

CARE CAMBODIA

Safe Workplace, Safe Communities

Baseline for Program Indicators

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Abbreviations

BSIC	Beer Selling Industry of Cambodia
CC	Commune Councils
CCWC	Commune Committee for Women and Children
CAMFEBA	Cambodia Federation of Employers and Business Association
DWCCC	District Consultative Committee on Women and Children
FGD	Focus Group Discussion
GMAC	Garment Manufacturers Association of Cambodia
GBV	Gender based violence
ILO	International Labor Organisation
KII	Key Informant Interviews
KTV	Karaoke TV
Mol	Ministry of Interior
MoLVT	Ministry of Labour and Vocational Training
MoWA	Ministry of Women’s Affairs
NGO	Non-government organization
SWSC	Safe Workplace Safe Communities

1 Background

1.1 Situation in Cambodia

In Cambodia, women and girls continue to be subjected to physical, emotional, sexual and economic violence, cutting across all divisions of income, culture and class in their daily public and private spheres. Gender-based violence (GBV)¹ in Cambodia takes place in the context of deeply entrenched cultural norms that disadvantage women and girls. There is no one single cause of GBV in Cambodia but it is rooted in social and cultural attitudes and norms that privilege men over women and boys over girls (MoWA, 2014).

Violence against women, both domestic and in the workplace, is commonplace. Acceptance of GBV among the community is still unacceptably high, with 80 percent of both men and women failing to respond when they hear of cases of abuse (MoWA, 2009). While the legal framework to protect women is in place, GBV including sexual harassment both in the workplace and in the community remain a significant risk for women in Cambodia due to weaknesses in implementation of laws and policies.

Women represent 51.4 percent of the formal labor force in Cambodia, predominantly in the garment industry and the tourism and hospitality sectors. Young rural female migrant workers, often with low levels of literacy, have limited job opportunities and job security, often living and working in unsafe conditions. They are at high risk of exploitation by others because they have limited access to information and forms of protection. Policing mechanisms are weak in the communities where migrant workers live—individuals and gangs often subject women to violence including rape, verbal abuse, sexual harassment, robbery and theft, with limited action taken by local law enforcement. In addition, female migrants who enter the tourism and hospitality sectors are often subjected to sexual harassment from abusive clients. The overwhelming evidence therefore indicates that women workers are at risk both inside and outside the workplace.

A review of secondary sources found that studies on sexual harassment had been conducted in the garment sector and among women working as beer promoters. These studies suggest that sexual harassment is widely prevalent in both sectors. Less data is available on women in other occupations.

The majority of women (90 percent) working in garment factories are between 18 and 25 years old and have migrated from rural areas (Taylor, 2011, p. 26). In a recent study by International Labour Organisation (ILO) one in five women garment factory workers² reported sexual harassment, or harassment with sexual undertones, which led to a threatening working environment. These episodes usually involve co-workers but some involve supervisors or others in higher positions (ILO, 2012). Another recent study *Women in the City* examined the risks that female garment factory workers faced beyond the factory. Women garment workers were found to be at increased risk for rape, verbal abuse

¹ GBV is any act that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life.

² In a recent study by ILO of 240 garment factory workers (208 women and 32 men) were interviewed.

and sexual harassment from men who hang around the factories due to unsafe housing situations, such as poor lighting infrastructure and not enough policing. Women garment workers who work night shifts also face heightened risks as electricity is shut off before they leave work so there is no lighting, making it easy for gangsters and other perpetrators to rape, harass, or rob workers, especially when they work overtime (Taylor, 2011).

High numbers of women are also migrating from rural areas to work as service or entertainment workers. Studies have shown alarmingly high rates of harassment in the work place for women working as beer promoters, including unwanted sexual touching (80 percent) and coerced sex (38 percent) (CARE Cambodia, 2005, p. 35). In CARE's 2010 baseline survey³ 67 percent of beer promoters interviewed reported experiencing unwanted sexual touching (CARE, 2010). The Beer Selling Industry Cambodia (BSIC)⁴ conducted a study in 2012 comparing the experience of abuse and sexual harassment for women working in beer companies that are members of the BSIC and found that 61 percent of beer promotion workers interviewed experienced some form of sexual harassment in the last 12 months, compared to 79 percent of workers in non-BSIC brands (Racz & Grumiau, 2012, p. 39). This implies that sexual harassment is still high, but was less in companies that participate in the professional association.

A 2012 study examining life experiences and HIV risk of young entertainment workers in four Cambodian cities led by the Ministry of Education, Youth and Sport (MoEYS) found that female entertainment workers commonly experience violence and harassment within the context of their work. Clients were said to be common perpetrators of violence, particularly when drunk or not wanting to use a condom. A number of female entertainment workers reported to have been physically abused, assaulted, or raped. Some transgender entertainment workers reported experiences of harassment and abuse, with few reporting sexual violence and rape. Among male entertainment workers few incidents of violence, verbal abuse or attempted rape were reported when they refused to have sex with a client or multiple clients (MoEYS, 2012).

The Local Authorities including Commune Councils (CC) and Cambodia National Police (CNP) are key duty bearers in implementing response actions to address GBV including sexual harassment.

The Commune Councils hold responsibility to prevent and respond to crime in their communes. As a result of decentralisation reforms in Cambodia through the Ministry of Interior (MOI), elected Councils are now at the District and Commune levels throughout the country. The 2010 Safety Village/Commune/Sangkat Policy Guidelines issued by the MOI gives the responsibilities to these councils to 'take action to eliminate all kinds of crimes ... using the professional action, law action, administrative action and populated action.' There are 10 priority areas for action, and the number three priority area is to eliminate trafficking for prostitution or labour, domestic violence for women and children, violence against women by 'firmly following the existing law' (Ministry of Interior, 2010).

³ CARE conducted a baseline survey interviewing 252 beer promoters in 2010.

⁴ In October 2006, major businesses in the Cambodian beer market came together to found a professional industry organization called 'Beer Selling Industry Cambodia' (BSIC).

Additionally the Law on the Prevention of Domestic Violence and Protection of Victims (2005) identifies the 'nearest authorities in charge' as having responsibility to urgently intervene to protect women (National Assembly, 2005).

The CNP also hold responsibility to respond to crimes through the Police Post at the Commune Level and the Anti-Trafficking and Juvenile Protection Units at the District and Provincial Levels.

While these two authorities hold responsibility for prevention and response, concerns have been raised that negative attitudes by authorities are an inhibiting factor in women's access to the legal system. In the recent Concluding Observations from Cambodia's report to CEDAW concerns were raised that these negative attitudes were discouraging women from taking legal action against perpetrators even when such recourse is warranted (CEDAW, 2013).

Research in Cambodia has also validated these challenges. Local authorities (including police) are the most common place for women to seek help outside of family, however the authorities often maintain traditional attitudes and lack skill and training to respond effectively to violence against women (Brickell, Prak, & Poch, 2014). According to the Ministry of Women's Affairs (MoWA) 2009 follow-up survey, 35 to 45 percent of local authorities felt a husband was justified in engaging in extreme types of violence if wives argued with husbands, did not obey him or did not show respect (MoWA, 2009).

While the CNP has made significant progress in establishing a structure to prevent and improve the police response, particularly to trafficking, there are still gaps. Investigations are not timely, and police lack transportation and other essential equipment such as tools for evidence collection (Brickell, Prak, & Poch, 2014) (MoWA, 2013).

As a result of these challenges women who do ask local authorities for help may be met with an inadequate response, discouraging them from seeking further assistance. In a qualitative study by Gender and Development Cambodia, accounts of the local authorities' interventions had mixed results, but few resulted in prosecution (GADC, 2010).

1.2 Project Description

The *Safe Workplaces, Safe Communities* project aims to reduce GBV including sexual harassment in Cambodian workplaces and communities. Specifically the project intends to address the problems of GBV and sexual harassment in the work place in high risk industries by building on best practice from a proven CARE model from the beer-retailing sector in Cambodia developed over the past eight years.

In Cambodia CARE has been involved in addressing GBV and sexual harassment for the past decade. The project will take a multi-level approach working at both policy and community level.

Firstly CARE will engage with the population at risk, supporting female workers to form and develop peer to peer networks which will educate workers on their rights and enable them to address issues related to GBV and sexual harassment in the workplace. As well as directly reaching those most at risk, this process will sensitise employers in the targeted industries and foster adherence to GBV and sexual harassment and laws and policies.

Secondly, CARE will work at the community level, training frontline police in appropriate GBV and sexual harassment response, training commune councils to promote greater awareness and to develop effective referral networks, as well as raising awareness in the wider community (particularly among young men) through developing a peer education approach.

Finally, CARE will build on its existing relationships with key government ministries⁵ to strengthen the policy approach to GBV and sexual harassment issues, providing key technical support and capacity building to enable the implementation of existing policies, support the development and adoption of workplace and community based models to address issues of GBV and sexual harassment.

1.3 Study Objectives

The objective of this study is to identify a baseline for indicators in the *Safe Workplace Safe Communities* Project. The overall project objectives are:

Safe Workplace Safe Communities Specific Goals and Outcomes

Goal: Women workers in garment factories, tourism and hospitality industries experience less GBV and sexual harassment in the targeted Cambodian workplaces and surrounding communities.

The project has three outcomes:

Outcome 1: Women in the targeted workplaces are able to report sexual harassment in the workplace and are free from negative consequences;

Outcome 2: Local authorities are implementing response actions to address GBV in the targeted communities; and

Outcome 3: Ministry of Women's Affairs scales up a multi-sectoral approach to GBV and sexual harassment protection for urban female migrants based on project lessons learned.

The indicators are outlined in each section in the Findings.

2 Methodology

The methodology for the *Safe Workplace Safe Communities Project* baseline included a desk review of secondary data sources and collection of primary data through key informant interviews (KIIs) and focus group discussions (FGDs). This baseline data collection was carried out in two phases. Phase 1 collected baseline data for indicators for duty-bearers including local authorities, police, and MoWA. Phase 2 collected data or identified gaps for the baseline indicators for beneficiaries, including the population at-risk and additional duty bearers such as venue owners or human resources managers. The phased approach to this baseline was used to enable the project staff to develop further relationships with duty-bearers, venues, and other relevant key actors to gain appropriate access to the population at risk in the workplace to obtain an appropriate sample for Phase 2. This report is a complete report for Phase

⁵ Ministry of Interior, Ministry of Women's Affairs and Ministry of Labor and Vocational Training

1 and 2 of the baseline. The baseline data collection was conducted between May 2014 and September 2014.

2.1 Desk Review

A Desk Review of secondary data was completed. This included project documents, proposals, log frames, program evaluations, and baselines of other CARE International Cambodia projects, recent research on GBV and the target populations, and other reports. A list of documents reviewed is available in Annex A.

2.2 Primary Data Collection

The target area for the project is in six communes around Phnom Penh. The communes are areas that have large populations of women that have migrated and women that are working as garment factory workers or in the tourism and hospitality sectors. The communes are: Kilomet Number 6, Phnom Penh Thmey, Preak Leap, Chorm Chao, Kakap and Toul SangKe.

Primary data was collected in these target areas through key informant interviews and through focus group discussions. This methodology was chosen in consideration of two factors. The first was based on the type of data to be collected. In recent years significant surveys have been completed that document the prevalence of sexual harassment in the target populations. This baseline was intended to provide a deeper understanding of perspectives of duty bearers and help seeking behaviours of the female workers. As a result KIIs and FGDs were selected as the best methodology. An additional consideration was access to the target population. This project is expanding work into areas (industries, target populations) that have not been targeted in the past. Gaining access to large numbers of women and men in the target group requires time to build relationships and gain trust. This expansion is occurring in an environment also of recent protests and demonstrations concerning wages in garment factories. These factors coupled with the need to gain deeper insights and build on the existing knowledge base resulted in the decision to use KIIs and FGDs instead of a larger scale survey.

2.2.1 Key Informant Interviews

In Phase 1 KIIs were conducted with government actors at relevant National and Provincial Line Ministries. These included Ministry of Labour and Vocational Training (MoLVT), Ministry of Interior (Mol), Ministry of Women's Affairs (MoWA) and Provincial Department of Women's Affairs (PDOWA) in Phnom Penh. An interview guide was designed with key themes targeted to the specific ministry. Interviews were conducted by the International Consultant with interpretation when required. Detailed notes were recorded. Interview guides are available in Annex B.

2.2.2 Focus Group Discussions

In Phase 1 five FGDs were held with Duty Bearers. These included District Women's and Children's Consultative Committees (DWCCC), Commune Committees for Women and Children (CCWC) Gender Focal Points, and Anti-trafficking Police. The FGD were in each category had representatives from each of the target communes so 5-6 people participated in each group. FGDs were conducted by the International Consultant with interpretation when required and a National Consultant. Detailed notes were recorded. Interview guides are available in Annex B.

In Phase 2 FGDs were held with the target populations. The FGDs were selected in communes of CARE's *Safe Workplace Safe Communities* Project. Ten FGDs with 8-12 members were held with women working in garment factories and tourism and hospitality sectors and one FGD with women university students. Three FGDs with 5-12 members were also held with men who are university students, work in garment factories, and work as Tuk Tuk drivers⁶. Tuk Tuk drivers and university students were selected as target groups for prevention actions. Garment factory workers participating in the FGDs were invited to join the FGD by CARE (3 FGDs) and through the support of the Worker Information Centre (2 FGDs). The hospitality and tourism workers included restaurant workers, hotel workers, casino workers and beer promoters. All FGD participants except the groups organised by Worker Information Centre were provided a small gift (hand towel) for their participation. The Worker Information Centre had a policy against providing gifts for participation.

In order to better understand their perceptions of sexual harassment and to facilitate discussions about types of sexual harassment, a video with 6 vignettes of different incidents of sexual harassment was developed and shown to FGD participants in the target populations. A discussion was then held about what constitutes sexual harassment, who commits it, how often and where it happens, where women go for help (if they do), and if they do not seek help, what are the barriers to help seeking. A DVD with a copy of the video is attached to this report.

2.3 Limitations of Study

The study is necessarily limited by the method of data collection. All responses for KIIs and FGDs must be taken at face value and cannot be independently verified. This was however mitigated by interviewing different stakeholders about the same information to permit triangulation of data.

Inadequate records kept by local authorities do not permit exact measurements of baseline for numbers of reports on GBV and SH cases.

In months leading up the baseline survey data collection period, the garment industry experienced strikes and protests for increased wages. This resulted in a somewhat cautious environment interviewing in the garment sector. This was one consideration in selection of the methodology of KIIs and FGDs.

2.4 Ethical Considerations

As part of this study, there were FGDs with women that have likely experienced GBV. This direct communication requires a review of the ethical considerations. The International Research Network on Violence Against Women and World Health Organisation stipulate the prime importance of confidentiality and safety; the need to ensure the research does not cause the participant to undergo further harm (including not causing further traumatisation); the importance of ensuring that the

⁶ Tuk Tuk is a common form of transportation that uses a motorcycle to pull a cart that can hold large numbers of people.

participant is informed of available sources of help; and the need for interviewers to respect the interviewee's decisions and choices.

The following safeguards were put in place:

Individual Consent: At the start of the FGDs, participants were informed orally of the purpose of the study and nature of the study. Because of low levels of literacy in Cambodia, and the fear people might have of recording their names, the interviewer requested verbal consent of the participants to conduct the FGD. As part of the consent procedure, the participants were informed that the individual information collected will be held in strict confidence individually but that what they say would be summarised with other people's comments. Prior to asking for consent, the interviewer shared the general topics to be discussed. The participants were told they were free to terminate participation at any time. All FGDs granted permission for the group to continue.

Confidentiality:

Participants in the FGDs or KIIs were not asked their full names. Participants were told that no identifying information will be shared about them specifically. Participants were also asked not to share any information they learned about each other outside the group. All gave verbal consent. Each signed for the small gift received, but names were not recorded by the researcher with the notes of the FGDs.

Referral for Service:

In addition, if any women disclosed violence and a requested service they were provided contact information of organisations working on GBV. One woman did disclose and was provided immediate contact information with the Worker Information Centre that had helped to organise the interview. The staff person was in the building so the direct contact was arranged.

3 Findings

3.1 Perceptions and Experiences of Sexual Harassment at Work

Project Goal: Workers in garment factories, tourism and hospitality industries experience less GBV and sexual harassment in the targeted Cambodian workplaces and surrounding communities

- | | |
|--|---|
| 1. % of sample women workers perceiving a reduced risk of GBV and sexual harassment at work | ➤ Women in all FGD perceived a <i>regular and daily risk</i> of sexual harassment at work and surrounding communities. The risk was lower when the employer did not tolerate sexual harassment of employees |
| 2. % of targeted employers taking positive action to implement GBV and sexual harassment protections at work | ➤ Recommendation: to gather information on existing policies and practices as new relationships with employers are developed within the project |

A key priority in the baseline was to gauge women workers and men in the communities' perceptions of sexual harassment in and around the workplace. A gap in the law in Cambodia is the lack of a clear definition of sexual harassment. For the purposes of this study the definition was used that includes verbal sexual comments about their bodies and/or appearance, requests or demands for sexual favours, unwanted touching, fondling or grabbing, being shown sexually suggestive materials and receiving phone calls, messages or emails related to sexual offers.

Recent studies have shown that over 20 per cent women garment factory workers, and between 60 and 80 per cent of women beer promoters experience sexual harassment in and around the workplace (CARE, 2010) (ILO, 2012) (Racz & Grumiau, 2012). These studies asked about particular types of harassing behaviour women experienced. In order to further the understanding this baseline focused on understanding women's perceptions of different types of sexual harassment, where it occurs, who perpetrates it, help seeking and barriers to help seeking.

In FGDs participants were shown a video with six short vignettes of different types of sexual harassment. The examples of sexual harassment included visual, verbal, physical sexual harassment including use of coercive behaviour.

Firstly the study tried to identify FGD participants' own perceptions of what constitutes sexual harassment. Before the video was shown participants in FGDs were asked 'what is sexual harassment?' In all FGDs participants immediately described sexual harassment in terms of forced sex, unwanted touching or 'pushing a woman to do something sexually that they do not want to do'. Clearly all participants had general knowledge about sexual harassment, however most commonly participants described physical harassment and threatening behaviours. Little was described immediately about more subtle types of harassment such as verbal abuse, or coercive behaviours.

The FGDs were shown the six vignettes one at a time and at the end of each a short discussion was led. Following is a brief description of the scene in the vignette and a brief summary of the responses of female and male FDG participants on their perceptions of sexual harassment.



Figure 1 Shot from Video 1

Vignette 1: This scene is an older man at a restaurant visually and verbally harassing the waitress (without threats). When she is trying to take his order the customer continually steers the conversation away from ordering and repeatedly comments on her looks and says he can't focus on food because of her. When she walks away he stares at her body.

In all FGDs both male and female participants identified this behaviour as sexual harassment. FGD participants said this kind of behaviour was common and that it was something that 'women just had to put up with if they worked in restaurants.' One repeated comment was that

was the customer in the video did not respect the waitress because she wore a short dress and worked in a restaurant. Comments such as 'he looks down on her' were common. In the FGD with Tuk Tuk drivers the participants said that the customer 'was quick to judge her as a sex worker.' However, while comments were made blaming the woman for the sexual harassment because of her dress, (although some admitted that waitresses or beer promoters were commonly required to wear a short skirt as a uniform) all participants thought the customer's behaviour was wrong. None however thought this behaviour was against the law.

Vignette 2: This scene shows a beer promoter serving group of young men. One young man keeps trying to get her to sit with the group and physically tries to pull her down to sit with her. She resists trying to pull away.



Figure 2 Shot from Video 2

In all FGDs the both male and female participants perceived this behaviour as sexual harassment. The female university students said 'absolutely' this is sexual harassment. They described the harassment as both verbal and physical. Male university students said this is harassment because he was trying to 'force her'.

Women that were working in tourism and hospitality sectors said this behaviour was ‘very common’. Most said they had to deal with this ‘almost every day’ and ‘most of our customers really do this’. Another said, the woman is ‘only trying to sell beer’ and he wants to have sex with her because she is beautiful. The garment factory workers pointed out that he ‘did not respect her’. Men working as Tuk Tuk drivers however said this behaviour was ‘not serious’. The Tuk Tuk Drivers said that women working as beer promoters should not be touched, but said that women working in Karaoke businesses or as sex workers are ‘ok to touch’. When asked if this behaviour was against the law, most participants said it was not against the law, but it could be if he continued and hurt her.



Figure 3 Shot from Video 3

Vignette 3: The scene shows a group of women walking home from work from at a garment factory and several young men pull in front of them on motor bikes and stop. The young men try to get the women to go with them and say rude comments about garment factory workers.

In FGDs the most participants perceived this behaviour as sexual harassment or harassing behaviour. In each FGD significant discussion was generated by this scene. The participants all said that it was very common that garment factory workers were ‘looked down on’ because they were poor and had low skills.

Male university students did say this was not sexual harassment but the boys in the video ‘looked down’ on the girls. Female university students agreed this was very common in Cambodia that people looked down on garment factory workers because they were ‘not rich’ and were from ‘rural areas’.

The garment factory workers also said this attitude was very common, ‘that men look down on garment factory workers’ and ‘expect them to easily go with men’ (meaning to go and have sex). Other garment factory workers said that men look down on women that are walking on the street as they are poor, and the men think they ‘have the right’ (to have sex with her). The garment factory workers said ‘it is always like this’. When asked to clarify about why men think it is their right to have sex with her, FGD participants said that ‘people in power’ or ‘rich people’ believe they are better or more important and can use others to ‘meet their needs.’

Women working in garment factories and in other occupations said this attitude toward garment factory workers was common, but since in the end the perpetrators (in the video) drove away, their behaviour was not likely against the law. The Tuk Tuk drivers pointed out this would be a difficult case to report because it was outside and there was ‘no evidence’.

Vignette 4: The scene is in a casino. The manager invites an office worker into his office and offers her an improved position working closer with him. He invites her to sit by him and shows her a video on his phone of a man touching a woman in a sexual manner and tries to pull her near. She resists.



Figure 4 Shot from Video 4

In all FGDs both male and female participants perceived this behaviour as sexual harassment. They identified that he was her boss and that he should not be making sexual comments to her and trying to ‘get sex’ for a promotion. They identified her concern for her job if she did not ‘give in’.

One comment made in several FGDs is that the man showed the video to the woman to encourage her to have ‘sexual feelings’ for him. This comment was made by tourism and hospitality workers and by garment factory workers. This was described as something that was commonly happening, however the participants said that it was not something that ‘worked’, in other words, showing the video of a sex act did not ‘encourage’ the women to want to have sex with the men.

When asked if this behaviour was against the law, most participants said yes it was because he was trying to force her to have sex for an improved job position. The Tuk Tuk drivers said this type of behaviour was ‘very common’ in Cambodia. This behaviour was identified as likely being against the law.



Figure 5 Shot from Video 5

Vignette 5: This scene is inside a garment factory. The inspector is looking at the clothing sewn by a garment worker and is pointing out mistakes. He walks over to her and tries to put his arms around her and touch her.

In all FGDs this behaviour was perceived as sexual harassment. The comments were that the boss was using the training opportunity to push her to have sex. Garment factory workers also perceived the

behaviour as ‘labour abuse’.

In FGD with garment factory workers this generated a significant amount of discussion and women gave examples in their workplaces where supervisors used their position to try to have sex with workers. One serious example that garment factory workers reported (none had experienced just heard about it) was a supervisor that would give female workers his phone number. If the worker was given his number she was expected to call and to 'go out', which likely meant coerced sex. If the women did not call she would not receive any overtime. Others garment factory workers pointed out the danger she was in from 'being alone' in a room with a man. On a positive note, in one FGD of garment factory workers, they reported that there was no sexual harassment in their workplace and if it happened the perpetrator would be disciplined and possibly dismissed. FGD participants said this behaviour could likely be illegal if he 'pushed further' and threatened her job.

Additionally in response to this video participants talked about the difference in consensual teasing or joking between men and women and sexual harassment. The key area they identified as the difference is consent. Consent was considered given if women 'joke back', but if they ignore or do not respond the man should 'know' to stop. Some women did say they would tell the person to stop, but most said they would try to ignore if it was not comfortable and hope the person stopped.

Video 6: This scene is inside an office. A male co-worker repeatedly sends a female co-worker emails, texts and flowers. The female co-worker does not respond. She does not say no, but she does not respond, and tries to avoid him. He does not stop sending her emails.

In the FGD this behaviour was perceived as both a 'man in love' and as sexual harassment. Men in FGD did not perceive this vignette as sexual harassment generally. The FGDs participants said that the man was in love and trying to develop a relationship. Some did make comments that he should stop if she did not respond.

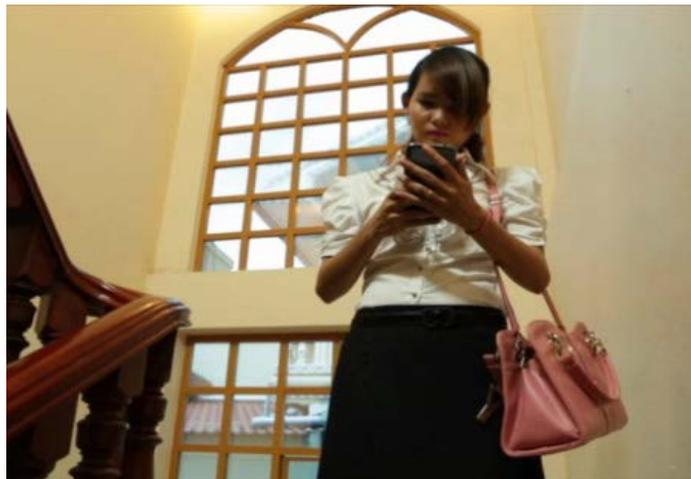


Figure 6 Shot from Video 6

In FGD most women perceived the behaviour in this vignette as sexual harassment, although some did not. Some participants said the female co-worker should say 'no I am not interested'. Others said he should stop because she did not respond. Clearly this vignette was the most unclear. No one thought this behaviour was illegal.

After the FGD a general discussion was held about sexual harassment including who commits sexual harassment; what is the risk for sexual harassment and where the risk for sexual harassment is most common; and where women seek help when it happens; and the barriers to seeking help. Those findings are reported under the different indicators.

3.1.1 Workers perceptions of their risk of GBV and sexual harassment at work

Almost all of the women FGD participants reported a *'regular and daily'* risk for some type of sexual harassment in their jobs. The types of harassment they reported being at risk for included verbal, physical sexual, requests or demands for sexual favours and being shown sexually suggestive materials and receiving phone calls, messages or emails related to sexual offers. There were also reports of coercive behaviour related to sex by a supervisor or manager.

Verbal sexual harassment includes comments about their bodies and/or appearance. This was by far the most common type of harassment that women in FGDs reported occurring. Women working in hospitality and tourism sectors reported that they daily experienced verbal sexual harassment. Participants described customers that would make *'rude sexual comments'* ask for their phone numbers or comment on their bodies. Women working specifically as beer promoters reported that *'customers assume we are sex workers'*, or that *'we are there for their entertainment'*. In all cases the women reported that the verbal harassment was more if the customers were drinking alcohol. Experiencing harassment was seen as just part of what they had to deal with in that job. Some women described that they would *'joke along'* with verbal harassment because they knew it would mean increased sales and tips.

Garment Factory Workers identified they also experienced verbal harassment in the garment factory, in public areas and in quiet places (with no people around). Some talked about harassment around their apartments as there were many *'people that hang around'*. One woman described a man following her home on a motorbike and he kept telling her *'I have wanted you for a long time, let's go to a guest house.'* Another described walking to the market after work—on the way men would always *'say sexual stuff'* to her.

In the FGD with women working in casinos they reported they faced some sexual harassment, but less than other groups. In only one FGD participants reported they had little risk of sexual harassment. This FGD was held at a simple restaurant and the participants reported the manager would not *'tolerate'* it.

Physical Sexual Harassment includes unwanted touching, fondling or grabbing. Women in FGD also commonly described physical sexual harassment occurring. This was experienced less than verbal harassment, but women still perceived a significant threat of this type of sexual harassment.

Women in tourism and hospitality sectors most commonly described attempts by men to touch them such as patting the buttocks, or touching the body that was *'unwanted'*. Some hospitality and tourism workers reported cases of co-workers that had experienced attempts at more serious behaviours such as attempted rape. In one FGD with beer promoters they described a situation where a group member's sister was called to come to a room and a group of men were there waiting and perpetrated a gang rape.

Garment factory workers described concerns for physical harassment if they were alone with men in the workplace and the issue of *'gangsters'*⁷ outside the factory or in their communities. Incidents were

⁷ Gangsters have been described as youth that are likely using drugs or alcohol

described where men created opportunities to touch them ‘such as was in the video’ where the man put his arm around the girl.

Clearly in FGD participants were highly concerned about the risk for physical sexual harassment even if they had not experienced it. As a result of their concerns for physical sexual harassment, women do not feel safe in many places both at work and in the community.

Requests or demand for sexual favours is using coercive behaviour or power over the woman to try to force sexual activity. Garment factory workers reported that bosses would sometimes try to limit overtime in garment factories if a woman he wanted would not ‘go out’ with him. One serious example that a garment factory worker reported (none had experienced just heard about it) was a supervisor that would give female workers his phone number. If the worker was given his number she was expected to call and to ‘go out’, which meant coerced sex. If the women did not call she would not receive any overtime.

Women in FGD report that sexual harassment is perpetrated by men that are customers in restaurants, beer gardens, or karaoke places and men in positions of power such as ‘rich people, high level government officials or bosses’. Other perpetrators were youth described as gangsters and older men

Summary from FGD with women

Showing of sexually suggestive materials such as pornographic videos on cell phones was also mentioned as a form of sexual harassment by some FGD participants. This was described primarily by women that were working in the tourism and hospitality sector as beer promoters.

This type of behaviour was not as common and some women had not heard of it. When this occurred it was typically combined with other types of harassment including verbal or physical harassment.

Receiving of emails, phone calls or texts was also described as a type of harassment, but less than other types. Some women knew of others that had experienced it. When they did it was an employer sending some type of message.

When asked who perpetrates sexual harassment the FGD participants would immediately respond men. Further discussion about what ‘types’ of men was more revealing. In all groups participants would talk about men that perpetrated sexual harassment as men being in positions of power or ‘rich’. Women working in garment factories reported sexual harassment from bosses and co-workers. Women working in the hospitality and tourism industries described ‘people in powerful positions’ such as high level government officials perpetrating sexual harassment (and because of who they were no one would do anything). In one FGD a woman working as a beer promoter described an incident where a woman was forced to go with a ‘high ranking official’ at gunpoint. Women in FGD also described young ‘gangsters’ and older men as perpetrators of sexual harassment. Gangsters were both around the factories and around hospitality and tourism venues. And regularly women in FGD reported that men that were drunk perpetrated sexual harassment.

When asked where sexual harassment occurs the FGD participants reported that sexual harassment occurs in ‘quiet places’⁸, and in workplaces such as restaurants, beer gardens, factories, communities around work, offices. Women reported feeling more in danger at night from sexual harassment.

3.1.2 Targeted employers taking positive action to implement GBV and sexual harassment protections at work

The project is in the process of expanding relationships with employers to partner to improve workplaces policies. Women working in hospitality sector as beer promoters have more protections in place as significant work has occurred in the past. Many large beer companies now have policies against sexual harassment in place and mechanisms for women to call for help. Other larger employers such as garment factories typically have policies in place however few are actively implementing protections. Additionally smaller employers do not have policies, and the protections are based on the individual commitment of employers.

To set baseline for this indicator, it is recommended that as part of the relationship and training process with new employers, sexual harassment policies and actions are identified and recorded so that a record of what currently happening is developed. This could be a simple collection of sexual harassment policies, reports of protections (reporting process, preventive actions such as lighting or policing) and follow-up actions. Since large numbers of employers have not yet been identified initiating a survey on human services policies was not completed.

3.2 Workers Reporting of Sexual Harassment

Outcome 1: Women in the targeted communities are able to report sexual harassment in the workplace and are free from negative consequences

Indicator	Baseline
# of female workers expressing a willingness to report sexual harassment in the workplace	➤ Very few women in FGD report a willingness to make formal complaints of sexual harassment in the workplace. No women had made reports and few knew of people that had
# of reported incidents of sexual harassment in the workplace	➤ Set baseline when first working with new employers by developing a system to document incidents
% of sexual harassment actions that result in actions	➤ Set baseline when first working with new employers by developing a system to document incidents

⁸ When asked to describe quiet places these were described as dark places, alleyways, quiet streets or generally places without other people around

3.2.1 Female workers' willingness to report sexual harassment in the workplace

As reported earlier multiple research sources have demonstrated that women are highly unlikely to report incidents of GBV to the authorities. In FGD this was trend also re-confirmed.

Women in FGDs were first asked where they could report sexual harassment if it occurred. FGD participants quickly responded employers, unions, police and local authorities. Some also reported the Ministry of Interior Hotline and some talked about employer associations also as a means to help. But when asked if FGD participants had experienced sexual harassment none had ever reported and few knew of anyone that had formally. Clearly while women experienced daily sexual harassment in some occupations, few women were willing to report incidents of sexual harassment in the workplace.

When asked what are the barriers to reporting women in FGD provided examples of women who had reported or considered reporting. One FGD participant said her co-worker had reported an attempted rape at work to the police. She was told by the police that it was her word against the perpetrators. Another FGD participant described an incident where the owner of the establishment where she worked threatened the employee's job if they reported an incident to the police. One other woman in a FGD gave an example of a customer at a beer garden that had hit a girl and tried to force her to go with him away from the site. She asked the security guard for help and was told 'why should I help my salary is small?'. Other concerns with reporting are that the woman's confidentiality would not be respected and she would be blamed for the harassment by her behaviour. Some women in FGDs did report asking for informal help from a co-worker, a husband, or a friend. But none had reported to the authorities.

3.2.2 Incidents of Sexual Harassment Reported in the Workplace

Recent studies have documented the incidence of sexual harassment in some occupations and the low reporting of incidents to employers. This is described in the situation in Cambodia in section 1.1 of this report.

To further set baseline and document progress for this indicator, it is recommended that as part of the relationship and training process with employers and authorities the numbers of reports of sexual harassment reports to employers and authorities should be collected when a new relationship is established. This could be a simple collection of reports and follow-up actions of employers.

3.2.3 Actions taken as a result of Sexual Harassment Actions that result in actions

Again there is little data available on the actions taken as a result of sexual harassment. The ILO Study with garment factory workers said the few cases that were reported resulted most likely in talking to the perpetrator or warning him to stop his actions.

To further set baseline and document progress for this indicator, it is recommended that as part of the relationship and training process with employers and local authorities a system should be developed to document the follow-up actions so that employers can record the actions. This could be a simple collection of reports and follow-up actions of employers.

3.3 Duty Bearers' Perceptions and Response to GBV

Outcome 2: Local authorities are implementing response actions to address GBV in the targeted communities;	
Indicator	Baseline
1. Number of formal police cases opened on women experiencing GBV and registered with Ministry of Interior	➤ Inadequate reporting system to determine number of cases of sexual harassment reported to local authorities.
2. Number of cases of women experiencing violence reported by the commune council to the police for further investigation (in line with the commune safety policy)	➤ 0 Cases of Sexual harassment were formally reported ➤ Two to three cases of rape per year for all 6 communes combined
3. # of men in targeted communes have knowledge on GBV and sexual harassment and the legal framework that applies	➤ In the six vignettes of sexual harassment men perceived four out of six were absolutely harassment and said that this 'kind of behaviour is normal'. University students had a better understanding of sexual harassment than male garment workers or tuk tuk drivers

A key priority was to understand the perceptions of sexual harassment by duty bearers and the types of sexual harassment they identify as occurring in their communes or work areas. Study participants (participants) were asked about their understanding about the laws about sexual harassment and the types of sexual harassment and other GBV that women experience in the workplace and in the community. All participants were aware that sexual harassment was against the law, but considered some types more serious and worthy of intervention than others (see Police Response Below). The participants described different types of sexual harassment and rape. The types described are as follows:

Verbal Sexual Harassment: The most common type of sexual harassment participants reported knowing about occurring in the target communes is verbal sexual harassment. Participants reported this type of sexual harassment ranged from comments about looks to suggestive comments about body parts or sexual acts. These types of harassments were reported to commonly happen in restaurants, hotels, or places like KTVs. When some participants were asked about verbal harassment in garment factories, they reported it was likely to happen. Others said harassment did not occur in factories, but there were likely some incidents in the communities where many young women lived.

'There is little sexual harassment in the garment factories. It all happens outside.'

MOLVT

When asked if this type of thing happened in the community, some participants reported that it was likely to happen if women were out in the evening. One troubling common theme was that FGD participants and KIs thought that women could control the verbal sexual harassment by dressing differently, getting a different job, limited their activity in the evening, or by how they responded. Clearly women were held responsible verbal sexual harassment. No examples were provided where men should change their sexually harassing behaviour.

Requests or demands for sexual favours: Participants also described that it was likely that some women to receive demands for sex or requests for sexual favours. This type of sexual harassment was reported to be in venues like Karaoke Television (KTVs) or beer gardens. CCWC Focal Points reported that it is common for men to 'look down' on women that are working in these venues and to think they are also sex workers even if they are not. Other participants (CC Members) reported incidents where they had heard of men demanding sex when they were at a Karaoke venue because they were 'very drunk' and said that is 'what the girls are there for'.

'A common type of sexual harassment is from men who are at KTV. They ask the girls to drink beer with them, try to kiss the girls. Sometimes the girls agree because they want the money.'

PDoWA Phnom Penh

Unwanted touching, fondling or grabbing: Participants also described different types of unwanted touching, fondling or grabbing. Again this was considered to happen in beer gardens, KTVs and restaurants. The participants associated this type of behaviour with the perpetrators being drunk. Some examples provided were women that were touched on the buttocks, or men who tried to grab their breasts. In one group (CC) participants said that women could control that behaviour if they would not 'dress sexy'.

Showing Sexually Suggestive Materials: No participants knew of cases where women were shown sexually suggestive materials.

Receiving Phone calls or messages: No participants knew of case where women had received sexually harassing phone calls or messages.

Rape: All participants could describe incidents of rape they had heard about. The incidents described however were typically of women or youth that had been raped by a family member.

Clearly the participants were aware of verbal, physical sexual harassment and rape occurring in the workplace and in the community. All participants could easily describe incidents of verbal and physical sexual harassment. Sexual harassment was largely associated with occupation. Participants also operated on the assumption that women could limit their exposure to sexual harassment by changing their behaviour.

3.3.1 Formal police cases opened on women experiencing GBV⁹ and registered with Ministry of Interior

During the baseline study process, police were interviewed to assess GBV reporting and recordkeeping for different types of GBV, and in particular sexual harassment, and other GBV in the community or workplace.

Reporting and Response from Police: The participants were asked the appropriate procedure for reporting sexual harassment or other workplace or community GBV to the police. The police and other local authorities reported that the Police Post at the Commune Level or the Anti-trafficking police at the district level were the appropriate mechanisms for police reporting. The police reported that the telephone numbers of police at the local level and the MOI Hotline are shared widely.

Anti-trafficking police reported that if a woman is reporting harassment they consider two kinds of harassment. The first was verbal harassment that was non-threatening and was considered 'non-serious'. The second type of harassment was touching or very vulgar words which was considered more 'serious'. Participants reported the common response was to resolve the 'non-serious' cases at the local level, by telling the perpetrator to stop the behaviour, by a signed agreement to stop the behaviour, or sometimes a financial settlement. If the case is resolved at the local level there would not be further legal action.

For cases deemed 'serious', the process is to report to the Police Post at the Commune Level. The police officer would file a formal report that would lead the cases to court. The participants reported that if a formal report is made that it is a difficult process. The legal process is lengthy because it takes a long time to investigate. The participants reported that most cases were referred to the local authorities for resolution if a complaint was made, although admittedly few cases were made.

Other than diversion to an informal mediation or process there was no standardised protocol for receiving and responding to sexual harassment. However the police also reported that non-government organisations (NGOs) were better equipped to respond to sexual harassment and women experiencing sexual harassment sought help most commonly from NGOs.

Formal Police Cases of Sexual Harassment: The Anti-trafficking Police reported that there is a system to record the number of crime reports

'Women who are sexually harassed can call the police or local authorities. There is a process to record whether a case is resolved locally or referred for further action, but many cases don't get recorded as they are not really serious.'

Anti-trafficking police

'Taking legal action can take a long time for the investigation. In reality NGOs are better at this work.'

Anti-trafficking police

⁹ GBV based on project priorities to include sexual harassment, rape or other GBV experienced in the workplace or community.

made to the police at the commune and district level. The reporting includes the number of cases resolved at the local level (without formal action), and the number referred for formal legal action. However, the participants reported that it was common that cases are not recorded regardless of whether they are resolved at the local level or when no action is taken. If this information was recorded it is not however readily available. The Anti-trafficking Police said a report can be requested formally that shows this data by commune, however the process is ‘lengthy.’

A review was made of the annual Cambodia National Police report with statistics that showed that the crime data in the report is not disaggregated to show sexual harassment (only records rape), or location of crime (workplace, or community).

Formal reports of Rape (adult): The Anti-trafficking police and local authorities report there is a formal reporting structure to report rape. A review of the data available by the CNP shows that the reports are disaggregated by age (adult or under 18) but not location of crime (by workplace, community or family). A review of the commune database also showed that reports of rapes are occurring, but the data is not disaggregated by location of assault.

The Anti-trafficking Police reported that rapes were more likely to be formally reported than other GBV crimes (except for spousal violence). However the participants also stated that commonly women did not want to report rape due to personal consequences of fear of the perpetrator, or being ashamed of being a victim, or hurting future chances of marriage. This fits with national research on sexual violence that few victims report (up to 80%).¹⁰

Formal reports of other types of GBV: By far the most common type of GBV the police are asked to respond to is spousal violence. As this violence happens primarily in the sphere of the home it was not examined in this baseline, although the participants did report that most of these cases were also diverted to local resolution instead of the formal legal system.

3.3.2 Cases of women experiencing violence reported by the Commune Council to the police for further investigation (in line with the Commune Safety Policy)

Formal reports from Commune Councils to Police of Sexual Harassment: The participants on the CC and on the CCWC¹¹ reported that they made no official reports of sexual harassment to the police in their communes in the past year.

Participants did report that sexual harassment happened in their communes and reported that common sites for harassment were in the community from youth; in restaurants from customers both toward

¹⁰ Chapter 7 Violence Against Women, Unpublished Cambodia Gender Assessment

¹¹ The CCWC is a multi-sectoral committee that has a women’s and children’s focal point that is often called in to support victims particularly with referral to legal systems and services

wait staff and beer promoters; and women that worked in garment factories both at work and coming and going to work.

The CC members reported that the only time they worked with the target population (garment workers, beer promoters, restaurant workers, etc.) to date was when an NGO called and asked for help. The participants said the NGO was far more able to help the woman than the CC as they could help with transportation, safe shelter and other resources. One challenge identified in some communes is that many of the women working there in garment factories or in restaurants or beer gardens had migrated from other provinces. Local authorities reported that when women migrated to work that they most commonly did not register with the local authorities in the new commune. In reality the landlords should register the new tenants and provide contact information for the local authorities but this is not routinely occurring. Landlords were not interviewed for this baseline so no clear understanding of why this practice is not being carried out. This likely presented challenges for the women knowing where the local authorities were to seek help if needed.

'We know cases of sexual harassment happen, but we are afraid to officially respond because we might make it worse. If the information "spreads out" it can ruin the girls reputation.'

CWCC Member in FGD

While the CC's reported they had no reports of sexual harassment and had not made any formal reports to police, they identified if they did the CCWC's, particularly the Women and Children's Focal Point would be a key person to respond. When interviewed the focal points did report knowing about cases of sexual harassment and rape, but reported having no real system to respond unless they referred the victim to an NGO (or the CNP). The Women and Children's Focal Points saw providing assistance as part of their responsibility and shared examples of referring rape cases to NGOs. However, they also reported that they hesitated to report any cases formally due to the fear of 'ruining' the woman's reputation. The CCWC and CC said they had no formal system for recording cases and only used informal documentation.

Formal reports of Rape (adult): The participants on the CC and the CCWC reported very few formal reports of rape. A summary of the number of reports from all communes was reported to be 2-3 per year. The CCWC Women and Children's Focal Points reported knowing about many cases of rape, however, hesitated themselves to report the cases or follow-up due to the knowledge/fear that the information about the rape would 'get out' and the victim's reputation and future would be ruined.

Formal reports of other types of GBV: By far the most common type of GBV the CCWC are asked to respond to is spousal violence. As this violence happens in the sphere of the home primarily it was not examined in this baseline. However, the CC and CCWC had referred cases for formal reports, although many were also referred for informal mediation.

3.3.3 Men's Understanding in the Community of Sexual Harassment and Legal Framework of Sexual Harassment

In section 3.1.1 men's perceptions of sexual harassment in response to the six vignettes were summarised. Generally in all six vignettes the vast majority of female participants perceived the behaviours as sexual harassment. Men viewing the same vignettes saw the behaviour as 'less serious', and in some case not as harassment. Behaviour that was considered serious involved forced touching when the woman resisted or other forced sexual contact. Verbal harassment was not seen as serious.

Men working as Tuk Tuk drivers said that women who work at entertainment places should be patient and accept the harassment because it 'is their job'. Men who were university students more often recognised sexual harassment. Men who were working in garment factories were somewhat more aware, and Tuk Tuk Drivers saw harassment as 'normal behaviour' that just happens in the community.

3.4 MoWA Scale Up of Multi-sectoral Approach

Outcome 3: Ministry of Women's Affairs scales up a multi-sectoral approach to GBV and sexual harassment protection for urban female migrants based on project lessons learned.

Indicator	Baseline
1. Number and type signed MOU commitments with MOWA	135 MOUS with venues, business etc. 1 with Peak Industry Body
2. Number and types multi sectoral campaigns led by MOWA	2 Campaigns in Cooperation with Development Partners

The SWSC project works in collaboration and cooperation with MOWA. Key priorities are to increase cooperation between MoWA and the private sector and between MoWA and other line ministries.

3.4.1 Signed MOU commitments with MOWA

MoWA in cooperation with CARE works to develop MOUs with different venues and businesses. The MOUs are to increase commitment of employers to protect the rights of women. In prior projects MoWA has developed 135 agreements and will build on this success to extend the agreement process to different types of private entities. Additionally MoWA has targeted developing MoUs with Peak Industry Bodies. Peak Industry Bodies include Garment Manufacturers Association (GMAC), Cambodian Federation of Employers and Business Associations (CAMFEBA), Outlet Working Group, Restaurant Association and Hotel Association. Currently MoWA has one agreement with a Peak Industry Body.

3.4.2 Multi-sectoral campaigns led by MOWA

An additional key approach of MoWA and prioritised in the 2nd National Action Plan to Prevent Violence Against Women is to promote multi-sectoral coordination to prevention and response to GBV. MoWA currently works on two major prevention campaigns, the 16 Day Campaign to End Violence Against

Women and the Good Men Campaign. These are coordinated by development partners in cooperation with MoWA.

However a key priority is to extend the multi-sectoral approach to include other key ministries to focus on coordinated actions on GBV. While MoWA works in cooperation with other ministries through the Technical Working Group on Gender's subcommittee on GBV (TWGG-GBV), MoWA has not worked bilaterally with relevant ministries on responses to sexual harassment.

4 Conclusions and Recommendations

Clearly both the target populations and duty bearers perceive verbal remarks about a woman's body, rude sexual comments or remarks as sexual harassment; physical harassment such as unwanted touching or physical force is also perceived as sexual harassment. Additionally coercive behaviour to force sexual contact was perceived as sexual harassment. However, there was no clear understanding of which types of behaviours are against the law. Additionally it is generally perceived by men and women that women in some occupations just have to 'deal' with sexual harassment as a normal part of their job. The unclear legal framework (lack of definition) along with traditional attitudes and beliefs that blame the victim or expect her to tolerate the behaviour limit women's options for redress. *Recommendation: Provide training and awareness-raising to community members, target groups and duty bearers to increase their understanding of sexual harassment including the legal framework.*

Women working in hospitality, tourism and garment sectors perceive a *regular and daily* risk for sexual harassment in and around the workplace. Women workers both experience and fear all types of sexual harassment; this fear limits their freedom of movement inhibits their work options. *Recommendation: Promote efforts to improve safety in and around the workplace including development of policies, community safety measures and ending impunity for offenders.*

Formal reporting of sexual harassment to local authorities is limited. Local authorities or victims reporting to the police is also limited. There are some standard recordkeeping systems, but they are not adequately used, and there is no consistent or standardised response system. Local authorities keep records based on their own preferences and police do not record all reports. There is no clear standard operating procedures and referral system for local authorities or police receiving reports of sexual harassment. In the absence of clear guidelines any reported cases are resolved by the local authorities telling the perpetrator to stop or negotiating an agreement for the perpetrator to stop. *Recommendation: Provide training to local authorities and police on sexual harassment and develop Standards Operating Procedures for Identification, Response and Referral of GBV particularly sexual harassment and clear recordkeeping systems of complaints and responses.*

Clear data is not available on the existence of workplace policies and the number of reports of sexual harassment to employers. Clearly when an employer has policies in place and enforces them sexual harassment is reduced. *Recommendation: During the relationship building process it is important to work with employers to identify current workplace policies (or lack of) and the numbers of reported*

cases. This can be through a simple mechanism established as part of relationship development to collect information and record it on each employer. Then at endline the number of reports can be collected.

Many women working in garment factories or hospitality or tourism sectors had migrated from other provinces. Local authorities reported that when women migrated to work that they most commonly did not register with the local authorities. This likely presents challenges for the women knowing where the local authorities were to seek help if needed. *Recommendation: Promote efforts to register women migrating to new location with local authorities so they are aware of where to seek help including to encourage landlords to report new residents to the local authorities and police and tell the new residents where the location of the local authorities.*

MoWA is cooperating well with other Development Partners and NGOs in promoting campaigns and works closely with other ministries through the TWGG-GBV; however a key opportunity for partnership on sexual harassment in the workplace is between MoWA and MoLVT and MoT. Clearly addressing the underlying stereotypes and cultural norms that tolerate and perpetrate GBV must be addressed systemically and MoWA must do this in partnership with key ministries. *Recommendation: Develop specific partnerships between MoWA, MoLVT and MoT to target sexual harassment through implementation of primary and secondary prevention and intervention programs to target attitude changes and develop mechanisms for response.*

MoWA is promoting agreements with employers and Peak Industry Bodies to promote safe harassment free workplace policies. As evidenced by the success at reducing sexual harassment and creating options for help in the beer promotion sector, these mechanisms work. *Recommendation: MoWA should continue to strongly be supported to extend these agreements. And in the process of developing the agreements, collect basic data identified above such as existing policies and numbers of reports at the beginning of the partnership so progress in this area can be clearly measured.*

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Annex B Interview Guide

GENERAL QUESTIONS – Ask to all

Sexual Harassment – changing perceptions so do you think this is sexual harassment?

Examples – of sexual harassment -

What kind of sexual harassment do women experience in Cambodia/Phnom Penh/this commune?

- Verbal sexual comments about their bodies and/or appearance
- Requests or demands for sexual favours
- Unwanted touching, fondling, grabbing
- Being showed sexually suggestive materials (i.e. posters, pictures, scribbles, videos, digital pictures, etc.)
- Receiving Phone calls, messages, emails, related to sexual offers

Where does sexual harassment happen to women (work, coming and going to work, other places)?

Any other types of violence women experience coming and going to work?

Duty Bearers I (MOWA, MOI, MOLVT)

MOWA:

Law and Policy

Current status of Law and Policy on Sexual Harassment?

What further improvements are needed? What is status of this?

MoWA Priorities on Sexual Harassment

What activities programs are happening now on sexual harassment at MoWA?

Multi-sectoral initiatives for garment workers, beer promoters, restaurant workers?

- Identify actions and partners
- Prevention actions (16 day campaign? Etc.)

Coordination Actions (MoUs) – 135 MOUs

MOUs with Peak Industry Bodies

Sexual Harassment Actions for Survivors

If a woman is sexually harassed or other workplace GBV where should she go for help now?

- Are there support programs, organisations or associations that women can go to for help on sexual harassment in or around the workplace? Do women use them? Why or why not?

- What legal action can she take (sexual harassment or other workplace GBV)? Do women take legal action now? Why or why not?

Who are your key partners in this work? (government and non-government)

MOLVT:

Law and Policy

Sexual Harassment Law and Policy – issue - law and policy not clear on definition

- Current status of any Law and Policy on Sexual Harassment?
- What is current status of OHS Prakas for EWs?
- Who do you work in collaboration with now? (government and non-government)

MOLVT Actions and Priorities

If a woman is sexually harassed or other workplace GBV where should she go for help now?

- Are there support programs, organisations or associations that women can go to for help on sexual harassment in or around the workplace? Do women use them? Why or why not?
- What legal action can she take (sexual harassment or other workplace GBV)? Do women take legal action now? Why or why not?

MOI:

Law and Policy

Current Law and Policy on Sexual Harassment? Are improvements needed?

Mol Implementation of Village/Commune/Safety Policy as it relates to Sexual Harassment

What activities programs are happening now on sexual harassment at Mol?

- Multi-sectoral initiatives for protecting garment workers, beer promoters, restaurant workers?
- Identify actions and partners
- Coordination Actions

Sexual Harassment Actions for Survivors

If a woman is sexually harassed or other workplace GBV where should she go for help now?

- Are there support programs, organisations or associations that women can go to for help on sexual harassment in or around the workplace? Do women use them? Why or why not?
- What actions are the commune authorities responsible for taking if a woman reports harassment? Do women take actions now? Why or why not?
- What are the records kept now on actions reported to the commune authorities on sexual harassment? This does not fit with Commune Database? Or does it?

Duty bearers II (CCWC, Commune Councils)

What laws and policies does Cambodia have on sexual harassment in or around the workplace? Are these sufficient, or are further laws/policies needed? (Describe recommendation for change)

What kinds of actions/responsibilities does the (CC or CCWC) have/do to prevent or respond to sexual harassment?

- Possible probes – sexual harassment awareness programs, developing actions to improve conditions of workers coming and going from work (better lighting), more policing, etc.?

Anything specific activities targeting garment workers, beer promoters, restaurant workers safety?

If a woman is sexually harassed where should she go for help now?

- What legal action can a woman take for being sexually harassed? Do women take legal action in your commune? Where would she go to take that action?
- If she requests help from the authorities what kind of help is provided? How is that recorded?
- If she wants to take action what kind of legal action can she take? How is that action recorded? What is the follow-up?
- Are there support programs, organisations or associations that women can go to for help on sexual harassment in or around the workplace? Do women use them? Why or why not?

Duty bearers III (Police)

What laws and policies does Cambodia have on sexual harassment in or around* the workplace? Are these sufficient, or are further laws/policies needed? (Describe recommendation for change)

What kinds of actions/responsibilities does the police have/do to prevent or respond to sexual harassment?

- Have the police had any reports/cases of sexual harassment?
- If a woman reports to the police an incident of sexual harassment in and around work what would you do? Please take us through the specific steps she would go through.
- What type of records of reported incidents of sexual harassment do you keep? Who can see these records? Under what circumstances?
- What are the main barriers to the police providing good responses to sexual harassment of women in and around the workplace?

What other (if any) legal action can the victim take? How is that action recorded?

Are there support programs, organisations or associations that women can go to for help on sexual harassment in or around the workplace? Do women use them? Why or why not?

CARE SWSC Focus Group Discussion Guide

Baseline with Sexual Harassment Video Clips (6)

Instructions:

Instructions to Read to Group:

My name is _____. I am a consultant working with CARE. (tell about CARE if new to them). Thank you for joining our group today. I am here to learn about your experience with sexual harassment and I want to have some discussion about sexual harassment. I want to thank you for your willingness to talk with me. Let me tell you briefly about myself. (Describe self).

You do not need to share your name to me. Your participation in this group is totally voluntary and at any time if you do not want to answer a question or you want to stop participating it is ok to leave. Some of the areas we want to discuss are sensitive and you might not want to discuss. It is ok not to answer if you are not comfortable.

Our discussion should take about 1.5 hours. I have some specific topics to discuss. I will bring up the topic and I would like for everyone to share their ideas. It does not need to be formal or in any particular order. But we would like for everyone to be able to talk, so sometimes I might have to share with you it is time to move to the next person or topic. My job is to make sure we can talk about all topics in the time!

We would like to use the responses we gather to help with the report. If it is ok, we would like to quote some of the things you tell us in our report. However, even though we might quote some of your comments, we will not use your names. Is this ok? (get verbal permission). Also we would ask that anything shared in this group not be shared outside the group (with names). To be able to understand and remember what you have said we would also like to write down the discussion. But again, we will not record your names, only your ideas. Do you have any questions?

Recording. The recorder should fill out the basic information about the participants. (A recorder sheet will be provided that records school, position, number of participants, gender) The recorder should take notes as closely to the exact words of people as possible. Please use more sheets if necessary for notes.

Confidentiality: Confidentiality should be ensured at all times and stated upfront. An informed consent to participate in the focus group discussion should be obtained by all participants before the start of the discussion.

Group Membership: Participants to the focus group discussions should be disaggregated by women workers that are married and unmarried. One separate group will be held with men. No group should include both line workers and supervisors in the same group.

Definition of sexual harassment: sexual harassment is unwelcome conduct of sexual nature, which makes a person feel offended, humiliated and/or intimidated. Sexual harassment can take various forms, ranging from staring, suggestive comments, unwanted touching or hugging, displaying sexually explicit pictures, to behaviour punishable under criminal law such as sexual assault.¹²

Sexual Harassment

Introduction: we know that working in some occupations sometimes puts us in a vulnerable position. We are here today to understand what type of concerns there are when it comes to relationships among customers, workers, supervisors and managers in terms of sexual harassment.

What is sexual harassment? (Brief discussion)

Introduce Video:

We would like to show you some scenes and then have a discussion after each about what you have seen.

Show each scene (6 scenes one by one)

Discussion questions:

Would you consider this sexual harassment? Why or why not? (after each scene)

After all videos are shown, lead a general discussion

What kinds of sexual harassment happens in your workplace (or coming and going) (either experience or know about)

Where does sexual harassment happen? (locations, times, workplace, community, coming and going etc.)

Who does it? (employers, customers, any key characteristics)

How common is it? (do you worry about it, change behavior etc.)

Where do you go for help? (friends, employer, union, co-workers, local authorities, police, other)

Do people go police or local authorities for help/why or why not? (anyone ever gone for help? What happened?)

Anything else you think it is important for us to know about sexual harassment?

¹² From Better Factories Focus Group Discussion Guide

Annex C Key Informants and Focus Group Summary

Key Informant	Number Interviews
MoWA	2
Mol	2
MoLVT	1
Focus Group Discussions	Number of Focus Group Discussions
DWCCC	1 FGD
Commune Council	1 FGD
CCWC Focal Points	1 FGD
PDoWA	1 FGD
Anti-trafficking Police	2 FGD
Garment Factory Workers	5 FGD (1 FGD male; 2 FGD unmarried and 2 FGD married)
Tourism and hospitality	5 FGD
Students	2 FGD 1 FGD male; 1 FGD female
Tuk Tuk Drivers	1 FGD (male)