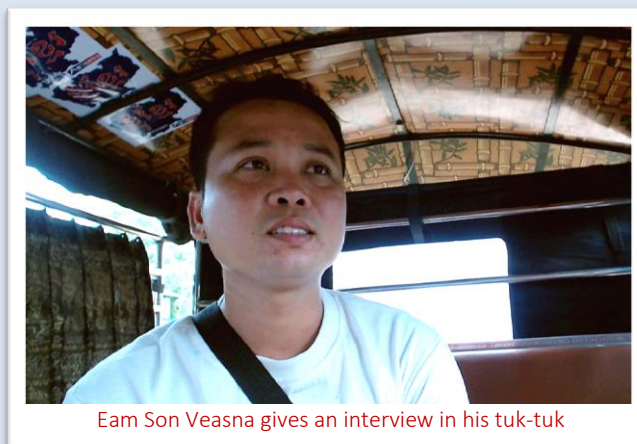
We have problems with the police and market owners. The owner of the market where I'm based doesn't allow me to park there, so right now it's difficult to find a place for parking.

There are also less customers using tuk-tuks because of increased food prices. There are now more tuk-tuks and taxis on the road which makes the problem even worse.

#### What are the benefits of being an IDEA member?

We get training in traffic law which means that we can negotiate better with the police when they arrest us. I think the police now recognise the IDEA sticker on our vehicles so sometimes they don't pursue us like they used to.

We get training on customer communication so we can learn how to communicate in a polite way with customers. IDEA also negotiates on our behalf with the market owners and some hotels in order to secure parking spaces for members to use.



Eam Son Vesna gives an interview in his tuk-tuk

## VISITS TO INFORMAL WORKPLACES

On the fifth day of their visit, the NCTU delegation visited a number of informal workplaces across Phnom Penh to meet and talk with IDEA members. They asked IDEA members questions about their work and income, the challenges they face, and the benefits of being a member of IDEA.

### VISIT TO VEGETABLE MARKET

NCTU members visited a vegetable market which was based at the edges of an unmade road next to a petrol station forecourt and was close to a garment factory. There they met with Keo Un, a female tuk-tuk driver who also sometimes sold vegetables at the market (see below).

#### IDEA member profile: Keo Un

**Age:**

39

**How do you make a living?**

Tuk-tuk driver and vegetable seller

**When did you start being a tuk-tuk driver?**

5 years ago

**How many women do you know who are working as tuk-tuk drivers?**

3

**What time do you start and finish working?**

Start at 4am in the morning and finish at 8/9pm.

**How much do you earn?**

Some days \$5, some days \$7

**What problems do you face?**

The police – here they sometimes kick the vendors out.

**Are the other vegetable vendors IDEA members?**

No, not yet

**Do you have any free time to go to church or to a restaurant? I.e. time for pleasure?**

No, there's not time to go to a restaurant and I only go to pagoda for New Year and Pchum Ben (Ancestor's Day).



Keo Un talks to Luis in her tuk-tuk

*Keo Un was interviewed by Luis.*

## VISIT TO ROADSIDE VENDORS

The NCTU delegation also visited IDEA members who were selling various goods/services at the side of a busy road which was next to several large garment factories and a university. They met and spoke with a barber and vendors selling a variety of items including barbecued chickens, motorcycle parts, drinks and snacks. Their conversation with Srey Neang, a drinks vendor and IDEA member, is summarised below.

### IDEA Member Profile: Srey Neang

**Age:**

29

**How do you make a living?**

Selling drinks at roadside stall

**Do you earn enough to support your family?**

No, my husband works too – he's a truck driver.

**How long have you been a member of IDEA?**

1 year

**What problems do you face?**

The local authority tried to stop us selling here but now we're allowed because IDEA negotiated with the authorities on behalf of vendors.

**What are the benefits of being a member of IDEA?**

They negotiated with the authorities on our behalf and now we're not being kicked out. They also offered training to me, but I couldn't go because I'm the only person on my stall

**Would you encourage others to join IDEA?**

Yes, I've already encouraged other vendors in the area.



Srey Neang talks to Marina at her drinks stall

*Srey Neang was interviewed by Marina.*





Roadside vendors/IDEA members (clockwise from top left): drinks seller's cart, barbequed chicken seller, motorcycle parts seller, barber.



## UNION KNOWLEDGE-EXCHANGE

Following their field visit to meet IDEA members, the NCTU delegation attended a meeting with representatives from other unions based at Solidarity House, the building which houses IDEA's Phnom Penh office and acts as a base for many independent unions and organisations working for social justice in Cambodia. Along with IDEA activists, representatives from the following unions were present at the meeting:

- Coalition of Cambodian Farmers Community (CCFC);
- Cambodian Youth Network;
- Cambodian Domestic Workers Network;
- Cambodian Food & Service Workers' Federation (CFSWF).



NCTU delegation meets with union leaders at Solidarity House

Introductions to each union and its activities were followed by a group discussion about the general Cambodian trade union movement. Government interference in trade unions was cited as a major challenge for the movement, both in terms of government funding to “yellow” unions, and of harassment – violent or otherwise – of union leaders and members.

## UNION DUES

Luis briefly introduced NCTU to the meeting. He explained that NCTU has two full-time organisers – Jaime Aguilar and himself, Luis Macailao – and that it is the biggest union in SENTRO<sup>2</sup>. Luis was asked by the Cambodian trade unionists to explain how NCTU collected dues from its members, because this was a major challenge for unions like IDEA whose members often have no set workplace, and no regular salary.

Luis explained that collecting dues from informal workers was also a challenge in the Philippines and that, in fact, only a small percentage of NCTU members actually pay dues. However, he explained that NCTU-affiliated informal worker associations are confronting this challenge by offering driver insurance to its members to incentivise the regular payment of dues. Members who pay dues regularly are also given priority places on union-run training courses.

<sup>2</sup> SENTRO (Sentro ng mga Nagkakaisa at Progresibong Mangagawa) is a national trade union centre in the Philippines with 80,000 members.

Luis suggested that IDEA could also use insurance to incentive paid membership, and he and Ernie proceeded to give detailed break-downs of the due-paying structures in their own jeepney associations as examples that IDEA may want to replicate.

### NCTU example one: Ernie Cruz

Ernie explained that each member of his local jeepney association pays 30 pesos (\$0.68) per day to the association. This payment is collected by a “dispatcher” based at the jeepney terminal who gives the association member a ticket on receipt of their daily dues. When a member collects 60 of these tickets – i.e. has paid dues for 60 days – they are reimbursed with 50% of their dues payments. The system of ticket collecting and reimbursing acts as both an incentive to pay dues and as a saving scheme.

The benefits of paying dues to the association include: insurance (provided through NCTU); medical assistance in the case of illness; burial assistance in the case of death; driving license renewal; and a big “family day” Christmas party at which each association member receives a gift.

On top of this, if a member dies, every other member pays 100 pesos (\$2.13) to the family of the deceased.



Ernie Cruz (NCTU) explains the dues system for his association

### NCTU example two: Luis Macailao

Luis explained that his local jeepney association also required members to pay 30 pesos (\$0.68) per day to the association. He said that the 30 pesos payment was broken down as follows:

- 5 pesos to the driver (this is collected for one year and given to drivers in a bulk payment at the Christmas party – essentially acting as a saving scheme);
- 5 pesos to the jeepney owner (again this is collected for one year and given to the owners at the Christmas party);
- 6 pesos to the dispatcher who collects the dues on a daily basis;
- 14 pesos to the association.

The association provides the following benefits of membership: insurance (provided through NCTU); medical assistance in the case of illness; burial assistance in the case of death and a big “family day” Christmas party at which each association member receives their cash payment from the year’s savings.

Luis also stressed the role played by trust in encouraging members to pay regular dues. He made the point that if members do not trust the president of their association, if they think the president is



corrupt, they will not pay dues. Therefore associations/unions must be financially transparent to their members.

## Union dues in Cambodia

It was explained that IDEA's current strategy for getting members to pay dues was to first involve them in the union (thus allowing them to see first-hand the benefits of membership) and then to encourage them to start paying dues.

Sar Mora from the Cambodian Food and Service Workers' Federation (CFSWF) said that it was both the collecting of dues *and* the setting of the level of dues that was a problem in Cambodia. He explained that union dues were standardised at 1% of a worker's salary across all unions in Cambodia which made the sustaining of functioning, independent unions very difficult.

While unions are free to try and increase the level of due payments, this would more than likely cause members to join a different union, therefore unions look to outside funding to sustain them. In many cases unions receive government funding, which seriously compromises their ability/willingness to challenge the government and truly be a vehicle for worker interests. Other unions turn to international funders and NGOs for extra funding.

Sar Mora said that whilst non-governmental funding does not constrain the actions of unions that receive it (unlike those who receive government funding), he saw the external funding model as being unsustainable in the long-run because funders may move away from Cambodia in the future. He stressed the importance of Cambodian unions working to become independent of external funding in order to secure their long-term viability.

## EVALUATION MEETING

The exchange visit concluded with an evaluation meeting convened by the NCTU delegation. IDEA leaders were asked to evaluate the exchange visit and to start to formulate a 12-month action plan of activities that could be undertaken by IDEA as part of the NCTU-IDEA mentoring programme.

## EVALUATION

IDEA leaders all agreed that the exchange visit had been useful, and that the development of a working relationship with NCTU was an important landmark in IDEA's short history. Vorn Pao said that learning about the organising work of NCTU in the Philippines had given him faith in what IDEA was trying to achieve in Cambodia



## ACTION PLAN

Drawing from their own observations and the many conversations they had had with IDEA leaders and members over the course of their visit, the NCTU delegation suggested that IDEA focus on the following three areas for their 12-month action plan of activities:

- **Visibility of women:** map and organise women working within the informal transport economy;
- **Self-sustainability:** work on how to incentivise the payment of dues and consider providing insurance as an incentive;
- **Driving licenses & road regulations:** work on how to encourage compliance with traffic regulations amongst tuk-tuk drivers and to increase the number of drivers with licenses.

IDEA leaders agreed to use the NCTU delegations suggestions as a guide for formulating their own action plan in partnership with other IDEA leaders and members. Sam Orn and Vorn Pao agreed to send a finalised action plan to NCTU by email as soon as it had been formulated and passed by the union's Executive Committee. They estimated this process could take up to one month.

# PARTICIPANTS

Name	Position	Organisation	Country	Email
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Even Phon	Tuk-tuk driver, member	IDEA	Cambodia	-
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