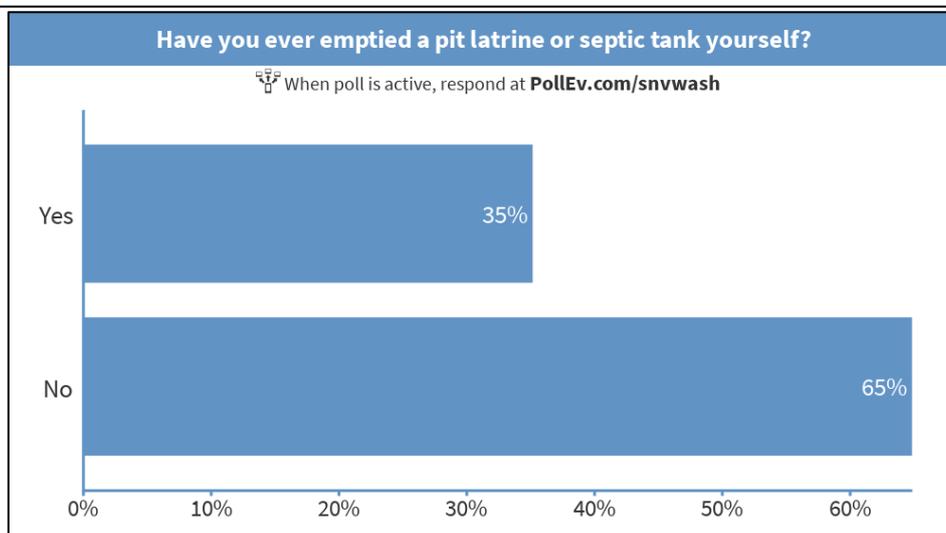
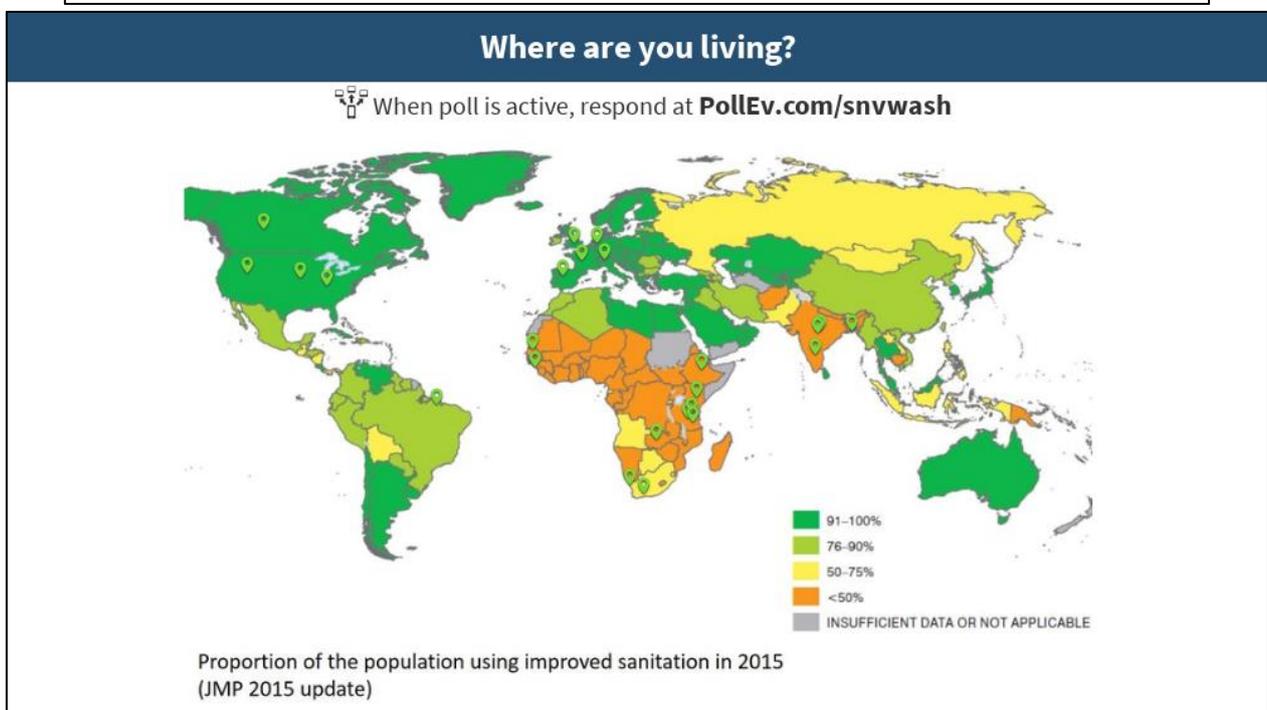
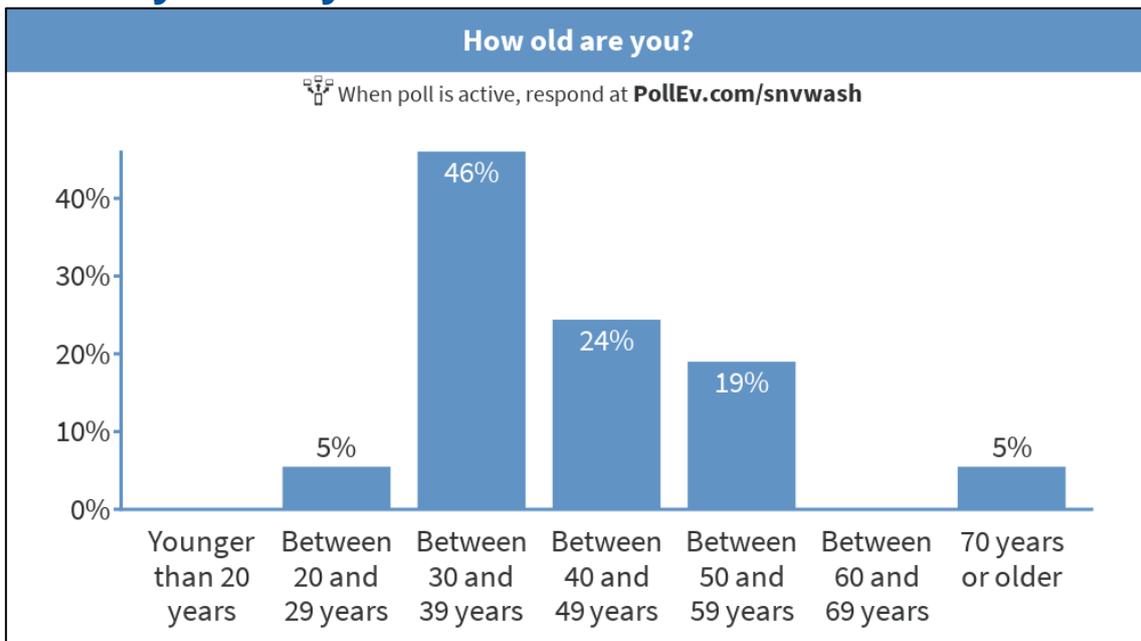


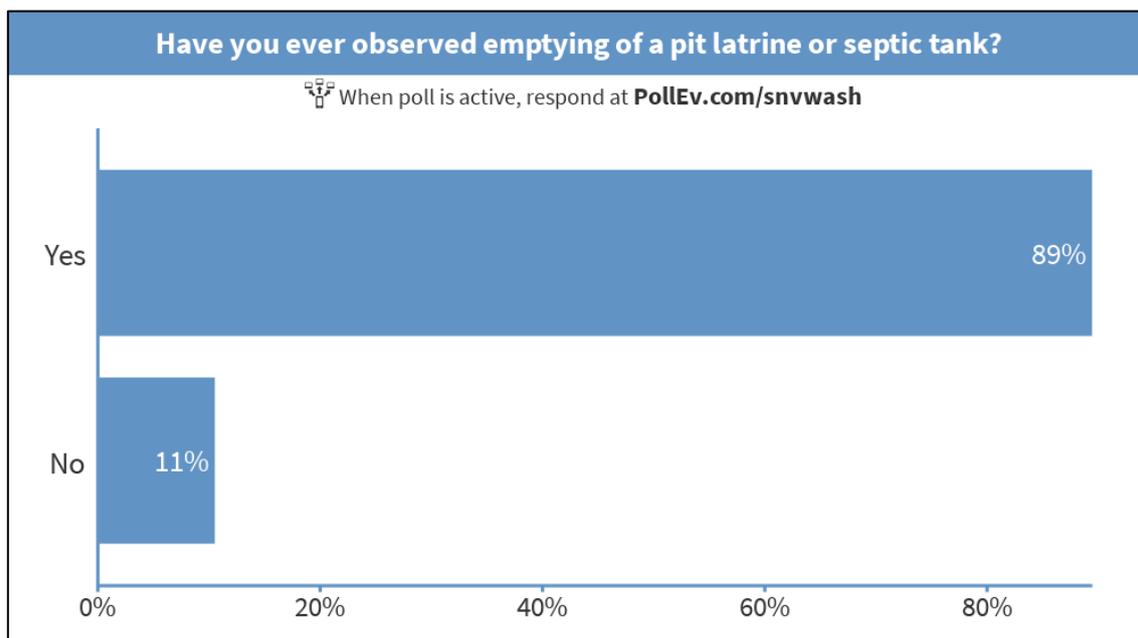
# Sanitation workers FSM5 workshop, Cape Town 22 February 2019

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# Introductory survey





### What did you feel

Shock	Hell	Hard	Respect	It's a relief for
Hard conditions	Risky	Benin	Sympathy	the household
Smell	Boue	Good	Dirty	Complete a
Dirty	Sorry	Tough	Sick	regular job
Unsafe	Hot	Risky	Money	
Passionnant	Nothing	messy	relieved	
Anxiety	Undignified	Apalled	Yuck!	
Respect	Time-consuming	Repulsive	Happy	
Reflective	Hot	Enthusiastic	Hurt	

## Presentations

See attached slide deck

### Q&A

- Q from Yaoundé Municipality: Why is there no difference between mechanical and manual emptying in SNV's survey?
  - A: When you introduce mechanical emptying, you avoid entering the pit, but it doesn't necessarily mean people wear PPE, disinfect it, automatically obey a protocol, get training, etc.
- Q from Ibra Sow of Senegal: Have you studied the difficulty that states have to regulate the sector? What is preventing them from investing?
  - A: It's part of wider urban effort. In this workshop we pull out elements regarding this specific issue. Lots of barriers in utilities, governments and households. E.g. enforcement of standards for tanks / containments.
- Q from BMGF: Are the risks normalised by volume extracted?
  - A: The study is not volumetric, it is qualitative based on feedback from the emptiers themselves. The main message is that we shouldn't assume that mechanisation or private operation leads to an automatic improvement of safety as you need standards, enforcement, etc.
  - Also solid waste in pits prevents mechanical emptying, which means you need some manual work, but with clear standards.

# World Café

## Burkina Faso

### Presented by Halidou Koanda, WaterAid

Project summary: This is a pilot project in Ouagadougou's informal settlements. The objective of this project, funded by the European Union, was to set up 20,000 latrines and organize the emptying service. The emptying is mainly manual and 25 emptiers provided the service. The project allowed:

- the supply of 12 sludge emptying tricycles stationed at the municipality level and made available free of charge to manual desludgers in case of emptying service to be carried out,
- the training of the emptiers,
- the development of transfer sites,
- etc.

Questions revolved around the collection of faecal sludge from transfer stations to final dumping areas. Who pays for this service? A business model is being finalized for a good resolution of this problem. The challenges identified are space problems for setting up transfer stations, lack of recognition and respect for manual emptiers, stigma, etc.

## Tanzania

### Presented by Olivier Germain, SNV

Project in Arusha and Shinyanga. Looking at compliance (or not) with occupational health & safety.

Presentation: The same people do manual and mechanical emptying. They have knowledge of health risks, but not about OHS or guidelines. Enforcement is punitive. Many workers are on temporary contracts, have limited training, incur medical expenses. PPE is not user-friendly breaks easily, slows down the work. People look down on the work, little self-esteem in seeing it as a serious profession.

Questions:

- Is the enforcement working? We did a legal scan: the 2 cities have bylaws, and are more interested in banning unsafe disposal. Nothing on OHS, no legal backing. There is OHSA (OHS Authority), with little presence on the ground. They do not regulate emptying businesses, but rather construction / buildings.
- What if emptiers cannot buy PPE? It's not usually an affordability issue.
- Is there a lot of use of gulpers? In Dar they use them but also fishing hooks for garbage.
- Differences in livelihoods between manual and mechanical emptiers? There pretty much the same people! Workers within a mechanical emptying company learn the job and offer manual services separately. There are no sanctions for emptiers who do not observe OHS, an issue for those who do. However the government initially didn't even acknowledge manual emptiers. But they are needed for hard-to-access areas. You can do safe manual emptying.
- Why is there little enforcement? Lack of instruments and people. The law isn't clear / detailed enough. We need to consider behaviour change – including in government.
- Why isn't there specific PPE for African workers? In the US the equipment is much more comfortable, less rigid (strong shoes, flexible head wear, gloves). The issue is also that the legislator can be prescriptive about what to wear.

## Zambia

### Presented by Baghi Baghirathan, WSUP

Presentation: Project in Kanyama and Chasanga, with Lusaka Water and Sewerage Company, which focused on sweepers to start with. Previously the common practice was informal emptying (not organised, done by individuals, OHS unsatisfactory - sludge buried or badly disposed of), especially in peri-urban areas. Water service has been delegated to water trusts there but not for sanitation. The programme gradually formalised emptiers: LWSC delegated

service of emptying to water trusts. It included formal training, equipment, clothing, and considered livelihoods. One aim was to increase the number of workers to cater for demand (13k toilets in one area). Also closing cycle of value chain (reuse in agriculture). Workers get twice the minimum wage (now earning Kw 1.2k / month), but most importantly a stable revenue, without having to develop their own client base. Service quality has improved and water trusts get income.

#### Questions:

- Q: What has helped to make workers change habits?
  - A: Focusing on livelihoods worked - get more stable income; also working as teams of 2-3 workers rather than alone.
- Q: Is the government involved to upscale to other areas?
  - A: Regulator involved in this to set standards. LWSC can expand through delegation in further areas, especially as it's providing revenue.
- Q: How many workers did you train, was there resistance?
  - A: The programme focused on those initially consulted, and those interested. Word spread. An education campaign in the communities also increased awareness of what can change in environment. Health check are now included in contracts, and they are earning from reuse.

### Ethiopia

**Presented by Rebecca Gilsdorf, World Bank**

Support for public toilet SMEs, operators from marginalised people (women, youth, disabled)

### Bangladesh

**Presented by Rajeev Munankami, SNV**

How to do training - formal, informal, vocational

### South Africa

**Presented by Jeannette Neethling, Partners in Development**

Understand FS as a hazardous substance; formulate contract for pit emptying programme in Durban.

## Group work summary notes

Topic	Summary notes
<b>Standards &amp; guidelines</b>	<ul style="list-style-type: none"> <li>• Guidelines exist – can workers know about them?</li> <li>• What (international) standards can be adopted.</li> </ul>
<b>Institutional organisation</b>	<ul style="list-style-type: none"> <li>• Role &amp; responsibility of agencies - need a regulatory framework with other actors</li> <li>• Better collaboration between actors - platform to coordinate civil society with funders, journalists...</li> <li>• Need transparency &amp; equity for service delivery - eligibility of people working in the sector: Qualifications required, performance monitoring</li> <li>• Mechanism to support emptiers - for better sensitisation; but also enforcement and sanctions.</li> <li>• Certification of their activities - need a “manual of the emptier” that includes H&amp;S.</li> </ul>
<b>Technology</b>	<ul style="list-style-type: none"> <li>• We need good emptiable toilets, good PPE, and mechanising when good and feasible.</li> <li>• We need a shift in technology for emptying toilets. Change of containment? e.g. polypropylene tanks. Smaller containers, easier to empty, especially if emptying is paid by government.</li> </ul>

	<ul style="list-style-type: none"> <li>• Emptiers can charge extra for removing garbage in pits.</li> </ul>
<b>Social perceptions</b>	<ul style="list-style-type: none"> <li>• There is an existing stigma against emptiers. But it varies per region and within countries. e.g. caste system India. In Africa it is often done by low income groups or immigrants; and done at night, though evolving.</li> <li>• We need a better appreciation of the workers. This can come when they are better equipped with PPE.</li> <li>• We need regulation to stop using informal emptiers – but still favoured by HHs.</li> </ul>
<b>Labour dimension</b>	<ul style="list-style-type: none"> <li>• We need medical support, and health insurance is necessary.</li> <li>• Age limit for child labour.</li> <li>• Need basic certification, good PPE - formalised.</li> <li>• Need contracts with municipality / sanitation authority – challenging to enforce.</li> </ul>
<b>Capability</b>	<ul style="list-style-type: none"> <li>• Training will improve behaviours to be safer.</li> <li>• But to reach this, they need long-term perspectives (stay in job). They need to <i>want</i> to train</li> <li>• Recommendations: Public awareness on good behaviours; Inform customers; Formalise this occupation</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>• Needed at all stages of the sanitation chain. Also including health insurance</li> <li>• Innovative financing like CSR (India)</li> <li>• Evidence-based advocacy, influence donors. Lobby stakeholder platforms, e.g. PASA</li> <li>• Bangladesh – convention of sanitation workers used as learning opportunity.</li> <li>• Analyse what money is flowing to sanitation workers in budgets (officially or not).</li> </ul>
<b>Policy makers</b>	<ul style="list-style-type: none"> <li>• Need national policy, applied at city level. Clear SOPs and licensing process - professionalisation</li> <li>• Accountability through consumers - awareness campaigns.</li> <li>• Enforcement mechanism: sanctions high enough to ensure policy adherence.</li> </ul>
<b>Understanding &amp; visibility</b>	<ul style="list-style-type: none"> <li>• Know who are the workers themselves (like the India Dalberg study – in other countries). Increases their visibility</li> <li>• Document their existing and possible business cases. Is it profitable, what are the incentives. Combine with other contracts.</li> <li>• “Reinvent the PPE” challenge - more appropriate, comfortable, durable</li> </ul>

## Panel

### Composition

- **Chair: Kate Medlicott**, World Health Organisation (WHO)
- **Carlos Carrión**, International Labour Organisation (ILO)
- **Mushany Kapusana**, Chief Engineer, Lukanga Water and sewerage company, Zambia
- **Effie Akinyi**, Sanivation, Kenya, and Container-Based Sanitation Alliance (CBSA)
- **Ibra Sow**, President of Delta (Senegal), president of the Pan-African Sanitation Workers Association (PASA)

### Panellists' remarks

#### Carlos Carrión

Takeaways from the afternoon:

- Stigmatised groups. Many ILO instruments do not include sanitation workers - but some do! The ILO is tripartite – documents are approved by governments, employers and worker organisations, providing a reach beyond governments.
- The OHS convention defines health (not just absence of disease, but also physical elements that affect health) and the promotion of OHS improvements. Should include those most left behind.
- Occupational Health services recommendation: for all branches of economic activity.
- Stigma - several instruments exist to prevent discrimination.

What caught his attention:

- Informality. Member states should have a policy framework to ease transition into formal economy.
- Freedom of association, with a mantra: “recognise, formalise, organise”.
- Recognise them as workers
- Allow them to have what has been discussed today – participate in the formal economy
- Allow them to organise, have a voice

Kate’s remark: The ILO provides a broader labour perspective which we should use.

### **Mushany Kapusana**

In the Central Province in Zambia, the biggest gap has been informal sanitary workers. A regulator exists since 2000, but has focused on sewer systems, neglecting non-sewered systems. This has recently changed with a new framework to go beyond sewers.

They did a baseline study with SNV’s support to understand informal sanitary workers. This is just a start and there is still a long way to go.

Kate congratulated Zambia for going ahead with this..

### **Effie Akinyi**

Sanivation is a Container-based Sanitation (CBS) company, providing UUDTs, looking at the whole value chain. They have focused a lot on capacity building.

WHO organised a workshop on Sanitation Safety Planning (SSP), in which the chief public health person of the county attended as champion.

Sanivation has put protocols in place for its workers, with the CDC, but actual use remains lacking, due to lack of awareness – they need frequent training and reminders. SOPs are useful to guide workers.

The Nakuru county now recognises emptiers and awards certificates – a significant step forward.

Kate noted that it’s good to see the risks identified at different points of the value chain.

### **Ibra Sow**

In Senegal, the 90s were catastrophic, with not a single faecal sludge treatment plant, and no recognition of manual emptiers.

As head of Delta, he worked with ONAS (National Sanitation Office of Senegal); ONAS asked which issues they were facing, and how they could help make the job evolve.

As a result now the whole chain is considered; the price of emptying has gone down (but discharge fee has increased); discharges outside the treatment plants have been almost eliminated – you can count them.

There are now 11 FS treatment plants, 11 more being built, and the Omniprocessor, a machine many expected and very useful.

## **Questions and discussion**

**Q:** What might be the easiest entry point, especially in the countries where this is not discussed yet? Should we think about unionizing first. Where should we expect the pressure and drive to come from?

**Q:** What could help the pit-emptiers? Would you like something that can empty and treat at point of emptying. I'm waiting for something that treats at the point of source.

**Carlos:** it's a chicken and egg situation. To say that whether WE should unionise the workers? It sounds fantastic, but workers should unionise themselves. It requires that the unions at the national level recognise these workers, or the national level. That's why the first word in my slogan is recognition. Organisations like WA and ILO could help to enable the national level to recognise these workers, but that's another type of activity. Again: "Recognise, formalise, organise"

**Mushany:** Looking at the informal context of these workers, it's very difficult to talk about a union. Some of these informal sanitary workers, one individual working alone, or a number of individuals covering a specific area. One way is to work with the community leaders to bring them to a workers' association, and through that association these workers can be trained, equipped, formalised.

**Effie.** We have a CBS alliance, and we realise that we have common problems and similar systems. So how can we come together to address safety across the value chain? That's why capacity building is an area of focus. And this was trickled down to the county level where the chief health officer understands the need to have a sanitation safety plan and critical actions that have to be done. This cuts across the whole community, and different sectors. We can have a key champion that can be key to start the conversation.

**Ibra:** Now we have this Pan African association, we are 7 countries, after AfricaSan we are 20 countries. We have been contacting the further 13 countries ourselves. Amongst the other 13 countries, only 5 already had a national association. In the other countries we've been insisting that they form an association and formalise. We want to go through all of Africa to form associations and join the Pan African Association of workers!

## Concluding remarks

By Martin Gambrill, World Bank

1. We had the worst slot possible – Friday afternoon after an intensive week – and yet had some 50-75 participants during the workshop and still over 50 present at the end of the afternoon, demonstrating the great interest in this important subject and the impressive commitment to the issue of the participants.
2. We discussed the issue of sanitation workers along the whole sanitation service chain. It isn't just a question for FSM workers but also for sewer workers. However the issue for FSM and manual emptiers is a hugely important one that needs addressing. And the issue of FSM workers in developing countries is very different to those in developed country contexts, even for FSM workers using mechanized equipment.
3. We looked at the main dimensions of sanitation workers from a number of perspectives, including the following: (a) organizational; (b) dignity; (c) inclusion; (d) respect (appreciation and remuneration); (e) regulation; and (f) financing.
4. We learned about very interesting experiences – from South Africa, from Bangladesh, from India, and from elsewhere, touching on the role of corporate social responsibility and green financing to cover the costs of improving the lot of sanitation workers, through to contractual arrangements for FSM and sewer workers and using these to improve working conditions.
5. We heard about the need to bring an overall professionalization to the work of sanitation workers
6. From the ILO, we heard about their three step approach of 'recognizing, formalizing and organizing'. From Zambia we learnt how they have moved from informality to formality for

FSM workers. Sanivation from Kenya brought to the discussion the importance of introducing protocols and standard operating procedures for each step of the sanitation service chain and how these can assist in improving working conditions. The Senegalese Emptiers Association talked about the importance of a trajectory to move from an unacceptable status quo to an improved situation along the whole sanitation service chain from emptying through to reuse; of how costs have been lowered while illegal dumping has been eliminated; and of how high level leadership has been involved on the government side as well as the sanitation workers side in order to move the situation forward.

7. I spoke about how, when I worked for a consulting engineering firm with water and sanitation utilities in the UK, that I had to have Health and Safety certification to allow me to work on wastewater treatment and pumping station sites – which involved undertaking periodic training and using certain safety clothing and equipment. Without this certification, we simply weren't allowed to work on the sites. What was interesting for me, reflecting on this experience now, was that such training was seen as 'cool' in the sector and among my colleagues, as was the using of the correct equipment and clothing. So this is about change norms in the sector and making sanitation, generally, and the work of sanitation workers in particular, an attractive, dignified and aspirational contribution to society.
8. We need to continue to make the case for sanitation workers but undertaking advocacy, using evidence, generating and sharing knowledge and having a working group platform from which to deliver this work. Such background work should look at both quantitative and qualitative aspects of the status of sanitation worker in the world. A group of development partners comprising WaterAid, ILO, WHO and the World Bank will continue to move this work forward and look forward to continuing to collaborate with others of you here in doing so.

## Detailed notes

### Group work

#### Standards & guidelines

(Moderator: Olivier)

- Is there a need: yes!
- A key standard exists – ISO 24521
- At national level, they do not always exist
- Education of all stakeholders is essential.

#### Institutional organisation

(Moderator: Mbaye)

##### 1. Rôles et responsabilités des agences d'eau et/ou d'assainissement, des municipalités, des fournisseurs de services et travailleurs Informels

Entités Publiques (Agence, municipalités)	Entités privées (fournisseurs de service et travailleurs informels)
<ol style="list-style-type: none"> <li>1. Appuyer tout processus d'organisations des vidangeurs ;</li> <li>2. Appui dans la recherche de financement pour le</li> </ol>	<ol style="list-style-type: none"> <li>1. Participer aux concertations pour la mise en place du cadre institutionnel relatif à l'activité</li> </ol>

renouvellement des équipements de travail ;	
3. Mise en place du cadre législatif et juridique de façon participative avec les acteurs du secteur	

## 2. Amélioration nécessaire de la collaboration

A travers la mise en place d'une plateforme de coordination entre acteurs pilotée par la société civile prenant en compte également les journalistes pour le relais de l'information et les représentants des bailleurs

## 3. Critères de contractualisation et de sous-traitance dans la délégation de service public de l'assainissement (DSP)

- Transparence et équité ;
- Éligibilité exclusive aux entreprises travaillant dans le secteur de l'assainissement ;
- Qualifications et expériences antérieures ;
- Critères de performance (qualité de traitement, service inclusif etc.)

## 4. Mise en application de la réglementation

- Accompagnement des vidangeurs pour les préparer à l'application des textes (information/sensibilisation, formations) ;
- Les entités publiques doivent assumer leurs responsabilités régaliennes notamment celle relative de la construction des STBV ;
- Mettre en application des sanctions/repressions

## 5. Certification en santé et sécurité au travail

- Élaboration d'un manuel du vidangeur/code qui prend en compte les aspects de Sécurité et de santé au travail
- Développer les outils permettant d'évaluer les conditions de sécurité et santé dans les entreprises de vidange

## Technology

(Moderator: Awa)

Everyone in the group agreed that there needs to be a shift in technology to improve the working conditions of sanitation workers. Group members discussed potential technological solutions which would help ensure the safety of the workers, as well as the people who will be responsible for their implementation. Some of the recommendations are presented below.

- Pits and septic tanks need to be designed to be more accessible. Hence, emptying would only require a mechanized hose so that workers don't have to go into the pits. Smaller pits that would require emptying every two to three years were proposed. Policy makers need to include this aspect in standards and regulation for new housing development and strictly enforce its application.
- A mix of context-specific sanitation solutions could be provided in a given city to facilitate emptying and transport. For instance, container-based sanitation (CBS) can be an option for an area of the city and polypropylene septic tanks in another area. In the US, some septic tanks are made of polypropylene, hooked to a drain field. This could be an alternative to avoid collapsing pits. In Zambia, similar tanks are manufactured. Decision makers and the private sector would help to ensure the feasibility of this recommendation.
- The design of personal protective equipment (PPE) needs to be revisited and adaptive so that workers would want to wear it.
- Removing trash from pits is a challenge for emptiers (e.g. in Lusaka). Designing toilets to capture trash before it reaches the pit in a net could be helpful. Moreover, emptiers could

charge a higher price for pits which contain trash to incentivize households to keep trash away from pits.

## **Social perceptions & expectations**

(Moderator: Rajeev)

### **Stigma**

- It varies per region e.g. in South Asia there is caste system and they are associated with emptying and cleaning services almost lifetime but in Africa the situation is different.
- In Asia people do not allow the emptiers to mix within the community and they have assigned residential area.
- It has been found that immigrants and minorities including low income transient labourers are involved in this services.
- In Zambia, emptying is mostly done at night. City Authorities do not acknowledge their presence hence no regulation.

### **Change taking place**

- In South Africa people compete for the job and pit emptying is one of the desirable job.
- In Zambia with interventions which started in Lusaka with the Lusaka Sanitation Project, the emptiers are now recognised and have been enlisted. In the WSUP Project one team is called the “Dream Team” whilst the other is the “Miracle Team” earning decent wages and doing their work during the day. The emptiers are now better equipped
- Things are beginning to change in last couple of years with FSM being one of the major topic for sanitation. Over time manual emptying services is now being recognised as a job.
- Emptying is mostly done by male but in few cases female family members found supporting in the team. Some of the emptying business owned by women entrepreneurs in South Africa
- Respect and recognition is a function of equipment and resources. The same emptiers group with mechanical devices with PPE are being accepted well in different cities.
- Compared to manual emptying there is high respect for mechanical emptiers. Technology raises/improves business level.
- In India, Government has abolished manual scavenging since almost 3 decades however there are large number of people depending their livelihood on this job. Only having policies and rules do not work unless there is smart enforcement mechanism with credible awareness campaigns. Mechanical emptying is cheaper at 900 rupees compared to 1300 rupees for manual but some people still go for the later

### **Recommendations**

- Need to professionalise the service which will help in reducing the stigma. The emptiers should be enlisted, trained and certified which will support in formalising and recognising them.
- Improving the conditions of sanitation workers requires a holistic perspective and engagement of different stakeholders, including customers.
- There should be awareness campaigns at different tiers so that pressure from customers and employers to enter into the pit is minimised whereas the mind-set of emptiers should have safety cultures.
- Commitment is required from everyone – government, city authorities, development partners, service recipients, and emptiers themselves – to truly ensure safe working environment for sanitation workers.

## Labour dimension

(Moderator: Rebecca)

- Where the sector/enabling environment is able, use contracts/MOUs between the municipality/utility and the private sector service provider
  - Subject to national labor laws, including those on non-discrimination, hours of work, labor recruitment, banning child labor, etc.
    - i.e., Don't re-invent labor laws just follow them
  - If private sector players are very small (i.e., have a very small number of staff), it may be better to encourage creation of association/unions of private sector players to allow for collective bargaining on the terms of the contracts/MOUs
- In areas where such formalized measures are not possible, licensing procedures could be put in place that require private sector operators to agree to certain service standards and/or undertake certain safety training. Ideally there would be a way to ensure the firms are continuing to follow the procedures (e.g., through spot checks), but this may not always be feasible.
  - Innovative example shared from Sierra Leone, where they are piloting the use of a call center and associated marketing of the call center – but to be listed through the call center (and thus benefit from free publicity), the firm must agree to certain service standards, and wearing of safety equipment, etc.
  - It is also important to sensitize customers (e.g., households, industry, governments) to the labor laws. For example, households could have a role to play in ensuring pit emptiers do not engage in unsafe practices nor work under unsafe conditions (e.g., late at night).
- A key priority in either case should be Medical support, given the low paying nature of the work and high health risks associated. The relevant form of medical support will likely be highly context specific.
- There are some countries with laws against women working in certain sanitation-related jobs (e.g., in sewers). A comparatively easy first step might be abolishing these laws.

## Capability

(Moderator: Baghi)

Different institutional settings: long-term workers and short-term workers.

- Need level of continuity to want to acquire skills (job security)
- Training and combination of vocational training and on-the-job.
- Mostly sanitation workers come from disadvantaged groups, little education.
- Different categories of sanitation workers!
- Difficult to “improve” behaviours if communities / customers do not know what good behaviour is.

Recommendations:

- Public awareness raising:
  - Person who you contract with / pay money to should give you information on good behaviours.
- Vocation: “sanitation work” as occupation: training, institutionalisation, job security → certificate. By: policy-makers and regulators.
- Providing health & social schemes, medical benefits, check-ups. By: municipality.

## Finance

What to finance

- Building capacity
- Equipment/PPE
- Health insurance / vaccinations
- Paying workers for the work they do

- Life insurance
- Oversight and regulation / M&E along the whole sanitation service chain
- Budget lines in contracts to ensure the above is accounted for when services are contracted out
- SMEs/CBOs/MFIs/coops/associations – credits and loans to get them going

#### Where/who to finance

- At the national government
- At municipal/city level
- Project based funding
- Service provider/utility funding

#### How to pay for it

- Grants/loans from donors, from banks
- CSR funding
- Green financing
- Government
- Households
- Workers – communal fund
- Private sector investment
- Solid waste management service providers – cross subsidies?

#### How to influence donors ways of working

- Evidence
- Advocacy
- Knowledge platforms
- Benchmarking
- Working groups of development partners
- Cost-benefit analyses
- Case studies – qualitative & quantitative

### **Policy makers**

(Moderator: Antoinette)

- There should be guidelines on training and enforcement.
- The policy should provide tools to the people on the ground to be able to monitor guidelines.
- The key is accountability.
- There is a lot of informal private sector – you can't regulate this.
- Consumers can flag that they are not properly dressed for instance.
- Workers also need to know their rights. But many are there because they don't have a lot of options. Need regular communication campaigns.
- Construction and mining sector – there is strong OHS, because regulatory authorities have more presence in this. The penalties are high, everybody is afraid. Penalties are not high enough compared to what emptiers are making.
- How specific should the law be? E.g. local SOPs. National policy should include this as part of labour laws.
- OHSA – Occupational Health and Safety Authority – comes to train at least once per quarter.
- Role of government important in raising awareness of customers and is in the neighbourhood, so that they know what to expect. It has to be at different levels. E.g. "call this number if your neighbour is using informal emptiers" – but only works with a critical mass.

- Enforce standards of building codes – not well done so far. The permit is provided on the basis of drawings but nobody checks what is actually done.

## Understanding & visibility

(Moderator: Rémi)

- Where new technology is introduced, we need to understand if emptiers move up with new tech or not, what does it mean for them and their families? What is the impact of professionalisation.
- Experience of “dream team” in Zambia where professionalisation became a reality.
- In Zambia, the cholera epidemic “helped” – became an opportunity to publicise, get the community to talk about this issue.
- In Kenya, briquettes got people to talk about shit, in a positive way instead.
- Some schools programmes have also helped their visibility.
- There is a data gap: is this business worth it? What do people gain when doing it? Assumption around financial revenue but that’s not it. The business case is about more than emptying too.
- If we work with existing workers, it can often be men, alcoholics, we may need younger, more professional people.
- A research question is what has worked to make people change their mind / bring more visibility?
- Also: can there be more appropriate protective equipment? Limited options for PPE. Should come from local companies - importing masks in Kenya!!!
- Do associations help?

Propositions

- Innovations / research PPE, more comfortable, done locally, durable- Reinvent the PPE -
- Visibility / profile / professionalise?
- If emptiers move up, does it help? How is it happening?
- Who are they? Cf Dalberg Are they moving up the ladder?
  - Cf solid waste - more organised in bigger towns
  - Incorporate in other informal workers jobs. How are they organised.