

ITF Informal Transport Workers Project



Informal workers

AFRICA REGIONAL WOMEN'S WORKSHOP

KAMPALA, 23-25 APRIL 2014

Workshop Report



Special thanks to all the participants, and to the ATGWU for their support and hospitality. Special thanks to John Mark Mwanika for his report from the workshop.



Dave Spooner, May 2014.

Supported by FNV Mondiaal



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.¹ 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*², 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.



¹ The other two regional workshops are planned to be in Nepal (June 2014) and Colombia (October 2014)

² Informal ticket agents and touts are known as “call girls” and “call boys” in many African countries. Also sometimes known as ‘brokers’.

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 part of the trade union leadership.

The event received a lot of media attention, including a news broadcasts 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:

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| <ul style="list-style-type: none"> • Drivers • Conductors • 'Stage Clerks' • 'Stage Masters' • Call-Girls • Booking Clerks | <ul style="list-style-type: none"> • Charter pilots (!) • Motorcycle / 'Boda-Boda' riders • Office attendants • Vendors and Hawkers • Security Guards | <ul style="list-style-type: none"> • Mechanics • Inspectors • Messengers • Waste-Pickers |
|--|--|--|

Workers' organisation varies considerably between the three countries, through informal co-operatives, associations and, most importantly, SACCO³. 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



³ Savings and Credit Cooperative Organisations

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 were 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 – Earnings⁴ 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 ⁵ , 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 Operators⁶	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

⁴ All figures in Ugandan Shillings. 10,000 Ugandan Shillings is approximately equivalent to USD 4.00.

⁵ Turn boys load and unload luggage and goods on to the buses

⁶ 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

	Key Issues	Bargaining Counterparts
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 Operators⁷	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

⁷ 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 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 are 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

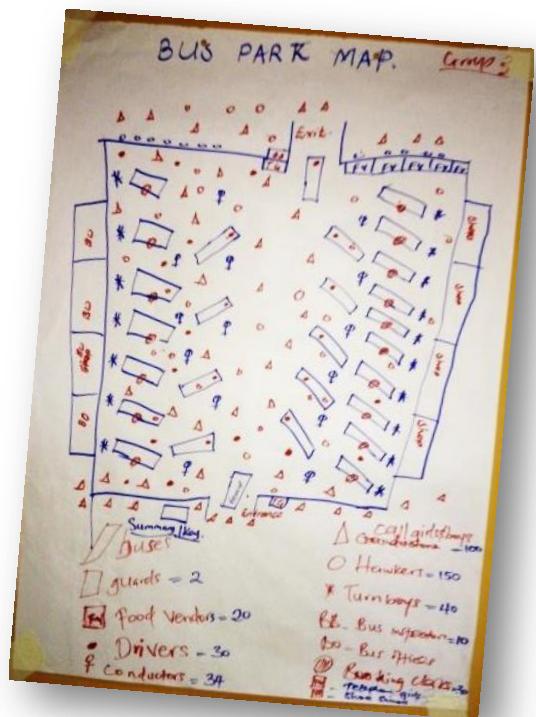
The final part of the activity was for each group to draw a physical map of the terminal, showing where the women workers and their occupations were located. These maps form the basis of a central reference point for organising, with more detail added as more information is gathered – showing, for example, 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.

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, measureable, 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.*



What power does the employer have? <ul style="list-style-type: none"> • Economic resources • Control of capital and global economy • Attempted control over workers • Legal tools and resources • Allies in the government, media, other companies and society • Other 	What power does a worker have? <ul style="list-style-type: none"> • Collective solidarity... if organised • Skill and ability to affect production or services... if organised • Control of key positions in global supply chains... if organised • Allies with other workers and communities locally and internationally... if organised • Legal tools and resources... if organised • Allies with government and media... if organised • Other
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WHAT IS ORGANISING? 17

2014-15 DRAFT ACTION PLANS					
ACTIVITY	OBJECTIVES	WHERE	WHEN	WHO	INDICATORS
KENYA - NAIROBI					
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, Synaida	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
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

2014-15 DRAFT ACTION PLANS					
ACTIVITY	OBJECTIVES	WHERE	WHEN	WHO	INDICATORS
TANZANIA – DAR ES SALAAM					
Reporting to the National Chair of UWAMATA ⁸	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
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
UGANDA - ENTEBBE					
Report to Airport Taxis 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	

⁸ Bus Drivers Union of Tanzania

2014-15 DRAFT ACTION PLANS

ACTIVITY	OBJECTIVES	WHERE	WHEN	WHO	INDICATORS
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
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

2014-15 DRAFT ACTION PLANS					
ACTIVITY	OBJECTIVES	WHERE	WHEN	WHO	INDICATORS
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
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

2014-15 DRAFT ACTION PLANS

ACTIVITY	OBJECTIVES	WHERE	WHEN	WHO	INDICATORS
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

For news, updates, resources, links and other information about the ITF Informal Transport Workers Project, please visit the ITF's Informal Workers Blog at: www.itfglobal.org/informal_workers_blog.

If you would like to find out more about the ITF Informal Workers Project, or have any related queries, please email: dave.spooner@global-labour.net.

Evaluation Report

What were your positive experiences of the workshop?

- This workshop being the first of its kind has helped women know that in cases where they need someone to help, union is there for them
- I have acquired more information about informal sectors
- I have learned about how associations can be formed
- I have made friends
- I loved interacting with people I didn't know
- Workshop for informal workers
- Strategies to organise informal women workers
- The energy and eagerness of the participants
- I learn about the union and now I know and I understand a lot of benefit when I join the union. Already I have hope for next life and my light as a woman
- The workshop educated us a lot, made me know more about the union, and how it can support the informal society. Bring hope to them.
- I have got to know that even ladies are also recognised in some countries, even though it is not common in Uganda, especially the informal workers
- I have learned so many things that I never heard somewhere else
- I have learned how to teach others how to join the union and how I can be organised to join the union
- I learn a lot about the ITF and unions
- Positive experience of the workshop – I get education
- I met good and friendly people. I didn't know the way people like us, like low people
- The workshop has been very useful to the informal workers, especially when we carried out a survey in the bus park
- The education was wonderful.
- I learned a lot that I didn't know about the informal sector
- I liked the way we were hosted and taken care of
- The teacher was very clear and easily understood
- I experienced that the work I am doing is a good job
- When people come together especially from different countries, they really share more things about their countries, which is really enjoyable
- The meeting was good

What were your negative experiences of the workshop?

- None (6)
- Non-residents are meeting a lot of expenses to reach the venue i.e. transport, time off from work and family, so need for financial facilitation
- When I ate raw cowpeas in the restaurant
- When I found myself dozing
- Poor time management and not going to Entebbe airport
- Limited time
- We were not given sitting allowance
- Some people could easily angry about simple things
- The PCs (?) because I am not used to them

- Coming from breakfast very late, and we were coming from home angry
- Some of the participants were not paid for accommodation. Since this was an international workshop organised by the ITF, all participants should be considered residential
- The workshop was a bit short. Maybe if it could have been longer, we would have gathered more.
- The other participants were really boring us when sleeping in the workshop
- People receiving phone calls at the workshop
- Eating in the workshop while learning is going on

Which activities and sessions most grabbed your attention?

- Mapping (7)
- Visiting the bus park (2)
- Interacting with local people at the bus station
- When we went to the bus terminal, the way how some ladies were responding to us was not good most especially the call boys
- Field activity
- Presentations because every woman was able to express skills of communication and maturity
- Making a work plan
- Action plans
- The Five Important Issues in campaigning
- Group presentations and the discussion
- Talking about the *call girls*⁹ because others see us as nothing and nobody
- Working in groups
- Planning campaigns
- Organising Strategy

What activities and sessions were most disappointing?

- None (11)
- The Friday evening session on how to apply a lot of thinking to make a work plan
- Having women who are Boda Boda¹⁰ cyclists in other countries
- The earnings of the conductors were high. Others were low, according to the bus company
- No appointment letter was given to the workers after being given a job
- Making the work plan
- Developing a work plan

Which new themes would you wish to see covered in future ITF workshops or meetings? Or which themes would you like to develop further?

- Methods of report writing
- Basic skills in computer to women in union
- I would like the ITF to look at or develop the informal women in domestic homes
- ITF has to come out and fight for us women because I am sexually harassed at my place of work and no-one can help me
- Analysing information
- Go into more details about campaigning

⁹ Informal ticket agents and touts are known as “call girls” and “call boys” in some countries.

¹⁰ Informal motor-cycle taxis



- More details on organising and the union movement
- Join in the union for future life
- Fighting for the rights of married women. Most men want to take women as prisoners
- Even considering the vendors because they also contribute to the transport sector
- The ITF workshop should make sure that some companies of buses should start paying salaries to the conductors
- I wish you can organise another meeting so we can discuss what we have achieved in one year
- We would like to sleep in the hotel because of transport from home
- Health
- Developing a work plan
- I would like the theme of organising the informal sector to develop further, so that it can strengthen union membership
- Have more time to gather a lot of information
- Encourage women in whatever they are doing
- Members to be informed on what to be done before the workshop is arranged for

Other comments?

- Well done. This has been excellent.
- I thank the ITF, the ATGWU, Brother Dave, Sister Karume, Brother Mark and Brother Aziz for hosting us, and teaching us about the outside world.
- Next time when organising a workshop, participants should be treated equally i.e. not some staying in a posh hotel and some coming from home even on rainy days. Please be fair when giving out allowances to participants. At least we should (get) treated equally.
- As campaigns and lobbying are tools for creating understanding and convincing workers, more skills and techniques should be taught
- Generally well facilitated workshop with an adequate number of participants, rather than if it had been a large group
- I'm proud to participate in this workshop. And now I will be the one who is going to be organising and recruiting.
- Thanks so much for this opportunity granted to me. Good care and friendship shown to us.
- ITF should take part on conductors side to get appointment letter to the fellow workers
- We want to recruit more women in the sector
- During breakfast, lunch, time given very good
- Keep it up
- The workshop was very good and educative
- I was wondering if ITF could help the union representing informal sector in Kenya and transport workers union(s) to work together
- The workshop was very interesting and enjoyable
- Hope we are going to do a good job
- Thanks to ITF for giving us this chance so I encourage others
- To know the importance of ITF
- The workshop was the most interesting I have ever attended