



# FINAL EVALUATION Report

## DECENT WORK IN THE ASEAN REGION

### DGD PROGRAMME 2017-2021

#### Cambodia

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## ACRONYMS

<b>ASEAN</b>	Association of Southeast Asian Nations
<b>ADB</b>	Asian Development Bank
<b>CBA</b>	Collective Bargaining Agreement
<b>CCAWDU</b>	Cambodia Apparel Workers Democratic Unions
<b>CCFC</b>	Coalition of Cambodia Farmers Community
<b>CFSWF</b>	Cambodian Food Service Workers' Federation
<b>CSO</b>	Civil Society Organization
<b>DGD</b>	Director General of Development Cooperation and Humanitarian Aid, Belgium
<b>HEF</b>	Health Equity Fund
<b>IDEA</b>	Independent Democracy of Informal Economy Association
<b>IDPoor</b>	Identification of poor households
<b>ILO</b>	International Labour Organization
<b>MoEF</b>	Ministry of Economy and Finance
<b>MoLVT</b>	Ministry of Labour and Vocational Training
<b>MoH</b>	Ministry of Health
<b>MoWA</b>	Ministry of Women Affair
<b>NSSF</b>	National Security Fund
<b>OECD DAC</b>	Organization for Economic Cooperation and Development - Development Assistance Committee
<b>OH</b>	Outcome Harvesting
<b>OiC</b>	Oxfam in Cambodia
<b>OSH</b>	Occupational Safety and Health
<b>RGC</b>	Royal Government of Cambodia
<b>SMART</b>	Specific, Measurable, Achievable, Relevant and Time-bound
<b>SO</b>	Specific Objective
<b>TU</b>	Trade union
<b>YRDP</b>	Youth Resource Development Program

## Executive summary

The DGD Social Protection programme 2017-2021 on Decent Work in ASEAN was implemented by Oxfam and partners to **influence more effectively social protection policies in favour of workers in precarious situations and their families**. It aims to contribute to progress towards universal social protection and to a reduced inequality: economically, socially but also politically. In general, many ASEAN countries show a lack of political will to engage with independent actors from civil society with regard to the rights of their constituencies. They risk not taking sufficiently into account the needs of the beneficiaries when designing and implementing social protection policies. In Cambodia, the program focused together with partner on the following sectors: CCAWDU's work is focused on sub-contract garment and textile workers; CCFC works with small scale farmers; CFSWF with massage workers, entertainment workers, food & general service workers, IDEA with tuk-tuk & motor taxi drivers, domestic workers, and street vendors; and YRDP with youths at high school and university.

Oxfam conducted a final evaluation to **assess the achievements of the project**, and to document **key lessons learnt** from the project. In addition, the evaluation aims to assess what strategies and approaches Oxfam and partners have undertaken to effectively influence social and labour protection policies in Cambodia in favour of marginalized workers and their families, and how these strategies and approaches might be implemented differently in similar projects and contexts. The evaluation also serves accountability towards the donor and other relevant stakeholders to demonstrate what effects with the people we work with were achieved.

**Outcome Harvesting** was chosen as the preferred methodology for the final evaluation due to its participative nature. Outcome Harvesting is a monitoring and evaluation tool that is being used worldwide to robustly identify, describe, analyse and interpret outcomes regardless of whether they were pre-defined. The evaluation was organized in several stages: 1) Training of Oxfam project staff on outcome harvesting; 2) Methodology plan; 3) Review of documentation; 4) Physical workshop and online one-to-one discussions with partners to harvest outcomes; 5) Substantiation of harvested outcomes; 6) Analysis of outcomes; 7) Physical workshop with partners to interpret outcomes; 8) Report writing. Different limitations and opportunities were noted, such as the difficulty to identify negative and unexpected outcomes; to formulate SMART outcomes and to collect important outcomes over 5 years time. However, the methodology was also perceived as refreshing and new. An external evaluator supported Oxfam with the implementation of this process.

**In conclusion**, all partners successfully organized, raised awareness, and empowered people, especially women. There were 310 local groups/unions organized, developed capacities and empowered (which unexpectedly exceeded the initial target of 188 local groups), and approximately reached 97,965 people we work with (previously expected 17,118).

The program contributed to joint efforts of CSOs and Trade Unions that resulted in at least 6 changes at the national level in the amendment and development of legislation, improving, in a sustainable way social protection for marginalized workers.

Marginalised workers are represented better in the National Social Protection Policy Framework and Law (SPPF), the National Social Security Law, Guidelines, and Prakas related to social protection schemes. This means a sustainable change that will be benefiting all workers and people in Cambodia.



The Covid-19 crisis had a huge impact on workers, leading to unemployment and the loss of income. The space for CSOs and Trade Unions was narrowed down, and they needed time to develop new ways of working and new strategies. This meant delays and impact on the effectiveness of the project implementation, causing loss of trust from target groups. Therefore, social protection was chosen and reinforced as a main topic for advocacy and campaigning. This positive side was however five unexpected outcomes related to the Covid-19 crisis, which have been judged highly important: it means that they represent the achievement of part of the Specific Objective and results of the intervention. They are all related to the Covid-19 crisis that, somehow, helped to make visible the precarious situation of numerous workers and speed up some Social Protection processes. All DGD programme partners, as well as other CSOs/TUs networks, have been actively and jointly involved in conducting campaigns on the response to Covid-19. They have advocated to the RGC not to deduct workers' salaries during the 14-day quarantine and have asked the NSSF to provide allowances during the Covid-19 crisis to people impacted as part of the health care plan. And they were able to advocate to the government for the promotion of better labour rights and access to social protection through a joint statements and open letters during different national events.

All partners were focusing on implementation and practice of gender justice, increasing numbers of women leadership and women empowerment, resulting in increased financial power for women through social protection policy giving priority to women (health care, maternity, childcare...) and increased participation. However, they still need more capacity development on gender justice, and implementation of gender justice policy and the use of GAL tool. They continue to advocate for increasing budget on genders justice programmes, gender-based responsiveness in Social Protection policy; and to engage and create quota for women in leadership roles at all levels. As lessons learnt, women leaders are more effective in campaigns and advocacy.

We would **recommend** that the continuation of organizing, awareness raising and people empowerment, especially women, at both local and national levels is an important element for advocacy and influencing decision makers in policy development. All partners should prioritize on the implementation and practice of gender justice, while strengthening and building their capacity development on gender justice and enforcing implementation of gender justice policy and use of GAL tool within their organizations. Furthermore, all partners should join force to advocate gender response in Social Protection Law and policy implementation as well as continue to engage and create quota for women in leadership roles at all levels. In addition, documentation is proved to be an important tool for formulating and replicating policy influencing strategy for future use; more evidence for effective advocacy and campaign should be produced. Externally, enabling environment for like-minded CSOs and Trade Union members is also required for better participation and communication in active discussion and consultation on social protection policy development, analysis, and consultation.

## 1. Introduction

The programme builds on the 2014-2016 programme in the ASEAN region to **promote social protection for an increasingly vulnerable group in Cambodia, Vietnam and Laos, namely marginalized workers.**

The DGD Social Protection programme 2017-2021 on Decent Work in ASEAN was implemented by Oxfam and partners to **influence more effectively social protection policies in favour of workers in precarious situations and their families.** This programme was implemented by Oxfam in Cambodia in partnership with Coalition of Cambodia Apparel Workers Democratic Unions (CCAWDU), Coalition of Cambodia Farmers Community (CCFC), Cambodian Food Service Workers' Federation (CFSWF), Independent Democracy of Informal Economy Association (IDEA), and Youth Resource Development Program (YRDP), with the support of the Director General of Development Cooperation and Humanitarian Aid, Belgium (DGD).

CCAWDU's work is focused on sub-contract garment and textile workers; CCFC works with small scale farmers; CFSWF with massage workers, entertainment workers, food & general service workers, IDEA with tuk-tuk & motor taxi drivers, domestic workers, and street vendors; and YRDP with youths at high school and university.

After the end of the 5-year implementation, Oxfam conducted a final evaluation to **assess the achievements of the programme**, and to document **key lessons learned** from the programme. In addition, the evaluation aims to assess what strategies and approaches Oxfam and partners have undertaken to effectively influence social and labour protection policies in Cambodia in favour of marginalized workers, especially women, and their families, and how these strategies and approaches might be implemented differently in similar projects and contexts. The evaluation also serves accountability towards the donor and other relevant stakeholders to demonstrate what effects with the people we work with were achieved.

The **evaluation questions** this evaluation exercise aimed to answer are:

### Effectiveness

- To what extent has the programme achieved the planned specific objective and results?
- Which social actors has the project influenced and what are the main characteristics of these changes?

### Impact

- What are the unintended outcomes generated by the programme?

### Gender justice

- Do the outcomes show changes towards gender justice?

### Sustainability

- Do the outcomes show that the benefits of the programme will be sustainable?
- Can sustainability (environmental, social, organizational, institutional or financial) be demonstrated on the basis of the outcomes of the programme?

## 2. Intervention and context

In spite of strong economic growth in Cambodia, Laos and Vietnam - a growth likely to be accelerated by the dynamics in the ASEAN Economic Community - a large number of people hardly benefit from it. A joint study by the ADB and the ILO<sup>1</sup> expects that the number of precarious workers and their families will continue to rise without adequate policies and policy enforcement leading to the creation of decent jobs and to better social protection. Already now 3 out of 5 workers in ASEAN, which holds the third-largest labour force in the world, are in vulnerable positions. The most affected workers in terms of vulnerability to economic, environmental and social shocks are women, those in the informal economy (including self-employed workers, small-scale farmers and informalized workers), migrant workers, the unemployed, as well as many precarious workers in the formal sectors. Logically, such vulnerability affects the whole family.

The Decent work in ASEAN programme is designed to influence more effectively social protection policies in 3 ASEAN countries (Laos, Cambodia and Vietnam) in favour of workers in precarious situations and their families. It aims to contribute to progress towards universal social protection and to a reduced inequality in these societies: economically, socially but also politically. In general, many ASEAN countries show a lack of political will to engage with independent actors from civil society with regard to the rights of their constituencies. They risk not taking sufficiently into account the needs of the beneficiaries when designing and implementing social protection policies. But the ASEAN Action Plan offers important opportunities for engagement that could be seized. Hence the regional level of the programme will provide strong leverage to realize our ambition at national level. Engaging with other national, regional and international actors will bring additional value, in particular coordinated efforts with actors in other ASEAN member states.

## 3. Methodology

### 3.1 Approach

Outcome harvesting was chosen as the preferred methodology for the final evaluation due to its participative nature. Outcome harvesting allows implementing actors to identify trends and patterns from the relevant interpreted results and outcomes. In contrast to other evaluation methods, outcome harvesting does not measure the progress of pre-determined results or objectives, but collects evidence of what has changed, and working backwards, determines whether/how an intervention contributed to these changes.

*Figure 1: 6 steps of the outcome harvesting process*



The final evaluation of the DGD programme 2017-2021 in Cambodia took place from March 2021 to February 2022. The evaluation was organized in several stages:

1. Training of Oxfam project staff on outcome harvesting.
2. Methodology plan

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<sup>1</sup> ASEAN Community 2015: Managing integration for better jobs and shared prosperity. ILO / ADB, 2014.

3. Review of documentation
4. Physical workshop and online one-to-one discussions with partners to harvest outcomes
5. Substantiation of harvested outcomes
6. Analysis of outcomes
7. Physical workshop with partners to interpret outcomes
8. Report writing

To begin, the Oxfam staff in Cambodia, Laos and Vietnam were trained by an external consultant contracted by Oxfam Solidariteit Belgium during 5 sessions in March 2021. Each team developed an implementation plan with the support of the external evaluator and Oxfam Solidariteit in September 2021. OiC reviewed the documentation with the aim of identifying initial outcomes in preparation of the outcome harvesting workshop organized with the five partners in October 2021. During the 2.5-day workshop, partners were briefed on the methodology and were supported to harvest as many outcomes as possible. One-to-one virtual discussions between OiC and partners had to be organized in November 2021 to clarify and refine the outcome statements with support of the external evaluator, resulting in 37 outcomes. Shortly after, OiC identified 20% of outcomes, prioritizing outcomes identified by partners as the most important in terms of impact. Substantiators identified by the partners were contacted by OiC. In January 2022, Oxfam analysed the outcomes (findings available below) in preparation of the interpretation workshop held over one day in February 2022. During the workshop, partners commented on the analysis and discussed the evaluation questions, which finally resulted in the evaluation report. This report got feedback from different Oxfam staff and the external evaluator.

### 3.2 Limitations and opportunities

Outcome Harvesting has proven to be a useful methodology to identify expected and unexpected outcomes (focus on behaviour changes of workers and decision makers which had not been included in the expected results). Nevertheless, only 5 **unexpected and no negative outcomes** were identified, perhaps due to the harvesters and participants being new with the methodology.

One of the main challenges in conducting the harvest was that the decision to rely on Outcome Harvesting to evaluate the programme was taken at the **end of the DGD programme**. As such, there was no previous work on which the harvesters and evaluators could rely or previous process of capitalization. It would have been helpful for the main project stakeholders to harvest on a yearly basis, which would have increasingly developed capacity and facilitated the final outcome harvesting workshop. Moreover, by waiting to conduct the harvesting at the end of the programme, harvesters and participants were able to focus more only on the last two years of the programme, forgetting actions taken at the beginning and mid-programme. Systematization of Experiences (SE) method was used for mid-term evaluation; however, the Outcome Harvesting was adopted for final evaluation, making it difficult to track and link both methods.

Moreover, as participants were new to the methodology, 2.5 days of harvesting were not enough time to produce **SMART outcomes**. OiC therefore had to organize one-on-one calls with each partner to discuss, clarify and complete the outcomes.

The method is **refreshing and new**. The participative aspect engages more deeply partners and stakeholders by strengthening their evaluation capacities as well as their ownership on the programme. The results and information appear to be more relevant than classical external evaluation. The Partners have expressed their enthusiasm for the approach, mostly because:

- The qualitative information makes sense and is complementary of KPI more quantitative information;
- The focus on the sphere of influence and positive changes brings a strong feeling of fulfilment.

### 3.3 Substantiation

The substantiation step is about the confirmation, after the harvest, of the substance of an outcome by an informant knowledgeable about the outcome but different than the people who harvested the outcomes (the sources) and independent from the programme implementers. The purpose of this phase is to validate the outcomes harvested, learn more and ensure accuracy, transparency and accountability.

The selection criteria for the outcomes to substantiate were:

- 20% of the national outcomes should be substantiated
- Most important outcomes
- Highest contributions
- The ones we have a doubt on
- One on gender and power relationship change
- At least one outcome for each DAC criteria

The five project partners harvested 37 outcomes (see annex 1). Of these 37, 7 outcomes were substantiated by 12 sources provided by the harvesters. Results from the substantiation demonstrated that **67% of sources fully agreed** with their assigned outcomes and **17% partially agreed**.

*Table 1: Results of substantiation of outcomes harvested*

	Number of sources	Fully agree	Partially agree	Disagree	Do not know
Outcome 1	2	6	0	0	0
Outcome 4	1	3		0	0
Outcome 5	2	2	3	0	0
Outcome 6	3	6	3	0	0
Outcome 10	1	2	1	0	0
Outcome 27	1	3	0	0	0
Outcome 36	1	3	0	0	0
Total	12	25	7	0	0



## 4. Analysis and interpretation

All outcomes were analysed and interpreted. The following section is organized according to the OECD-DAC criteria: effectiveness, gender justice and sustainability and the evaluation questions.

### 4.1 Analysis

After the harvest workshops and the finalisation of the outcome statements (the outcome, its importance and the contribution of Oxfam and partner to the outcome), the outcomes were categorised according to different **criteria related to the evaluation questions**:

- Their contribution to the specific objective and results of the DGD 17-21 programme,
- Their importance for the partners,
- The importance of the contribution of Oxfam and its partners to the achievement of the outcome,
- The type of social actors reached (the people or organisations that changed their behaviour),
- The outcomes planned (expected) by the programme or unplanned (unexpected),
- Outcomes showing one or more criteria for gender justice,
- Outcomes showing one or more criteria for sustainability.

For the **gender criteria**, the following categories have been established:

- Better information / improved capacities,
- New role and responsibility / stronger leadership,
- Increased financial power,
- Structural changes (laws, rules, organizational frames) favorable to women.

(Although many of the outcomes are not specifically gendered, they were seen as contributing to gender justice, as they have a positive impact on the lives of many women.)

For the **sustainability criteria**, we have taken the following typology from the programme:

- Technical: Improved capacities, skills
- Financial: Economical strength, higher income...
- Social: Inclusion, social place or status, recognition, new collaborations, solidarity
- Environmental: Climate change, contamination, health condition, gear and protection
- Institutional at local level: Frames, internal rules for unions, groups, communities
- Institutional at national level: Political and structural changes, Laws.

This analysis was formalised in different types of charts that served as a basis for discussion for the interpretation workshop conducted with partners. These charts are listed below.

### 4.2 Effectiveness

**Evaluation question: To what extent has the programme achieved the planned specific objective and results?**

The programme annual reports combined with the outcomes harvested show the following for the assessment of effectiveness.

**Specific objective (SO):** About 78,000 organised marginalised workers in Cambodia, in particular women, can exert their rights and increase their economic and social resilience by

influencing the relevant decision makers to expand, finance and deliver social protection more effectively and equitably.

As shown in figure 2, **all 37 outcomes** from all partners contributed to the SO. Also the annual report attests that there were 310 local groups/unions with 97,965 marginalized workers and youth organized independently and advocating for better social protection with the support of implementing partners. They build better relationships with the MoLVT, NSSF... Joint efforts resulted in 6 changes at the national level with the amendment and development of :

1. Law on Social Security to include two marginalized workers groups (domestic workers and tuk-tuk drivers) and the Self-Employed can contribute to voluntary health care scheme [11]<sup>2</sup>;
2. National Social Protection Policy Framework 2016-2025 (SPPF) [32];
3. The inter-ministerial (including Senior Minister, MoEF, MoH, and MoLVT) issued Prakas<sup>3</sup> #404 LV/PrK.NSSF on the Implementation of Health Care through the Health Equity Fund System for Informal Workers and Provision of Allowance for Female Workers when Delivery [9];
4. Guideline #336 on the Informal Workers Registering in the NSSF so that all workers, including informal workers, can access NSSF [25];
5. Prakas #235 on Work Conditions of Domestic Workers which relates to working hours, need to have written contract between employers and employees, weekly day off, and national and international holidays [14];
6. Notification #142/20 on the process to register informal economy workers to the NSSF for Health Equity Fund via the unions recognized by the MoLVT [7].

**Result 1 (R1):** The leaders and activists of 80 target groups of workers in the informal economy have increased outreach, built awareness and knowledge on informal workers' and women's rights to Social Protection, demonstrate democratic and gender-sensitive leadership and engage in advocacy to defend these rights.

**310 Local groups/unions in the informal economy have set up advocacy efforts at the local level:** They have developed capacities, conducted outreach, and raised awareness on advocacy and influencing, labour rights, freedom of expression, gender responsive actions, social protection, negotiation skills, OSH at the workplace, collecting and documenting the evidence base for negotiating and campaigning. They were motivated to continue and complete their advocacy activities even during the Covid-19 crisis. (Related to Outcome 1,2,3,4,5,15,16, 17, 18, 19, 20, 21, 22, 27, 30, 33, 35, 37)

**254 Local groups developed a gender analysis and implemented gender action plans, under the leadership of women leaders:** Local union leaders in the garment sector were able to collect and document evidence of key issues (comprising maternity leave, women leaders and activists discrimination, working conditions, seniority payment, and appropriate payment during suspension during Covid-19), especially challenges of accessing NSSF benefits for non-trade union members for CBA or other negotiations at the factory level. Local groups/unions strengthened members, analysed, developed and implemented gender action plans and were able to address issues related to the Covid-19 impact. (Related to Outcome 1, 2, 3, 4, 5, 26, 27, 28, 30, 31, 33, 35, 37)

**228 local groups/unions participated in national level advocacy events:** There were about 30 advocacy and influencing events (forums, round tables, campaigns, social media

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<sup>2</sup> [...] Refers to the number of the outcome. See annex 1.

<sup>3</sup> Prakas is a Cambodian term which means official proclamation. It is a ministerial or inter-ministerial decision signed by the relevant Minister(s). A proclamation must conform to the Constitution and to the law or sub-decree to which it refers.

mobilisation, demonstration, workshops...) at national levels and local groups/unions leaders and activists participated: advocacy on safety at work for protecting workers during Covid-19, demonstrations in front of the MoLVT, the MoWA and the Ministry of Council, during International Women Day, Labour Day, International Domestic Day, Street Vendors Day, and Human Rights Day. At each events these groups submitted joint petitions to the ministries and the National Assembly. (Related to Outcome 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 19, 20, 21, 22, 23, 24, 25, 26, 28, 29, 31, 32, 33, 34, 35, 36)

**Result 2 (R2):** All partners have developed a better knowledge of Social Protection, including the identification of proposals for policy and practice that are transformative, and can convince other civil society actors to join advocacy efforts on issue-based coalitions, promoting these proposals.

CSOs and trade unions developed capacities in the analysis and development of strategies for change. All partners produced about **42 internal analytical reports and video clips** on topics related to Social Protection and labour rights, that contain **national policy proposals /demands**.

Partners have identified about **22 transformative and gender-friendly proposals** for policy and practice change at national level for potential joint advocacy. These include demands for gender responses in their workplace including maternity protection and benefits for women workers; related to the needs of informal workers in construction sector, entertainment sectors and domestic workers and to the needs for women small scale farmers. They submitted joint proposals and petitions including 2 proposals/petitions to the Prime Minister Hun Sen (on Seniority Indemnity Payment, compensation and intervention amid Covid-19, Minimum Wage, working conditions and the trade union law amendment) and another proposal/petition submitted to the MoLVT (on the Pension scheme implementation, sub-contracted factory registration, sub-contracted workers inclusion in NSSF and 170% severance pay for workers during maternity leave).

Good collaboration and networking have contributed to change. About **25 CSO (allies) joined cross-sector coalitions** that are set up to advocate for common demands regarding Social Protection policy proposals. All partners of the DGD programme 2017-2021 and other programmes had joint campaigns on the Covid-19 responds from the RGC on the topic of not deducting workers' salaries during the 14 quarantine days and the provision of Covid-19 into health care scheme.

There were **6 joint statements demanding** government to: 1) Promote and protect press freedom and guarantees for information as a public good, 2) Repeal the sub-decree on the establishment of the National Internet Gateway, 3) Suspend loan repayments, interest accrual, 4) Avoid dissolving unions and the planning to lay-off workers, 5) Representatives of trade union confederations, federations, CSOs and associations working to promote labour rights, fundamental freedoms, and Social Protection to ensure workers' livelihoods, and 6) Measures to guarantee workers' OSH during the Covid-19 crisis. (All outcomes are contributed to this result)

**Result 3 (R3):** Partners and their coalitions, supported by their constituencies, have increased influencing capacity towards external stakeholders who play a role in Social Protection policy frameworks.

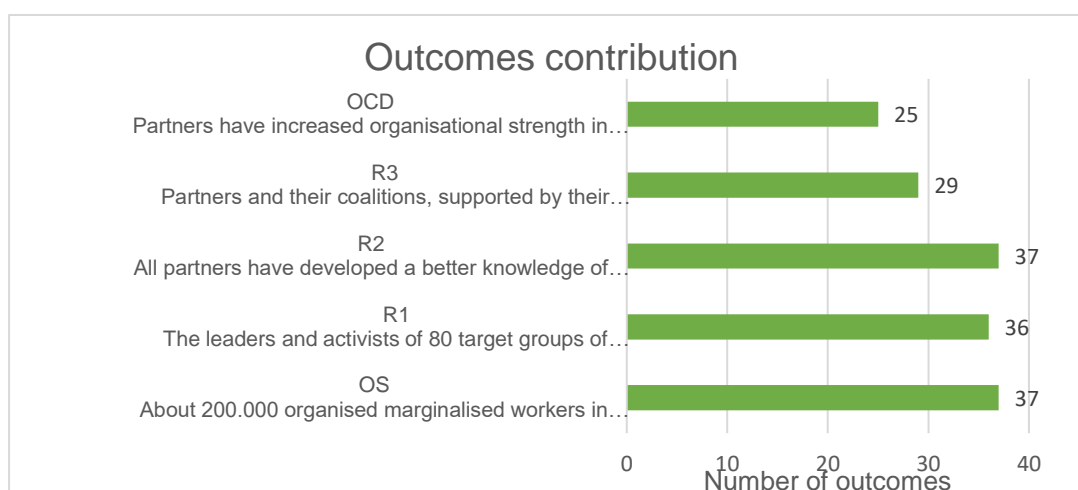
About **16 proposals** for policy or practice changes for which a comprehensive advocacy strategy is developed and implemented by the coalitions.

**Organisational capacity development (OCD):** Partners have increased organisational strength in terms of capacity to liaise with others, to efficiently carry out their work and to support local groups to increase their bargaining power.

Oxfam staff provided capacity development to all partners during the five years programme implementation, such as proposal development, project management, financial management and budgeting, Social Protection, Advocacy and Policy Influencing, Outcome Mapping, Systematization of Experiences, Outcome Harvesting; Public Financial Management (PFM&SP) and other on job trainings.

The **programme demonstrated its effectiveness in achieving its objectives and results.** Based on our analysis, all 37 outcomes harvested contribute to the SO and R2, 36 outcomes contribute to R1, 29 to R3 and 25 to OCD, demonstrating the effectiveness of the programme in attaining the DGD programme's expected impact. (All outcomes are contributed to this result)

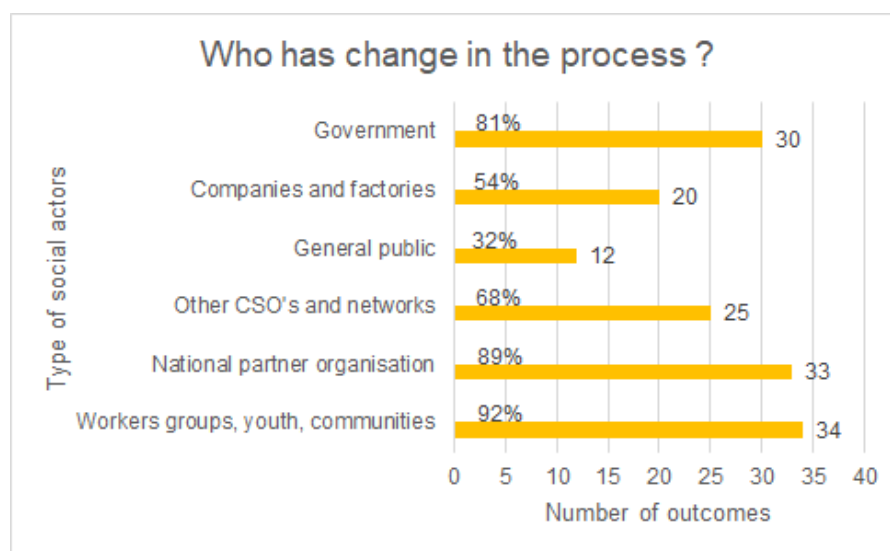
Figure 2 : Contribution of outcomes harvested to the programme's expected results.



**Evaluation question: In which social actors has the project influenced changes and what are the main characteristics of these changes?**

A variety of stakeholders, the so-called social actors, changed due to the implementation of the programme in Cambodia, based on the rating from Oxfam programme team and harvester, mainly workers groups (92%), national partners organisations (89%) and Government (81%). Slight changes were noticed with CSOs and networks (68%), grassroot organisations (62%) and companies and factories (54%). Minimal change was perceived at the level of the general public (32%).

Figure 3: Change by social actors



According to outcomes [1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33 and 37] **workers groups and youth groups/communities'** capacity to organize and advocate for their needs considerably increased as a result of the programme.

**Implementing partners** provided numerous trainings on topics such as labour law, preparation of action plans, negotiation, collection of evidence and held meetings to explain policy amendments and new governmental social protection processes.

**Communities** created their own advocacy action plans on social protection to demand better social protection at the provincial, regional and national levels. This led to some communities receiving health equity funds, and some farmers being recognized as self-employed. The self-employed status will be integrated in a new sub-decree which entitles them to social protection [11]. Workers' groups met with private companies, which resulted in collective bargaining agreements between companies and employees, providing them with better maternity benefits [1]. Another example of positive change for workers is NSSF registering for about 47.000 workers (including 40.000 women) so that unprotected and subcontracted workers can access employment injury and healthcare schemes [26].

**Youth** debated on social protection and raised demands on minimal wages to the government [22, 23]. Local workers' groups, such as tuk tuk drivers, street vendors, etc., volunteered to manage their members in their respective zones, through collecting fees, dispute resolution with local authority, etc., instead of relying on the implementing partner [17]. Training was also provided on gender equality with the aim of increasing women's participation and leadership in workers' groups. The programme witnessed an increase in women's participation in unions,



workers' groups community groups, and the election of women in senior leadership positions, such as Secretary General, Vice Chair, etc. [19,30,37].

**National partner organizations** were motivated to attain gender empowerment as demonstrated by trainings provided on gender equality, development of gender policies (which was brought about by Oxfam), promotion of women leadership and application of quotas within unions [37]. As a strategy to increase women leadership, women leaders were given the opportunity to have an interim position for a few months so they could try out a leadership role without too much pressure. Families and husbands were approached to raise awareness on the importance of women leadership and were invited to participate in activities. Partners implemented advocacy strategies to bring about changes in social protection for the improvement of their stakeholders' social protection. Partners improved their skills in advocacy, leading to the numerous outcomes harvested. They also prioritized the social protection agenda, ensuring visibility and participation.

**Governmental Ministries**, such as the Ministry of Labour, the Ministry of Finance, the Ministry of Agriculture – to mention only a few - and sub-national and district authorities demonstrated change by increasingly welcoming implementing partners and other stakeholders, such as workers' groups and youth, in consultative workshops and requesting copies of studies/recommendations prepared by CSOs, signifying their recognition of the partners' importance in the political landscape and their willingness to be transparent. Certain national policies were drafted or amended with recommendations advocated by partners and workers' groups. Cooperation greatly increased with government: government representatives instead of ignoring partners' invitation to workshops, are now present to meet with partners and stakeholders.

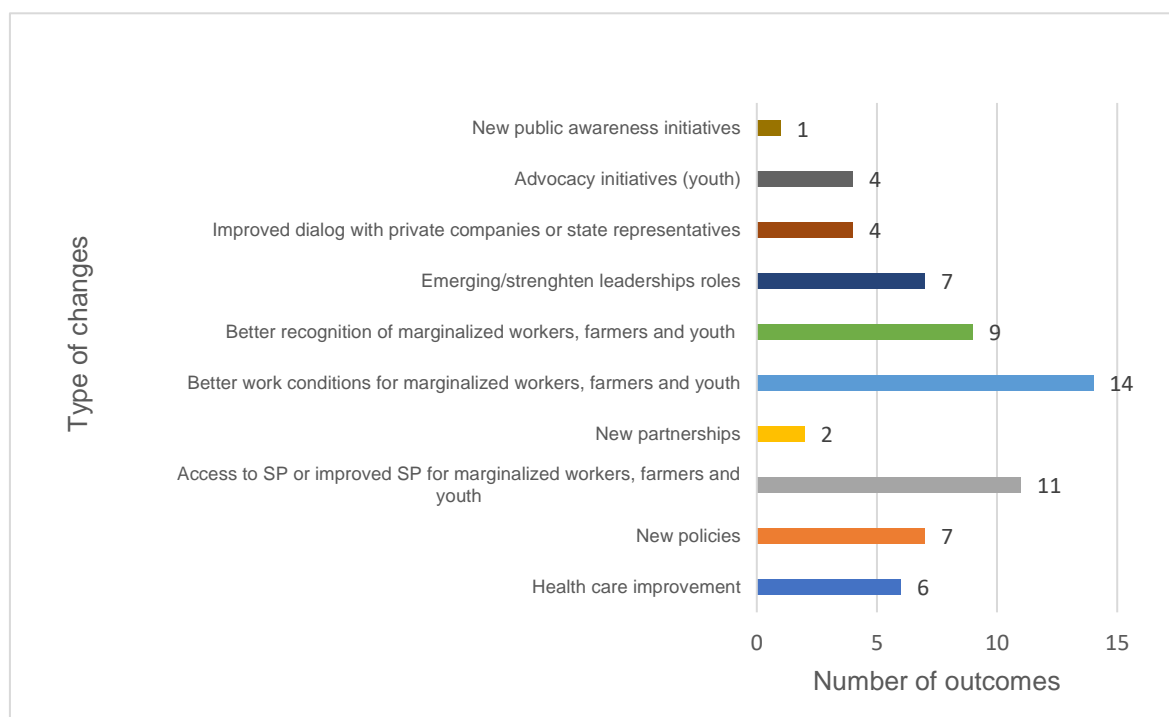
**Other CSOs** joined **networks** with trade unions, strengthening collaboration between like-minded NGOs, CSOs and other stakeholders. Through the programme, networks jointly organized campaigns and forums, such as during the International Labour Day, presented joint statements to raise awareness on the situation of informal workers and highlighted demands for the improvement of workers' lives. From 2017 to 2021, the number of CSOs that participated in the coalitions increased from 0 to 25. [24, 29].

Regular dialogue between implementing partners, workers' groups and companies/factories resulted in positive changes for **company and factory workers**. Companies/factories amended certain policies in line with the workers' request for better social protection. Concrete examples include a large company creating and implementing a new policy to provide financial support to mothers for childcare, a company providing full salaries to workers in quarantine with Covid-19 and life insurance, or protective gear for better workers' safety.

The influencing strategies were holistic, including every stakeholder: partners' members or beneficiaries received training and capacity building so they could represent themselves and have their demands heard, evidence was compiled to ensure advocacy was based on solid proof, advocacy activities were implemented online and offline with media coverage, and partners monitored and engaged the various Ministry's Committees to discuss changes in policies.

The programme resulted in various types of changes, as show in figure 5. We see that 38 % of outcomes were linked to **better working conditions for marginalized workers, farmers and youth** and 30% to access to **social protection** or improved social protection for marginalized workers, farmers and youth.

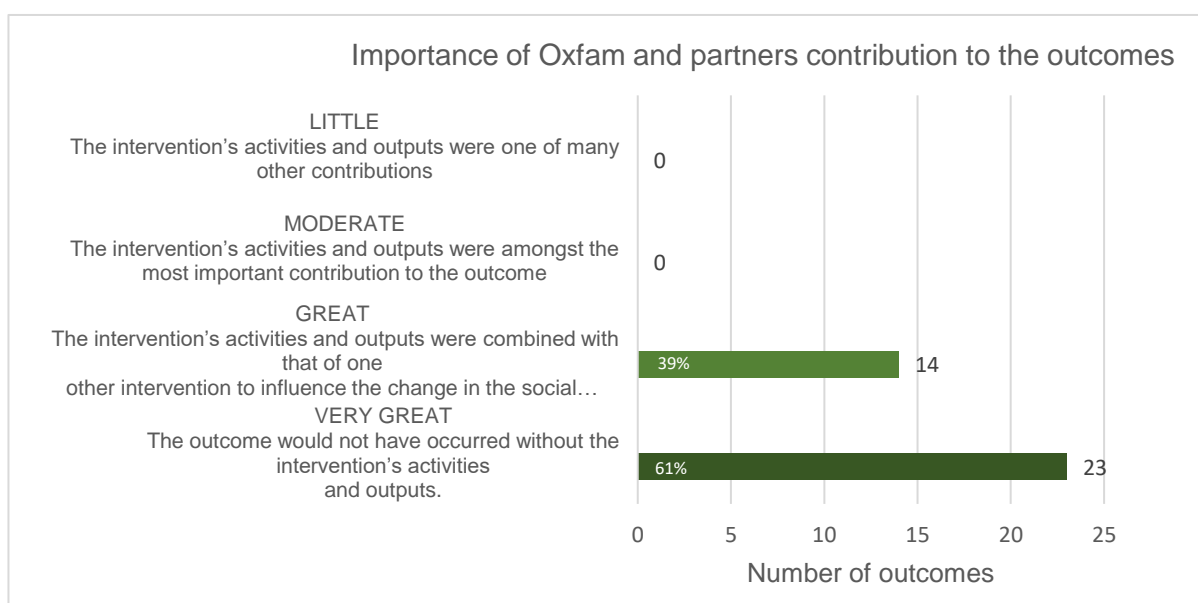
Figure 4: Type of change provided by the outcomes



It should also be noted that the outcome analysis showed that the **contribution of Oxfam and its partners to the achievement of the outcomes was considered very important:**

- For 61% of the outcomes, it was an absolute condition: they would not have occurred without the intervention' activities and output.
- And for the 39 % left, analysis showed that it was a combination with that of one other intervention to influence the change in the social actor's behaviour (see figure 6 below).

Figure 6: Importance of Oxfam and partners contribution

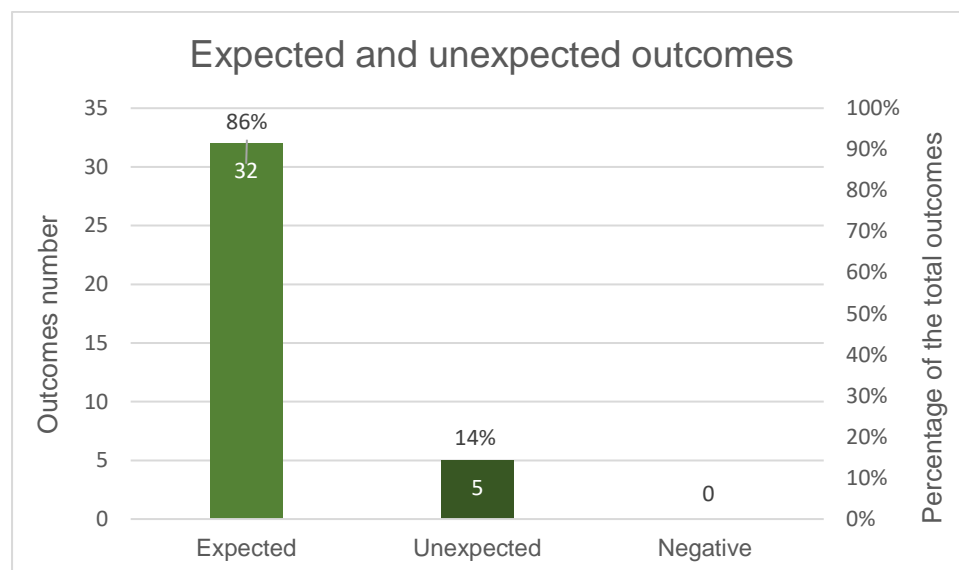


### 4.3 Impact

#### Evaluation question: What are the unintended outcomes generated by the programme?

Among the 37 outcomes harvested, **5 were unexpected**: the unexpected outcomes contributed to OS, R1 and R2, but not to R3 and OCD. Three of the outcomes are linked to the private sector and two to the Government, and four were harvested by the same implementing partner. By unexpected outcomes we mean outcomes that surprised us positively or negatively because we didn't expect it to happen

Figure 5: Expected, unexpected and negative outcomes



The unexpected outcomes harvested are listed below as well as their contribution to the SO and the results of the programme.

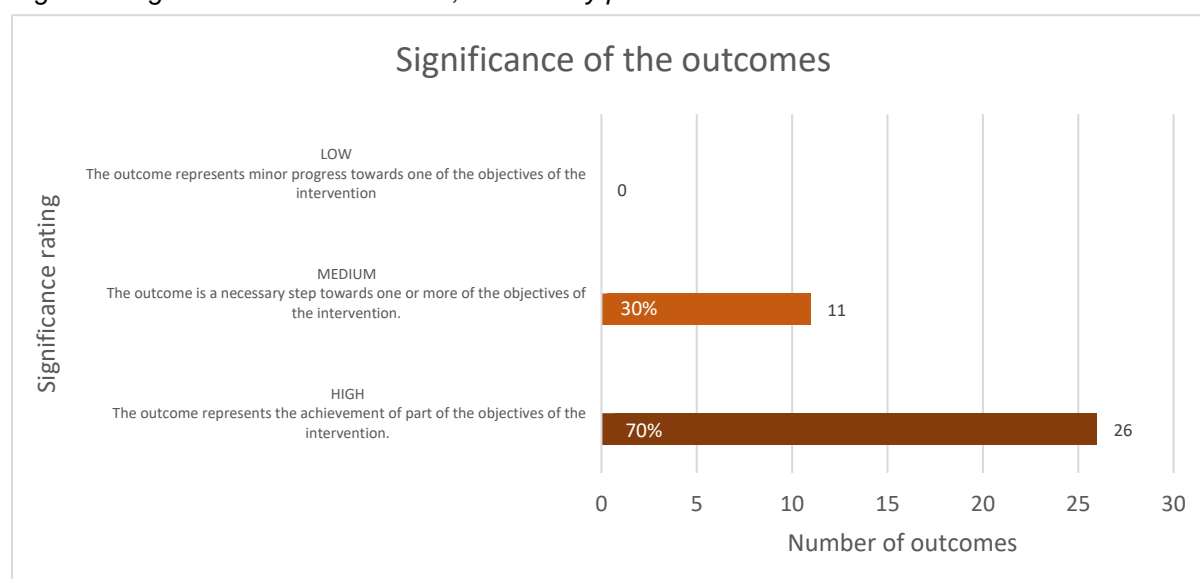
#	Partner	Outcome	OS	R1	R2	R3	OCD
2	CFSWF	In May 2021, Chevron Company provided full salary to workers who are on quarantine and undergoing Covid-19 treatment and \$5,000 life insurance in case of death.	X	X	X	-	-
3	CFSWF	In April 2021, Cambodia Beverage Company provided full salary to workers who are on quarantine and undergoing Covid-19 treatment and \$10.000 life insurance in case of death.	X	X	X	-	-

4	CFSWF	In April 2021, Cambrew Brewery Company (Angkor Beer) have provided full salary to workers who are on quarantine and undergoing Covid-19 treatment and \$3.000 life insurance in case of death.	X	X	X	-	-
6	CFSWF	In June 2021, NSSF included Covid-19 treatment in its Health care scheme for workers in the Food and General Service Sectors across Cambodia and covered a portion of workers' salary.	X	X	X	-	-
12	IDEA	From May 2021 until now, the Ministry of Economy and Finance provided cash transfers to informal workers impacted by Covid-19.	X	X	X	-	-

Both CFSWF and IDEA advocated to their respective stakeholders to support workers during Covid-19. The **Covid-19 crisis had a huge impact on workers, which lost their jobs and incomes.** The space for CSOs and trade unions was narrowed down, and they needed time to develop new ways of working and new strategies. This meant delays and impact on the effectiveness of the project implementation, causing loss of trust from target groups. **Therefore, social protection was chosen and reinforced as a main topic for advocacy and campaigning.** IDEA spotlighted in the media the challenges that vulnerable informal workers faced due to lack of income. The Covid-19 crisis strengthened solidarity among CSO's and trade unions and created better communication among stakeholders.

### Significance of the unexpected outcomes

Figure 7: Significance of the outcome, as rated by partners



The five unexpected outcomes have been judged highly important: it means that they represent the achievement of part of the SO and results of the intervention. They are all related

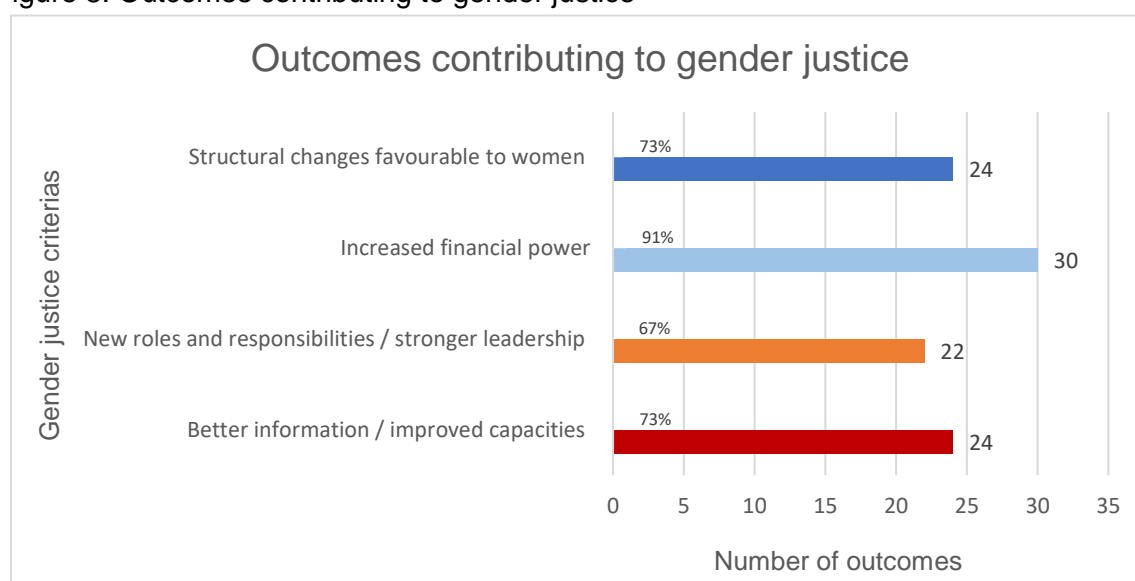
to the Covid crisis that, somehow, helped to make visible the precarious situation of numerous workers and speed up some Social Protection processes.

- Some big companies provide full salary to workers during the Covid quarantine when before the workers had a reduced salary or none, they also provided life insurance, but not in case of Covid [2,3,4]
- For the first time, Covid-19 was included in NSSF scheme, so workers could access free treatment at state facilities. Now, when workers test positive of Covid-19, their families are also quarantined, meaning they can't go to work and therefore have no income. The inclusion of Covid-19 in the NSSF means workers can receive a portion of their salary during their treatment [6].
- From May 2021 until now, the Ministry of Economy and Finance provided cash transfers to informal workers impacted by Covid-19: IDEA members who are informal workers and general informal workers will have the opportunity and be provided with support from the State which will release their household burden during Covid-19. Before, only persons with ID poor could receive cash transfer [12].

#### 4.4 Gender justice

**Evaluation question: Do the outcomes show changes towards gender justice?**

Figure 8: Outcomes contributing to gender justice



A vast majority of outcomes (91%) show an **increased financial power for women**. 73% also demonstrate structural changes favourable to women (law, prakas, rules...) and improved knowledge and/or capacities to advocate for Social Protection. 67% show that women gain new roles and responsibilities or a stronger leadership.

As explained above, the programme witnessed an **increase in women's participation** in unions, workers' groups and community groups. We also mentioned numerous gender action plans implemented by partners. The Social Protection structural changes, such as NSSF registration that include maternity leave, also affect a large number of working women, young women and women farmers [7,10, 13, 20, 21, 26, 31]. Because of all those reasons, although many of the outcomes are not specifically gendered, they were seen as contributing to gender justice, as they have a positive impact on the lives of many women.



The very specific outcomes related to gender justice are:

- 40.000 women are registered in NSSF so that unprotected and subcontracted workers can access employment injury and healthcare schemes including maternity leave [26].
- The programme witnessed an increase in women's participation in unions, workers' groups community groups, and the election of women in senior leadership positions, such as Secretary General, Vice Chair, etc. [19,30,37].
- The promotion of women leadership and application of quotas within unions [37, 30]
- In February 2020, the Cambodia Beverage Company Limited based in Phnom Penh Special Economic Zone implemented a maternity policy which provides \$ 80 to women workers with children under 36 months-old [1].
- On October 11, 2017, the Inter-Ministerial approved "Prakas #404 on Implementation of Health Care through the Health Equity Fund System for Informal Workers and the Provision of an Allowance for Female Workers when Delivery" providing an additional allowance to the female workers in both formal and informal sectors when they deliver a baby [9].
- On October 11, 2017, the Inter-Ministerial issued "Prakas #404 LV/PrK.NSSF on the Implementation of Health Care through the Health Equity Fund System for Informal Workers and a Provision of an Allowance for Female Workers when Delivery [24].
- On December 4, 2017, the Ministry of Labour and Vocational Training issued Guideline #336 on the informal workers registering in the National Social Security Fund so that all workers, including informal workers, can access NSSF including maternity leave [25].
- On 9 March 2019, C.CAWDU-affiliated local trade union branch at Guo Tai Hua Sheng Xin Feng Jing (Cambodia) Garment Co., Ltd in Phnom Penh and factory management signed a 3-year collective bargaining agreement valid from March 2019 to March 2022 providing 750 workers, including 60% women and 500 trade union members, with better maternity benefits and working conditions [27].
- We can also mention [19] for the development of capacities on advocacy for young women and the implementation of awareness initiatives.

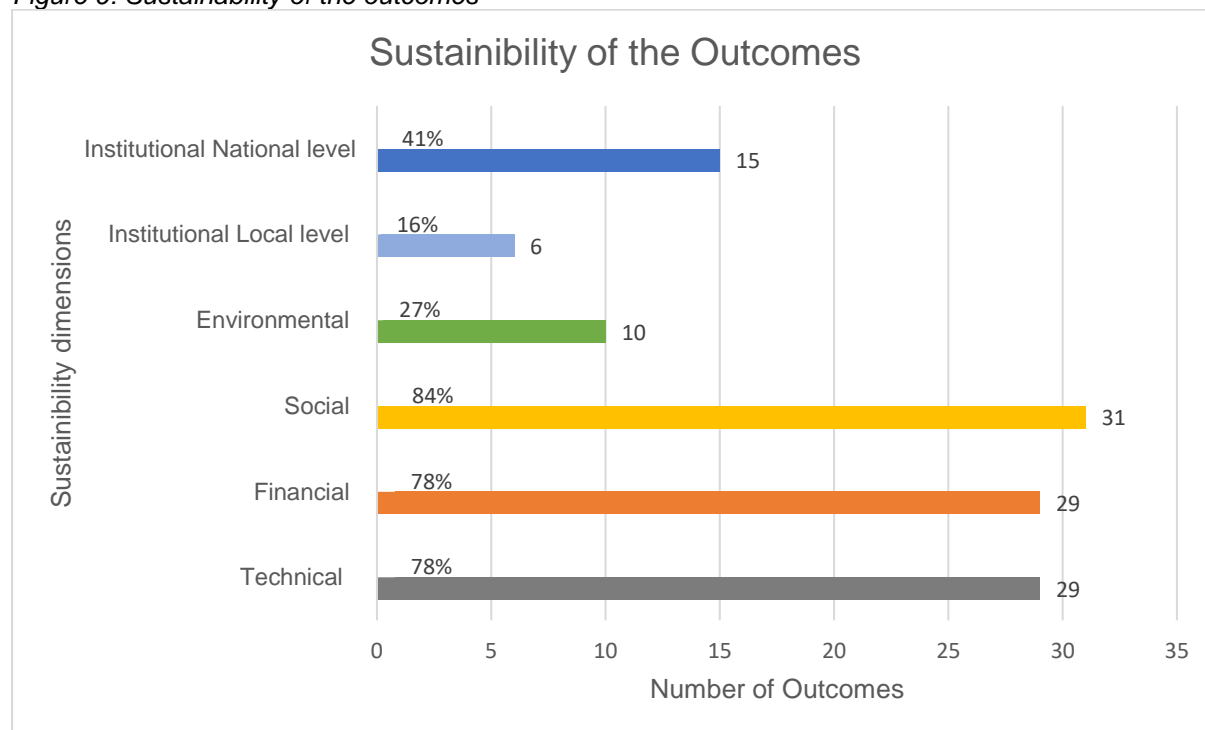
After the 5-Year DGD programme, from outcomes harvested, annual report and government policies, guidelines and practices, we have observed that:

- a) Gender justice has been considered by activists and local leaders who supported and strengthened equal participation and decision-making power for men and women.
- b) Social Protection policy and practice has been giving more priority on women health care, maternity and childcare,
- c) Partners' policies and strategies have been considered and designed for gender justice including decision making, capacity development, and create quota for women in leadership roles,
- d) Partners started to use tools on Gender Action Learning for assessing gender justice within their organizations,
- e) Increased number of women participation and more women taking leadership roles at community and union levels,
- f) Violence and harassment against woman at workplace have been decreasing,
- g) Women leaders have been respected and got more roles in decision making,
- h) Private sector provide allowance/support for maternity and child care.

## 4.5 Sustainability

**Evaluation question: Do the outcomes show that the benefits of the programme will be sustainable?**

Figure 9: Sustainability of the outcomes



**All the outcomes show at least one or several sustainability dimensions** (see figure 9). Social sustainability appears to be quite transversal. It is also important to underline that if institutional sustainability (local and national) appears less (57%) this dimension is of high importance regarding sustainability.

One of the higher levels of sustainability is of course the **structural change at national level**. By changing rules and laws, or gaining leverage power with big companies, outcomes [9, 11, 14, 24, 28, 29, 30, 37] show a strong dimension of sustainability. We can also mention again, related to the national level, the extension of NSSF for informal workers, domestic workers, farmers and tuk tuk drivers [7,10, 13, 25, 26, 31].

Also at the national level, we can mention the changes induced by national or transnational factories such as:

- New maternity policies in the Cambodia Beverage Company [1]
- New policies on health and safety for Carlsberg [5]
- Outcome [15] shows that the private sector, influenced by advocacy actions, made a first step and became a model for others in formalizing spaces to park for tuk tuk drivers.
- The new collective bargaining agreement for better work conditions and better maternity with Garment Co., Ltd [27]

In addition, as we can see in the contribution part of the outcome statements that all partners received training on unionization, organizing, negotiation skills, social protection, law on national social security, and consultation on draft law on social protection. The gained knowledge, attitudes and experiences of partners and target groups on laws, policies, and

other related to Social Protection have been very useful for awareness raising, organizing, outreach activities, campaigning, advocacy and policy influencing in the current situation and in the future.

Outcomes [1-32; 37] also show a strengthened financial sustainability of workers and their families because the policy changes regarding guaranteed child care, allowances in case of Covid-19, social security for informal workers, access to retirement schemes... guarantee a certain financial stability.

Knowledge, skills, attitudes and experiences [7-11; 13-32; 37] on Social Protection from the implementation of 5 years DGD programme has contributed to strengthen good practices for all partners, the development of capacities of workers groups and other CSOs/TUs in Cambodia (technical sustainability). On the one hand knowledge was strengthened linked to technical subjects such as labour rights, and social protection. On the other hand, skills were developed on the use of technology (especially important during the Covid-19 crisis and), negotiation skills etc. These outcomes equally contribute to the social sustainability since the changes facilitate the inclusion of marginalized workers in the political system and society, and especially positive changes for female workers. We equally see a strengthening of the workers groups in organizing, such as for example outcome 17 which mentions how 180 local groups volunteered to manage their own members or awareness raising, such as for example outcome 20 which mentions the YRDP group that developed an online campaign to include university students in the Social Protection law.

These strengthened capacities also bring about better relationships such as formals responding to IDEA members's requests [18] or setting up a permanent Occupational, Safety and Hazard Committee [5].

Lessons have been learnt from this five-year programme, such as documenting the experiences of the influencing strategy for future use and organising the empowerment of people at community, national and regional level, which are very important for advocacy and influencing decision makers in policy development. As a result, the National Social Protection Policy Framework and Law, National Social Security Law, Guidelines, and Prakas related to social protection schemes will stay and benefit to all workers and people.

## 5. Conclusions and recommendations

### 5.1 Conclusions

- Related to the specific objective, the programme contributed to joint efforts of trade unions and CSOs that resulted in **at least 6 changes at the national level with the amendment and development of legislation, improving, in a sustainable way social protection for marginalized workers.**
- Marginalised workers are represented better in the National Social Protection Policy Framework and Law (SPPF), the National Social Security Law, Guidelines, and Prakas related to social protection schemes. This means a sustainable change that will be benefiting all workers and people in Cambodia.
- The **Covid-19 crisis** had a huge impact on workers, which lost their jobs and incomes. The space for CSOs and trade unions was narrowed down, and they needed time to develop new ways of working and new strategies. This meant delays and impact on the effectiveness of the project implementation, causing loss of trust from target groups. Therefore, social protection was chosen and reinforced as a main topic for advocacy and campaigning. This positive side was however five unexpected outcomes related to the Covid-19 crisis, which have been judged highly important: it means that they represent the achievement of part of the SO and results of the intervention. They are all related to the Covid crisis that, somehow, helped to make visible the precarious situation of numerous workers and **speed up some Social Protection processes.**
- All DGD partners, as well as other CSO/TU networks, **have been actively and jointly involved in conducting campaigns on the response to Covid-19.** They have advocated to the RGC not to deduct workers' salaries during the 14-day quarantine and have asked the NSSF to provide allowances during the Covid-19 crisis to people impacted as part of the health care plan. And they were able to advocate to the government for the promotion of better labour rights and access to social protection through a joint statements and open letters during different national events.
- After 5 years of programme implementation, **all partners are able to mobilise and organise marginalised workers, beyond expectations.** As result, 310 local groups were organized, developed capacities and were empowered (164% to the 188 expected local groups), with approximately reaching 97.965 people we work with (572% to 17,118 expected people).
- All partners organization were focusing on implementation and practice of **gender justice**, increasing numbers of women leadership and women empowerment, resulting in increased financial power for women through social protection policy giving priority to women (health care, maternity, child care...) and increased participation. However, they still need more capacity development on gender justice, and implementation of gender justice policy and the use of GAL tool. They continue to advocate for increasing budget on genders justice programmes, gender-based responsiveness in Social Protection policy; and to engage and create quota for women in leadership roles at all levels. As lessons learnt, women leaders are more effective in campaigns and advocacy.

## 5.2 Recommendations

1. The continuation of organizing, awareness raising and people empowerment, especially women, at both local and national levels is an important element for advocacy and influencing decision makers in policy development.
2. All partners should prioritize the implementation and practice of gender mainstreaming into their work, including strengthening and building their capacity on gender justice and enforcing implementation of gender policy and use of GALS tool within their organizations.
3. All partners should join force to advocate for gender responsive social protection law and policy implementation as well as continue to engage and create quota for women in leadership roles at all level.
4. Documentation is proved to be an important tool for formulating and replicating policy influencing strategy for future use; more evidence for effective advocacy and campaign should be produced.
5. Enabling environment for like-minded CSOs and Trade Union members is also required for better participation and communication in active discussion and consultation on social protection policy development, analysis, and consultation.



## 6. Appendices

1. List of outcome statements
2. List of substantiators
3. Outcomes substantiated
4. A list of interviewees (name, function and working environment) and people participating in workshops.
5. Details on composition of evaluation team

## Annex 1: Outcome statements

#	Partners	Outcome	Significance	Contribution
1	Federation of Food and Service Workers of Cambodia (CFSWF)	In February 2020, The Cambodia Beverage Company Limited based in Phnom Penh Special Economic Zone implemented a maternity policy which provides USD 80 to women workers with children under 36 months old.	Before the company changed its maternity policy to provide an allowance to women workers, women workers struggle to support their children; workers (mothers) spent money on childcare or had to leave the kids with grandparents or other family members in their distant hometown.	In August 2019, CFSWF facilitated meetings with union members and non-union workers working at Coca-Cola to collect workers issues and putting those issues in a list. After that meeting, CFSWF provided a training on labor law and employers' obligation to build childcare center to women workers at Coca Cola. CFSWF supported the local union Committee in preparing an action plan and submitting a petition demanding 1. Maternity protection and 2. Food allowance for outsourced workers to the company's management. In October 2019 in Kampot Province, CFSWF also provided training on negotiation to the union Committee so they may be prepared to negotiate with the company's management. CFSWF also supported the union Committee in building evidence on the actual situation and childcare systems in preparation of the negotiation with management. Union committee conducted a survey with women workers on the cost they are spending on childcare from birth until 36 months old and union studying on cost for building childcare center if employers committed to build the childcare centers at workplace. After this action union started to send letter for make appointment with employers for negotiation about this proposal and submitted workers thumbprint with this proposal. In November 2019 and January 2020, CFSWF held 2 negotiations discussions with management. In parallel, the Union Committee also held meetings with Coca Cola management. Because company request time for considers but union kept follow up and request discussion again and again and set the timeline for return the answer until the company adopted the policy and share to workers and inform to union about 36 women workers got allowance in the first implementations.
2	Federation of Food and	In May 2021, Chevron Company provided full	The support from the company has helped workers economically.	From April to May 2021, CFSWF organized and facilitated meeting with 10 Chevron local union to discuss the workers'

	Service Workers of Cambodia (CFSWF)	salary to workers who are on Quarantine and undergoing Covid-19 treatment and \$5,000 life insurance in case of death.	The workers can have their full paid salary during the quarantine and treatment of COVID 19. Before, the company reduced the salary of workers during quarantine and treatment periods. Life insurance did not include death from Covid-19.	health and economic issues during Covid-19 pandemic and lockdown. Local union mobilized additional workers, with 29 Chevron local union members joining a second meeting in April 2021. CFSWF created videos on how to use technology (Zoom, telegram, googlemeets, etc.) for the union members to be able to join virtual meetings. Chevron local union and CFSWF created a proposal demanding companies to: 1. provide paid leave during lockdown, alcohol spray for each worker at the workplace, 2 liters of alcohol to worker's family, 4 face masks for each worker per day, sick leave for workers who have Covid-19 without reduction of salary, benefits or annual leave, life insurance in case of death from Covid-19. Union members sent the proposal to the HR Director repeatedly until the proposal was approved in May 2021. The same process was used with the local union at Cambodia Beverage Company and Cambrew Brewery Company, with the only difference being the amount of life insurance requested.
3	Federation of Food and Service Workers of Cambodia (CFSWF)	In April 2021, Cambodia Beverage Company provided full salary to workers who are on Quarantine and undergoing Covid-19 treatment and \$10,000 life insurance in case of death.	The support from the company has helped workers economically. The workers can have their full paid salary during the quarantine and treatment of COVID 19. Before, the company reduced the salary of workers during quarantine and treatment periods. Life insurance did not include death from Covid-19.	From April to May 2021, CFSWF organized and facilitated meeting with 10 Chevron local union to discuss the workers' health and economic issues during Covid-19 pandemic and lockdown. Local union mobilized additional workers, with 29 Chevron local union members joining a second meeting in April 2021. CFSWF created videos on how to use technology (Zoom, telegram, googlemeets, etc.) for the union members to be able to join virtual meetings. Chevron local union and CFSWF created a proposal demanding companies to: 1. provide paid leave during lockdown, alcohol spray for each worker at the workplace, 2 liters of alcohol to worker's family, 4 face masks for each worker per day, sick leave for workers who have Covid-19 without reduction of salary, benefits or annual leave, life insurance in case of death from Covid-19. Union members sent the proposal to the HR Director repeatedly until the proposal was approved in May 2021. The same process was used with the local union at Cambodia Beverage

				Company and Cambrew Brewery Company, with the only difference being the amount of life insurance requested.
4	Federation of Food and Service Workers of Cambodia (CFSWF)	In April 2021, Cambrew Brewery Company (Angkor Beer) have provided full salary to workers who are on Quarantine and undergoing Covid-19 treatment and \$3,000 life insurance in case of death.	The support from the company has helped workers economically. The workers can have their full paid salary during the quarantine and treatment of COVID 19. Before, the company reduced the salary of workers during quarantine and treatment periods. Life insurance did not include death from Covid-19.	From April to May 2021, CFSWF organized and facilitated meeting with 10 Chevron local union to discuss the workers' health and economic issues during Covid-19 pandemic and lockdown. Local union mobilized additional workers, with 29 Chevron local union members joining a second meeting in April 2021. CFSWF created videos on how to use technology (Zoom, telegram, googlemeets, etc.) for the union members to be able to join virtual meetings. Chevron local union and CFSWF created a proposal demanding companies to: 1. provide paid leave during lockdown, alcohol spray for each worker at the workplace, 2 liters of alcohol to worker's family, 4 face masks for each worker per day, sick leave for workers who have Covid-19 without reduction of salary, benefits or annual leave, life insurance in case of death from Covid-19. Union members sent the proposal to the HR Director repeatedly until the proposal was approved in May 2021. The same process was used with the local union at Cambodia Beverage Company and Cambrew Brewery Company, with the only difference being the amount of life insurance requested.
5	Federation of Food and Service Workers of Cambodia (CFSWF)	Since February 2021, Carlsberg has implemented a policy on Health and Safety at the workplace to provide occupational, safety and hazard material and making a schedule for meeting with the union committee every month and CFSWF 2 times a year to discuss workers' issues or any concern.	Before this policy, Carlsberg provided limited safety and hazard material or did not replace them and experienced numerous accidents (fingers cut). With this new policy, Carlsberg is showing its interest in workers' safety. Health and safety at workplace is very important to prevent workers during working managing accidents and to make sure that workplace has zero accidents. Workers organize union to demand employers'	From February to August 2020, CFSWF collected evidence from the workers on health and safety issues (safety material, drinking water, etc.) through monthly members meeting, and CFSWF has written a letter to the company to raise the issue of workers related to Occupational health and Safety. On December 2020, CFSWF held a meeting between Carlsberg local union and Coca Cola local union to exchange experience and best practices. The local union, CFSWF, and the Carlsberg Company have joint discussion several times and at the last meeting in February 2021, the company signed on meeting note on agreement to form a union Occupational, Safety and Hazard Committee and set up the action to joint monitoring action.

			compliance to Labour law, Health and safety at workplace.	
6	Federation of Food and Service Workers of Cambodia (CFSWF)	In June 2021, NSSF included Covid-19 treatment in its Health care scheme for workers in the Food and General Service Sectors across Cambodia and covered a portion of workers' salary.	Before June 2021, Covid-19 was not included in the NSSF scheme, meaning that workers with Covid-19 did not receive any protection and benefits during their quarantine or leave. After the inclusion of Covid-19, workers could access free treatment at state facilities. When workers get positive to COVID19, their families also quarantine, meaning they can't go to work and therefore have no income. The inclusion of Covid-19 in the NSSF means workers can receive a portion of their salary during their treatment.	In April 2021, CFSWF conducted online discussions with its union members during COVID19 because at the moment government restrict to do the public meeting or mobilizing to discuss needed benefits during Covid-19. From April to May 2021, CFSWF conducted an awareness raising campaign through media and Facebook on basic needs and social protection, and highlighting workers' situation during Covid-19, layoffs, and workers' demands related to Covid-19, living conditions and vocational illness. Workers joined the advocacy campaign by taking pictures and holding message demand sent to company and posting on their own Facebook account, Workers who campaign on their own, both members and non-union members, are mobilized to independently send demands to the company through Facebook, Telegram and Tik Tok
7	Federation of Food and Service Workers of Cambodia (CFSWF)	On November 2, 2020, the Ministry of Labor and Vocational Training (MoLVT) issued Notification #142/20 on the process to register informal economy workers to the NSSF for Health Equity Fund via the unions recognized by the MoLVT.	Before the announcement, the procedure for registration to the NSSF was unclear and therefore not implemented. With this announcement, CFSWF has the legal basis to demand provincial authorities for union members to be registered and therefore to receive the health equity card. Unfortunately, provincial and municipal authorities still have not received clear instructions on the registration of informal workers. Consequently, informal workers have not yet been able to access NSSF. Massage workers who were unionized via CFSWF who	In April 2020, May 2020, August 2020 and October 2020 CFSWF conducted physical and virtual meetings with its union members to explain Notification #142/20 and the process to register informal workers to NSSF. During these meetings, CFSWF collected information on its members and discussed the needs of women massage and/or karaoke workers related to social protection. After the meetings, CFSWF and local union leaders collected workers information. Union workers (massage workers), with the support of CFSWF, submitted a petition in May 2020 to the Labor Department in Siem Reap to demand the re-activation of their NSSF cards. CFSWF supported women workers to gather 3 times in Phnom Penh in front of the Ministry of Labor (June 2020), Ministry of Women's Affair (June 2020), and Council Minister (June 2020) to submit a petition demanding for their access to NSSF. CFSWF also sent a letter to the King requesting his support to women workers in the entertainment industry 12 August 2020.



			lost their job or whose work hours were greatly reduced due to Covid-19, lost their access to NSSF card. As their new status fits under the Government's informal workers category, they can access NSSF cards for informal workers. CFSWF collected information about these massage workers turned to informal workers to submit to the provincial authorities for registration.	
8	Federation of Food and Service Workers of Cambodia (CFSWF)	In November 2019, the NSSF and MoLVT conducted a consultation workshop with CFSWF and other unions to draft the Regulation for the Implementation of the Retirement Scheme for Informal workers.	Before this consultation workshop, MoL did not invite unions nor consulted them in drafting laws related to social protection. By inviting CFSWF and unions, MoL recognize the value of unions in representing workers and bringing expertise in social protection.	<p>In September 2019, CSWF and other trade unions/CSOs sent an open statement to the Cambodian National Assembly on the National Social Protection Law highlighting the lack of transparency of the law, the lack of inclusion of trade unions and CSOs in consultations. In October 2019, CSWF sent a joint letter in collaboration with other trade unions requesting to 1. discuss the National Social Protection Law 2. Delay to adopt the Law due to it lacking. Unfortunately, the law was adopted by the General Assembly.</p> <p>CSWF and partners criticized the law's lack of transparency through social media and radio. This led to the outcome.</p> <p>In preparation of the consultation in November 2019, CFSWF and other trade unions/CSOs invited ILO technical expert to present case studies of retirement schemes in other countries. This allowed CFSWF and trade unions to have knowledge on retirement schemes and to put together joint proposal.</p>

9	Federation of Food and Service Workers of Cambodia (CFSWF)	On October 11, 2017, the Inter-Ministerial produced Prakas no. 404 on Implementation of Health Care through Health Equity Fund System for Informal Workers and Provision of Allowance for Female Workers when Delivery providing additional allowance to the female workers in both formal and informal sectors when they deliver a baby.	In the Article 5 of the Prakas, NSSF shall be in charge of management and registration of informal workers and provide the additional allowance to the female workers in both formal and informal sectors when they deliver a baby. Formal workers did not receive maternity allowance benefits as the company does not follow regulation. Informal workers do not have access to maternity benefits and have to spend high fees for delivery. The Prakas provided informal and formal workers financial allowance supporting them during delivery and maternity. The women workers of Informal have got support from the Health Equity fund which provides an allowance of 400000 riel (100\$) to the women workers. And this allowance has supported the economy of women workers.	CFSWF collaborated with social protection partners and Trade unions to advocate maternity protection to women workers. The Advocacy have demanded the government to provide protection to women informal workers. The advocacy started in 2015 through public gathering, Submitted petition to NSSF, MOLVT, Dialog, and Demonstration to National Assembly.
10	IDEA	From 2018 to 2020, NSSF provided 5,169 Health Equity Fund cards to IDEA members made up of domestic workers and tuk tuk drivers in Pnom Penh, Siem Reap, Prey Sihanouk, Battambang and Banteay Meanchey.	Before receiving the Health Equity Fund, IDEA members could not access free health services. The Health Equity Fund Card is given for free and reduces expenses of health services (such accidents) and prevents people from going under the poverty line. Female informal workers receive free child delivery service and can	In February 2017, IDEA submitted a letter to the Ministry of Labor requesting Health Care services from the government for informal workers, similar to formal workers.  During a workshop organized by International Trade Union Confederation in September 2017 with several trade unions, IDEA raised the issue of the lack of social protection of informal workers.  IDEA conducted a survey in July 2017 with 500 members on

			receive an allowance. Unfortunately, the Government is no longer providing the card.	how much they can contribute to pay for NSSF. This information is important in requesting NSSF to the Government as it shows that members are willing to contribute financially.
11	IDEA	In November 2019, the Government approved the law on social security which covers domestic workers and self-employed.	<p>The previous law did not include informal workers, which meant they could not access social security provided by the government. The passing of the law provides legal basis for the improvement of informal workers' and self-employed living standards.</p> <p>A sub-decree to be released at a later time will specify the specific benefits available to informal workers covered by this law. This law is the evidence of IDEA's advocacy for informal economy workers. There is a definition of informal economic worker and self-employed as a target group of IDEA.</p>	<p>From 2017 - 2021, IDEA organize around 5000 members who are the tuk-tuk drivers, taxi drivers, domestic workers, street vendors and waste collectors and provided capacity building to their representatives such as trainings on the rights to organize, rights to social protection, regulation related to informal workers and negotiation skills as well.</p> <p>In addition, IDEA send petition to the Ministry of Labor to request it to include informal workers in to the social protection law during international events such International Women's Day and International Labor Rights Day.</p> <p>In June 2018, during a consultation on the draft law on social protection organized by ILO at Raffles Hotel, IDEA provided input on the draft law and you raised the needs of informal workers.</p>
12	IDEA	From May 2021 until now, the Ministry of Economy and Finance provided cash transfers to informal workers impacted by Covid-19.	Before this time, only persons with IDPoor could receive cash transfers. Starting in May 2021, IDEA members who are informal workers and general informal workers will have the opportunity and be provided with support from the State which will release their household burden during Covid-19.	From May 2020 to May 2021, IDEA raised in the media the challenges faced by informal workers who lack income and requested Governmental support similar to the support provided to garment workers through many media asking for government support for vulnerable informal workers.

13	IDEA	Starting in 2019 until now, NSSF is working in partnership with IDEA and other trade unions to develop a pilot health care schemes and pension for informal domestic workers and tuk tuk drivers which will be implemented next year.	Informal workers do not have the same social protection as formal workers and can therefore not access social protection schemes, including health schemes and pension. From 2017 to 2020, the Government accepted to provide the Health Equity Card to domestic workers and tuk tuk drivers, but ended all cards at the end of 2020, which is why this pilot is important. The pilot schemes will be the first-time domestic workers and tuk tuk drivers have access health care, pension and illness/accident/disability benefits.	In February 2018, IDEA worked in partnership with ILO to conduct 2 research studies with domestic workers and tuk tuk drivers to understand how much the workers can contribute to NSSF and conducted research with GRET on these 2 target groups in October 2019 (not yet finalized).  Since 2019, IDEA and NSSF have met at NSSF office in Phnom Penh around 2 or 3 times per year.
14	IDEA	MoLVT issued a Prakas #235 on 29 May 2018 on work conditions of domestic workers which relates to working hours, need to have written contract between employers and employees, weekly day off, and national and international holidays	Before, there is no regulation on working condition of domestic workers.  Approximately 20,000 domestic workers are now protected by the law to have better working conditions.	From 2017 to 2021, IDEA conducted annual Domestic Workers Day (June 16) campaign with the participation of Government, CSOs, trade unions, etc. Following the event and on an yearly basis, IDEA submitted a petition to the MoL demanding protection of domestic workers.
15	IDEA	10 owners of clubs and hotels agreed to provide a parking space to 260 IDEA members who are tuk tuk drivers. The 10 clubs and hotels are	IDEA members have a safe place to carry their business and receive revenue. Before these agreement, 260 tuk-tuk drivers no place to park and	Since 2017, IDEA submitted a request for parking space nearby the club or hotel and so that drivers could provide services to guests, staff or owners of the clubs and hotels. Meeting were also organized with some of the businesses. Among the 10 places IDEA received agreement 2 places in 2017, 2 places in 2018, 2 places in 2019, 2 places in 2020 and

		Apartment Prince Plaza, Sky Two, Skyline, Sky Try, Golden Beach, train station, Bali Resort Condo2, Bali resort condo3, Premiere Center and KTV Washington	both security guard and police always order them not park there.	other 2 places in 2021 Since 2017, IDEA registered many members in Battambang province, demonstrating to authorities its significance in Battambang. In August 2017, IDEA requested to provincial authorities to open an IDEA branch in Battambang province. IDEA and members celebrated May 1 Day and Human Rights Day, which is a time to gather members in public spaces to discuss workers' rights.
16	IDEA	Since 2017, Battambang governor has invited Mr. Sam Long, local IDEA representative, to attend monthly meeting to discuss issues related to tuk tuk and vendors.	Before, tuk tuk drivers and vendors' concerns were not taken into account or discussed. Having Mr Sam Long invited by the Battambang Governor demonstrates the recognition of IDEA and gives IDEA and its members the opportunity to raise issues concerning workers' rights and needs.	Since 2017, IDEA registered many members in Battambang province, demonstrating to authorities its significance in Battambang. In August 2017, IDEA requested to provincial authorities to open an IDEA branch in Battambang province. IDEA and members celebrated May 1 Day and Human Rights Day, which is a time to gather members in public spaces to discuss workers' rights.
17	IDEA	After 2018, 180 local leaders of 18 districts/ khan volunteered to manage their own members.	Representatives of each zone are able to listen to and resolve the members' problems. Before 2018, there are no clear responsible persons to handle the issues of members. This demonstrates members' capacity to be independent and the local chapters sustainability.	Since 2017, IDEA organized around 12,000 members who are the tuk-tuk drivers, taxi drivers, domestic workers, street vendors and waste collectors and provide capacity building to their representatives through training on workers rights and regulation related with informal workers and negotiation skills as well.
18	IDEA	Khan Posen Chey, Khan Sen Sok, Khan Don Penh and Battambang Province recognize IDEA representatives in their location and	Before, district and provincial authorities did not respond to requests. This is common in Cambodia that local authorities do not respond to people's needs and issues. There is a lack of government accountability.	IDEA has existed since 2005 and since then has organized numerous public events that were mediatized, such as tuk tuk driver strikes, awareness-campaigns, international day events, collaboration with other trade unions and developing partners such as ILO, petitions, press statements.  Through IDEA'S extensive activities and publicity, it has been

		respond to IDEA members' requests.		<p>recognized as a spokesperson for informal workers and is therefore regularly contacted by the media for quotes.</p> <p>In general, IDEA recognized by both local and national Government as representative of informal workers because many popular medias always write article about IDEA and event PM Hun Sen use to mention IDEA several times.</p>
19	Youth Resource Development Program (YRDP)	In April 2021, four youths (3 females) in Phnom Penh formed a group called Youth for Strengthening Labor Rights and Social Protection to raise public awareness related to social protection and labor rights through their Facebook page.	Based on our experience, many Cambodians particularly, youth are not aware about social protection and labor rights. Social protection is human rights, and everyone shall be included in the relevant social protection frameworks. Government has not been raising enough awareness about these policy frameworks to the public nationwide. This youth group is playing a role in filling in such gap. They created a Facebook page called Youth for Strengthening Labor Rights and Social Protection to share information about social protection and labor rights.	From April – September 2021, YRDP organized 5 trainings on social protection, labor rights, leadership and personal development, democratic governance and active citizens to build the knowledge and skills of youth and their social conscience. Our public forums (March – October 2021) also created opportunities where youth could learn about social protection and labor rights as well as share issues of labor rights violation and needs of youth.

20	Youth Resource Development Program (YRDP)	In July 2021, the Youth for Strengthening Labor Rights and Social Protection group developed a 2021-2022 action plan to organize two online talk shows and an online campaign to advocate for the NSSF to include university students in Social Protection Law.	The Youth of Strengthening Labor Rights and Social Protection group has organized independently of YRDP' support and is active in awareness-raising during a difficult Covid-19 context. Youth group action plans are important to raise awareness and mobilize the public to do advocacy with the government to improve the implementation of social protection in Cambodia.	In April 2021, YRDP built the youth group's capacity on social protection through 05 training on labor rights and social protection and provided technical feedback on the action plan and its implementation throughout 2021.
21	Youth Resource Development Program (YRDP)	On 23 February 2020, during a dialogue organized by YRDP, YRDP youth raised their concern and needs for social protection to Deputy Director of NSSF to have youth included in the NSFF the Social Protection Law with 83 youths participants (41 females) and submitted a petition to NSSF.	Youth did not understand what social protection and its importance for them. They never requested social protection. They are now raising demands to the Government to receive social protection. For the first time, youth submitted a petition demanding to be included in the NSSF which would provide them access to free health care. The article 36 of Cambodia constitution stated Khmer citizens of both sexes are entitled to social insurance and social benefits, while university students and monks are excluded from social protection schemes. Their raising is practicing their rights to NSSF about the need of social protection.	On 23 February 2020, YRDP organized a youth dialogue on the topic of Health insurance and unemployment insurance for youth by coordinating the participation of 83 youths to dialogue with the Deputy director of NSSF.



22	Youth Resource Development Program (YRDP)	During a youth debate organized by YRDP on Social, Political and Economic Development Impacting on Youth Employment on 10 October 2021 with 86 participants (48 females), two youth groups of eight debaters presented their comprehensive analyses related to the topic.	Youth were scared of talking about social issues and talking in front of an audience before participating in YRDP's trainings. Youth researched the topic of the debate and prepared a presentation to the evaluating committee and participants in the debate that social, political and economic development does affect youth employment. And were recognized for the quality of their presentation and the discussions of the debate	From April 2021 – October 2021, YRDP conducted trainings on social protection and labor rights. YRDP also provided documentation on social protection to support the youth in preparing their presentation. YRDP provided training to youth on debate skill in August 2021 and a youth debate on 10 October 2021.
23	Youth Resource Development Program (YRDP)	In November 2019, the MoEF requested YRDP to share its report on its research Youth's Perspective on Minimum Wage.	In general, spokespersons of government or government ministries rarely accept results of research from CSOs in Cambodia. YRDP did not expect that officials from the Ministry of Economy and Finance contacted YRDP to request for the research report that we just launched. The person from the MoEF told us that the report is important for them to learn for developing policy.	YRDP hired an external consultant to do research on Youth's Perspective on Minimum Wage and the report was launched in November 2019 with 97 participants (45 females) when the Ministry of Economy and Finance was not invited.

24	Coalition of Cambodian Apparel Workers Democratic Unions (C.CAWDU)	On October 11, 2017, the Inter-Ministerial (including Senior Minister, Minister of MioEF, MoH, and MoLVT issued PRAKAS NO. 404 LV/PrK.NSSF on the Implementation of Health Care through the Health Equity Fund System for Informal Workers and Provision of Allowance for Female Workers when Delivery.	Precarious workers, especially pregnant women, at subcontracted factories in Cambodia were terminated when participating in trade unions. Subcontracted factory management also dismissed women by not renewing their contracts upon finding out they were pregnant, resulting in the workers losing benefits and being unable to exercise their rights at the workplace. With PRAKAS 404, trade unions have the legal guidelines to demand the application of the labor law, and health care and labor rights for pregnant women.	The Coalition of Cambodian Apparel Workers Democratic Unions (C.CAWDU) and Cambodian Labour Confederation (CLC) and its affiliates conducted 2 joint public campaigns joined by 5,118 participants (70% women), including 1,709 sub-contracted workers from 80 C.CAWDU-affiliated local trade union branches based in Phnom Penh, Kandal, Kompong Sque, Takeo, Prey Veng, Svay Rieng, and Preah Sihanouk provinces. C.CADWU submitted 2 joint petitions to MoLVT and the National Assembly on March 8, 2017 (International Women Day) and May 1, 2017 (Internal Human Right Day) to advocate for the implementation of the Health Care through Health Equity Fund System for Informal Workers and Provision of Allowance for Female Workers, comprising the unionized and non-unionized home-based and subcontracted workers in the garment, shoe, bag and travel goods sector.
25	Coalition of Cambodian Apparel Workers Democratic Unions (C.CAWDU)	On December 4, 2017, the MoLVT issued Guideline #336 on the informal workers registering in the NSSF so that all workers, including informal workers, can access NSSF.	The informal workers including workers at sub-contract factories were unable to access the NSSF before the issuance of notification #336.  NSSF provides subsidized health care, employment injury insurance, paid maternity leave and other benefits.	C.CAWDU, Cambodian Labour Confederation (CLC) and its affiliates conducted 3 joint public campaigns on March 8, 2017 (Internal Women Day), May 1, 2017 (International Labour Rights Day) and December 10, 2017 (International Human Rights Day) and submitted a joint petition at each event to the Ministry of Labour and Vocational Training (MoLVT) and the National Assembly to demand the inclusion of informal workers in NSSF.

26	Coalition of Cambodian Apparel Workers Democratic Unions (C.CAWDU)	From January 2017 until October 2021, NSSF of Cambodia registered 47,060 workers (40,001 women) from 30 CCAWDU affiliated local trade union branches located in Phnom Penh, Takeo, and Kandal provinces so that the unprotected or subcontracted workers can access to the NSSF's employment injury and health care schemes.	The unprotected or fixed duration contracted workers at non-unionized subcontracted factories were unable to access the services of the National Social Security Fund (NSSF) of the Kingdom of Cambodia due to the absence of trade unions. Creation of trade unions led to negotiations to change 47,060 workers from fixed duration contracts to unlimited duration contracts so they may receive NSSF benefits.	Between 2017 and 2021, Coalition of Cambodian Apparel Workers Democratic Unions (C.CAWDU) and its existing local trade union affiliates conducted 3,600 organizing meetings in Phnom Penh, Kandal and Takeo provinces with 202 (85 women) out of 47,060 (40,001 women) workers at 30 subcontracted factories that are not unionized. As a result of these meetings, 30 trade unions were created, which in turn had 900 bipartite meetings with subcontracted factory management. C.CAWDU and its affiliates and factory managements conducted to convert the 14,118 (80%) fix duration contract (FDC) out of 47,060 (40,001 women) workers to the unlimited duration contract (UDC). Moreover, C.CAWDU leaders (Mr. Ath Thorn is a member of NSSF board) participated in 35 tripartite meetings (Comprising the trade union, employer, and Ministry of Labour and Vocational Training representatives) to advocate for including the precarious or unprotected workers to NSSF and converting FDC to UDC workers.
27	Coalition of Cambodian Apparel Workers Democratic Unions (C.CAWDU)	On 9 March 2019, C.CAWDU affiliated local trade union branch at Guo Tai Hua Sheng Xin Feng Jing (Cambodia) Garment Co., Ltd in Phnom Penh and factory management signed a 3-year collective bargaining agreement (CBA) valid March 2019 – March 2022 providing 750 workers (including 60% women and 500 trade union members) with	Before 19 March 2019, the management at Guo Tai Hua Sheng Xin Feng Jing Garment Co., LTD in Phnom Penh did not apply the labour law so workers did not have full maternity protection benefits and faced poor working conditions. The maternity benefits provides 98 days of maternity leave (the law only stipulates 90 days), 8 USD a month to new mothers for milk money until the baby is 18 months old, and 12 USD a month for childcare until the baby is 18 months old. All workers who do 2 “styles” receive a bonus and	In 2017, CCAWDU organized union local branch at the garment factory and identified over 30 members to represent the union so the union branch could receive a MRS (most representative status). From 2017 to 2019, CCAWDU provided capacity building in building evidence on issues and negotiation. During January and February 2019, C.CAWDU leaders, and C.CAWDU-affiliated local trade union branch at Guo Tai Hua Sheng Xin Feng Jing (Cambodia) Garment Co., Ltd conducted 2 collective bargaining agreement negotiations with the factory management.

		better maternity benefits and working conditions.	overtime workers receive extra money for their meal allowance.	
28	Coalition of Cambodian Apparel Workers Democratic Unions (C.CAWDU)	On March 3, 2020, 4 out of 11 articles of new trade union law were amended and implement to reflect workers' and union members' interests.	Article 17 as amended makes some small steps in the right direction by removing requirements to submit copies of annual financial and activity reports to the MoLVT. Article 27 as amended requires unions to keep financial records in conformity with a format determined by a Prakas of the MoLVT. Article 54 provides for most representative status of trade unions in an enterprise or establishment. As part of the latest amendments, paragraph (c) of Article 54 was altered, changing the requirement for obtaining most representative status (MRS) from having an accurate list of the most members with an official membership identification card to having a list with the most due-paying members. The amended Article 54 still provides exclusive rights in collective dispute resolution to the MRS union. Article 59 was altered by the amendments through the insertion of a paragraph (i) which enables minority unions in enterprises where there is an MRS union to represent their own members in collective labour disputes that do	From 2017 until 2019, C.CAWDU, Cambodian Labour Confederation (CLC) and its affiliates conducted 9 joint public campaigns (March 8 (Internal Women Day), May 1 (International Labour Rights Day) and December 10 (International Human Rights Day) in Phnom Penh and submitted 9 joint petitions to the National Assembly of Cambodia to amend 11 unfavorable articles (articles 10, 14, 17, 27, 50, 54, 59, 70, 72, 80 and 84) of new trade union law in order to reflect workers' and union members' interests.

			not stem from a collective bargaining agreement.	
29	Coalition of Cambodian Apparel Workers Democratic Unions (C.CAWDU)	The Law on Minimum Wage was promulgated on 6 July 2018	A tripartite National Council on Minimum Wage (“NCMW”) comprised of the government, employer representatives, and employee representatives, would be established to study, research and provide recommendations on the determination of minimum wages and other benefits for persons covered by the Labour Law. Subject to the discretion of the NCMW, key factors in determining the minimum wage include social considerations (such as inflation rates and living expenses); and (2) economic considerations (such as productivity, competition, job market status and profitability of a particular industry). The discussions on minimum wages by the NCMW must be undertaken annually (unless decided otherwise by the NCMW) and in accordance with the procedures set out in this new law. Based on the NCMW’s recommendation, the minimum wage would be determined by a Prakas issued by the Ministry of Labour and Vocational Training (“MLVT”) and must take effect from 1 January of the subsequent	From March 2017 until May 2018, C.CAWDU, Cambodian Labour Confederation (CLC) and its affiliates conducted 5 joint public campaigns (The campaigns conducted on March 8 (Internal Women Day), May 1 (International Labour Rights Day) and December 10 (International Human Rights Day) in Phnom Penh, and submitted the 5 joint petitions to the National Assembly of Cambodia for promulgating the Law the Minimum Wage so it would promote a decent living, create job opportunities and increase the productivity.

			year. The MLVT may prioritize implementation of the minimum wage based on economic activity, industry sector or region.	
30	Coalition of Cambodian Apparel Workers Democratic Unions (C.CAWDU)	From 2017 to 2021, in all C.CAWDU affiliated trade union branches, the female local trade union leaders take up the leadership positions increased by 4%, from 44.44% in 2017 to 48.88% in 2021.	From 2017 until 2021, 30 trade union elections conducted for 443 (178 women) voters from 30 different factories with 90 (44 women or 48.88% were women), representing 49,055 workers (Comprising 3,247 trade union members) trade union leaders elected. For this reason, the percentage of female trade union leaders in the leadership position increased by 4% (44.44% in 2017; 48.88% in 2021). Women leaders had proof that they could well listen to women workers problems/needs, solve problems, and able to lead the bargaining with employers and government for CBA. Women leaders can deal on sexual harassment, pregnancy workers issues, and could play a role model for women workers.	From 2017 until 2021, C.CAWDU project team delivered some key activities as below: - 4,500 meeting sessions conducted for 3,1500 workers (18,000 women) from 72 targeted non-C.CAWDU affiliated factories in Phnom Penh, Kandal, Takov provinces to identify the potential workers for new trade union establishments. - Also, the emotional supports provided for 2,250 (750 women) workers, and also engaged their family members and friends at their communities for supporting the selected potential women to take up the leadership position. - In addition, during 2017-2021, 30 trade union elected conducted for 443 (178 women) workers at 30 different factories with 90 (44 women or 48.88% were women) trade union leaders elected, representing 49,055 workers (Comprising 3,247 trade union members). - Finally, 90 (44 women) elected trade union leaders equipped with the leadership, genders, GBV skills, and coached on membership unionization, internal trade union strengthening, dispute settlement and evident based collective bargaining.
31	CCFC	Since January 2018, the NSSF registered and provided HEF card to 641 small-scale farmers at Svay Ring, Tbong Khmom, Takeo and Kandal provinces.	This was the first-time small-scale farmers received HEF cards which provide them free access to health care services at referral hospitals.	From October 2017 to September 2018, CCFC collected the list of small-scale farmers information to have them registered with NSSF (so they may have HEF card). NSSF over the social protection scheme in accordance to Health Equity Funds, registering its small scale farmers name into their informal working systems for the sake of their farmers to access health care service of the MoH. CCFC also provided awareness-raising and educating them over the benefits of social protection's equitable cards in which they could access health

				care service procedures complying with the NSSF's protocol as well. The action has been implemented since the beginning of 2017-2018 through its community organizing, meeting informal or formal, social protection workshop, training, annual reflection meeting, and partners meeting orientation, social dialogue, and social media platform with its stakeholders, partners, and community groups from local to national level.
32	CCFC	In September 2018, the Ministry of Agriculture, Forestry and Fisheries and the Council for Agriculture and Rural Development officials (CARD) included CCFC farmers' recommendations and inputs (related to guaranteeing agricultural land to farmers; access to irrigation systems, social assistance subsidy, access to the value-chain/market and health care services, and enabling a space for farmers to raise their concerns) in its submission to the UN Peasant Right Declaration	The Ministry of Agriculture now recognizes the rights of peasants to social protection within the National Social Protection Policy Framework and listen to farmers' concerns. Farmers were previously included in the Government's social protection framework.	<p>Every year from 2017 to 2020, CCFC conducted online and physical campaigns during main international events such as International Women's Rights day (8 March), Human Rights Day 01-10 December, and UN's Declaration of Peasants Rights Day on 18 December to hold the government officials more accountable to address all concerns, issues and other interests of its small scale farmers.</p> <p>Twice a year from 2017 to 2020, CCFC submitted petitions and joint concern statement to the Prime Minister's cabinet in partnership with like-minded NGOs on behalf of the interests of its small scale farmers amid the main international day as well.</p> <p>CCFC, in collaboration with other stakeholders (networks, alliance, unions, etc.), facilitated discussions between peasants, CSOs, NGOs, Cambodian Government and UN to bring light to the need of people working in rural areas in matters of access to land, water, natural resources, health and livelihood.</p>



33	CCFC	From January 2019 to now, leaders and activists from communities in the provinces of Preah Sihanouk, Svay Rieng, Koh Kong, Kampong Speu, Thbong Kmum collaborate with other communities and created action plans to advocate for social protection to local, regional and national authorities via petitions, joint complaints and joint statements.	Before, marginalized communities required CCFC's support in advocating for social protection. Their leadership have improved, and they can now manage and lead other community groups in a collective way to reach the common needs, voice and interests in their society for their sustainable development.	<p>In 2017, CCFC coordinated with local communities to organize them and in 2020 set-up provincial networks and women's groups.</p> <p>2018 to 2020, CCFC provided trainings and workshops in advocacy, influencing policy, active citizenship, gender and women's leadership, community organizing, social protection for informal workers, digital and ICT advocacy, etc. to build the capacity of communities to organize and advocate for their rights and social protection.</p> <p>In 2021, CCFC organized reflection meetings with communities to evaluate their strengths and weaknesses, and provide coaching, if needed, to improve their action.</p>
34	CCFC	From May 2021 to December 2021, the Ministry of Economy and Finance provided Covid-19 cash transfers to CCFC's small scale farmers.	Vulnerable community groups are often discriminated against and not included in important social protection schemes, such as the Covid-19 cash transfers. Following advocacy, community groups received cash transfer support from the governments to lighten their burden during the hardships of the coronavirus crisis.	In January 2021, CCFC and CSO partners submitted a petition to the Ministry of Economy and Finance to take into account small scale farmer's needs regarding the emergency food situation and requesting support such as cash transfers.

35	CCFC	<p>On May 12, 2020 Svay Rieng department officials, under presiding Provincial Deputy Governor Mr. Hem Piseth and District Governor Mr. Hem Sarith, along with the Provincial Department of Agriculture met 220 residents from Somrourng, Ponkork, Chek villages located in Chheu Teal and Svay Thom communes to explain the process of registering with the Provincial Department of Labor to access to social protection schemes.</p>	<p>The meeting on May 12, 2020 was the first time high-ranking government officials recognized the needs of small scale farmers and invited them to explain the registration process. During the meeting, community representatives raised issues community members face linked to women issues, such as violence against women, agricultural prices, lack of social protection, and public services.</p>	<p>From 2017 to 2020, CCFC built the capacity of the community groups, who are small scale farmers and human-rights defenders, through regular trainings, workshops, meetings problem identification on human rights, gender responsiveness, basic social protection, in line with its main action plan.</p> <p>CCFC also mobilized community members to submit a proposal and petition to the Governor to demand gender-responsive social protection and to recognize the representatives of the community members (which leads to representatives being invited at events held by the province).</p> <p>CCFC raised awareness on the topics mentioned above via its social media page and via media.</p>
36	CCFC	<p>On 21 September 2021, the Council of Agriculture and Rural Development (CARD) included CCFC's small-scale farmers' recommendations and inputs related to agricultural production price, social protection, justice, and agroecology into the Cambodian Roadmap for Food Systems.</p>	<p>Before, there wasn't a policy recognizing the needs of small-scale farmers. CCFC small-scale farmers' voices are now recognized and taken into account and included into the national social protection policy related to the food system, health, livelihood and improvement of farmers.</p> <p>CARD is under the Ministry of Council, which coordinates all Ministries.</p>	<p>Before CARD included small scale farmers recommendation and inputs, From September 2021, CCFC cooperated with NGOs, Union, Alliance, IP local communities, and regional networks to discuss the interests of farmers and participated in dialogues with the Government to include the identified farmers' needs in the Government's roadmap.</p> <p>From August to September 2021, CCFC NGOs and unions submitted an open letter to all UN agencies and CARD highlighting their concerns and recommendations regarding agricultural food products, agroecology, justice, gender equality and negative impacts of pesticides.</p>

37	CCAWDU and CFSWF	<p>Between 2018 and 2021, among 36 union leaders, 14 women workers has been elected as leaders in important roles such as chairman, president, vice president or secretary general in three local unions from the sector of beverage and general services in Phnom Penh and Siem Reap.</p>	<p>Before 2018, all leadership of local unions were holding by men, even though most of members were women, they voted for men union leadership. Women workers had lost their opportunities in leadership roles as lack of trust from women members. They were trust men than women, because they though taking a leadership role may put women at risk, women have no time, women cannot meet them at night time or at far place. And also women workers had been block by their families members, husbands, and parents. Therefore, this program had been built trust on women workers members, families of workers members, encourage and build commitment to women workers for taking leadership roles.</p>	<p>In December 2017, CFSWF conducted meeting with unions members both men and women to discuss on gender equality, needs and problems of women workers faced; and included those needs and problems in the annual workplan of CFSWF for gender responding and implementing activities. The gender committee of CFSWF visited and trained about gender equality to both male and female members and visited individual workers' homes to promote capacity building and increase the participation of women to family members of female workers in Phnom Penh and Siem Reap Province. In 2018, the CFSWF organized a gender equality forum and invited workers and their families to participate. In 2018, when unions held local union elections at the Alaska Massage Center, the result was changed, women were elected as president, vice president, secretary general, and union adviser, by union members, even though they competed with men. CFSWF continued to visit workers from home to home and continue to train union members on gender equality in the October 2020, when the election for the Cintri Garbage Workers' Union, 6 women leaders were elected by their members as Chairperson, Vice chair, Secretary General, and union Advisor. In February 2021, the union of Gas station and Caltex Mart elected a female worker as secretary general of the union, and in March 2021,</p>
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## Annex 2: List of substantiators

Name	Function
Mr. Mao Chantha	HR Director
Mr. Ke Chanrithy	Local union leader
Ms. Sung Sreytan	Local union leader
Mr. Khem Moa,	Local union leader
Men Dararath	Vice-President Cambrew local union
Ms. Vin Sos Man	Factory HR/Admin Manager
Mr. Sok Bora	Director of Social Security Benefits at NSSF
Mrs. Sok Thavy	Worker activist
Mr. Tap Serey Vichet	Worker activist
H.E Heng Sophannarith	Director Department of Public Relationship at NSSF
Mr. Oeung Jeudi	Programme UNDP

## Annex 3: Outcomes substantiated

**Outcome [5] (CFSWF):** Since February 2021, Carlsberg has implemented a policy on Health and Safety at the workplace to provide occupational, safety and hazard material and making a schedule for meetings with the union committee every month and CFSWF 2 times a year to discuss workers' issues or any concern.

- One substantiator partially agreed that the union supported by CFSWF brought about change in the health and safety of its workers as Carlsberg has been implementing an occupational and safety policy and provided many trainings on it.
- One local union leader partially agreed with the outcome statement as he stated that some equipment is still not available.

**Outcome [1] (CFSWF):** In February 2020, The Cambodia Beverage Company Limited based in Phnom Penh Special Economic Zone implemented a maternity policy which provides USD 80 to women workers with children under 36 months-old.

- Two local union leaders, fully agreed with the outcome.

**Outcome [2] (CFSWF):** In May 2021, Chevron Company provided full salary to workers who are on Quarantine and undergoing Covid-19 treatment and \$5,000 life insurance in case of death.

- One local union leader fully agreed with the outcome.

**Outcome [27] (C.CAWDU):** On 9 March 2019, C.CAWDU-affiliated local trade union branch at Guo Tai Hua Sheng Xin Feng Jing (Cambodia) Garment Co., Ltd in Phnom Penh and factory management signed a 3-year collective bargaining agreement (CBA) valid March 2019 – March 2022 providing 750 workers (including 60% women and 500 trade union members) with better maternity benefits and working conditions.

- One substantiator fully agreed with the outcome.

**Outcome [6] (CFSWF):** In June 2021, NSSF included Covid-19 treatment in its Health care scheme for workers in the Food and General Service Sectors across Cambodia and covered a portion of workers' salary.

- One substantiator partially agreed as he clarified that NSSF does not provide or include Covid-19 treatment in its Health care scheme, only pension. The treatment was provided by the Royal Government of Cambodia (RGC).
- Two worker activists who received Covid-19 treatment fully agreed with the outcome.

**Outcome [10] (IDEA):** From 2018 to 2020, NSSF provided 5,169 Health Equity Fund cards to IDEA members made up of domestic workers and tuk tuk drivers in Phnom Penh, Siem Reap, Prey Sihanouk, Battambang and Banteay Meanchey.

- One substantiator partially agreed with the outcome. He clarified that the HEF card can only be used for health care scheme and cannot be used for occupational risk or occupational accident. Secondly, the RGC did not stop providing HEF card to informal worker, but simply wanted to ensure worker's information was accurate.

**Outcome [36] (CCFC):** On 21 September 2021, the Council of Agriculture and Rural Development (CARD) included CCFC's small-scale farmers' recommendations and inputs related to agricultural production price, social protection, justice, and agroecology into the *Cambodian Roadmap for Food Systems*.

- One substantiator fully agreed with the outcome.

#### **Annex 4: A list of interviewees/participants (name, function and working environment) in workshops.**

##### **a). Outcome Harvesting Workshop, October 19th-20th and 22<sup>nd</sup> 2021, Cambodiana Hotel**

No.	Name	Position	Organization	Email/Tel
1	Mr. Vorn Pov	Executive Director	IDEA	<a href="mailto:vornpao@gmail.com">vornpao@gmail.com</a>
2	Mr. Kao Poeun	Program Officer	IDEA	<a href="mailto:poeunkao@gmail.com">poeunkao@gmail.com</a>
3	Ms. Sovan Vary	Local Leader	IDEA	<a href="mailto:sovannvary@gmail.com">sovannvary@gmail.com</a>
4	Theng Saveoun	Executive Director	CCFC	<a href="mailto:president@gmail.com">president@gmail.com</a>
5	Mr. Pang Sarin	Program officer	CCFC	<a href="mailto:HP@ccfccambodia.org">HP@ccfccambodia.org</a>
6	Ms. Keo Sreyneang	Comm. Officer	CCFC	015 747 119
7	Mr. Phoung Vanny	Program Manager	C.CAWDU	<a href="mailto:vannyphoung@gmail.com">vannyphoung@gmail.com</a>
8	Ms. Oeum Sopheap	Union Leader	C.CAWDU	098 351992
9	Ms. Chan Ramy	Director	YRDP	<a href="mailto:director@yrdp.org">director@yrdp.org</a>
10	Mr. Ny Veasna	Program Officer	YRDP	<a href="mailto:veasna@yrdp.org">veasna@yrdp.org</a>
11	Mr. Im Nesay	Finance Officer	YRDP	<a href="mailto:nesay@yrdp.org">nesay@yrdp.org</a>
12	Ms. Sok Chan Chhorvy	Program Manager	Oxfam	<a href="mailto:chanchhorvy.sok@oxfam.org">chanchhorvy.sok@oxfam.org</a>

##### **b). Outcome Harvesting SP-DGD, Interpretation Workshop, 23 February 2022, Cambodiana Hotel**

No.	Name	Position	Organization	Email/Tel
1	Ou Tepphallin	President	CFSWF	011 984883
2	Tuy Sythieng	Program Manager	CFSWF	077 615006
3	Toun Cheda	Local Union leader	CFSWF	016 272155
4	Kao Poeun	Program Coordinator	IDEA	015 510078
5	Kong Athit	President	C.CAWDU	012 707569
6	Phoung Vanny	Program Manager	C.CAWDU	012 324064
7	Sem Sopheap	Local Leader	C.CAWDU	098 351992
8	Pang Sarin	Program Manager	CCFC	031 3039999
9	Yous Sophon	Local Leader	CCFC	016 670599
10	Theng Savoeun	President	CCFC	078 225 088
11	Ny Veasna	Program Officer	YRDP	017 304043
12	Visal Tan	Program Coordinator	Oxfam	017 800527
13	Chan Chhorvy Sok	Program Manager	Oxfam	<a href="mailto:chanchhorvy.sok@oxfam.org">chanchhorvy.sok@oxfam.org</a>

## **Annex 5: Details on composition of evaluation team**

### ***a). Outcome Harvesting Workshop, October 19th-20th and 22<sup>nd</sup> 2021, Cambodiana Hotel***

<b>No.</b>	<b>Name</b>	<b>Position</b>	<b>Organization</b>	<b>Email</b>
1	Visal Tan	Program Coordinator on Social Protection and Labour Rights	Oxfam	<a href="mailto:Visal.tan@oxfam.org">Visal.tan@oxfam.org</a>
2	Clara Donadello	Consultant	Oxfam	<a href="mailto:Clava.doradello@oxfam.org">Clava.doradello@oxfam.org</a>

### ***b). Outcome Harvesting SP-DGD, Interpretation Workshop, 23 February 2022, Cambodiana Hotel***

<b>No.</b>	<b>Name</b>	<b>Position</b>	<b>Organization</b>	<b>Email</b>
1	Visal Tan	Program Coordinator on Social Protection and Labour Rights	Oxfam	<a href="mailto:Visal.tan@oxfam.org">Visal.tan@oxfam.org</a>
2	Cécile Imberechts	Evaluation advisor	Oxfam-Belgium	<a href="mailto:Cecile.Imberechts@oxfam.org">Cecile.Imberechts@oxfam.org</a>
3	Clara Donadello	Consultant	Oxfam	<a href="mailto:Clava.doradello@oxfam.org">Clava.doradello@oxfam.org</a>

### ***C). External Evaluator***

<b>No.</b>	<b>Name</b>	<b>Position</b>	<b>Organization</b>	<b>Email</b>
1	Goele Scheers	Independent Consultant	Facilitator of the Outcome Harvesting Community	<a href="http://www.goelescheers.be">www.goelescheers.be</a>

