

A Report on the Situation of Beer Promotion Women in the Workplace, Cambodia

Results of a Harassment and Abuse Survey



2005

Foreword

Engaging women to promote and sell beer in entertainment venues is a common and accepted way to market (regional and international) brands in Cambodia. With an increase in the number of consumers, and more beer brands entering the market, comes more competition and demand for women to serve a predominantly male clientele in outlets throughout the country.

Reported cases of verbal, physical and sexual harassment and abuse are common within beer promotion, both in Phnom Penh and in the provinces. Women report being verbally and physically abused through a wide range of unacceptable behaviours perpetuated against them from the use of derogatory language, through being burned with cigarettes to being raped. This abuse is so widespread it is almost regarded by some of the women as an occupational hazard. Harassment and abuse occurs within the venue, on the way home or after being followed home at the woman's front door. Such harassment and abuse contravenes human rights as much as it contravenes Cambodian law.

Sexual harassment at work violates a worker's right to job security and equal opportunity. It creates working conditions that endanger physical and psychological well being; and develops a disempowering and demoralizing atmosphere. It is an accepted fact that sexual harassment is an abuse of power. It is this abuse of power that beer promoters are subjected to on a nightly basis.

At present there are few means to ensure the safety and protection of these women in the workplace. Some companies however have begun to address the issue through developing workplace policies and providing extra training and services to equip the women with better skills. At present there are no systems in place for beer promotion women to report incidents of harassment and abuse. Women also feel discouraged to do so as there is no guarantee that action will be taken against the perpetrators. This report deepens our understanding about the frequency, and severity of harassment and abuse that beer promoters experience in the work place.

CARE recognizes the brewing and distribution industry is not the sole player in ensuring that a women's right to work free of harassment is met. CARE also recognizes the need for a broad coalition of actors including the brewing and distribution industry, government, law enforcement institutions, civil society and communities. Thus this report concludes with recommendations for driving greater improvements in the working conditions and human rights of beer promotion women, both within the industry and on a broader stage.

Sharon Wilkinson
Country Director, CARE Cambodia

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CARE and the research team wishes to thank all the breweries and distribution companies for their collaboration and support for the Private Sector Partnership (PSP) project and for giving CARE the opportunity to conduct this research around the situation of beer promoters in Cambodia. We regard this support as a solid demonstration of their commitment to taking positive steps towards improving the situation of beer promotion women in their work environment.

CARE holds its partnership with Heineken International, Cambodia Breweries Limited, and Attwood Import-Export in Cambodia in high regard, and recognizes that without their participation, commitment and support during the SBS project and this research study, key fundamental issues that beer promotion women face in Cambodia would never have been brought to light. We hope that our partnership will allow this positive collaboration to continue so that together we may address these critical issues.

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Abbreviations

ASI	Audio-assisted Self-administered Interview
BP	Beer Promotion Women / Beer Promoter
CBL	Cambodia Brewery Limited
ICFTU	International Confederation of Free Trade Unions
LNGO	Local Non-Governmental Organisation
NGO	Non-Governmental Organisation
PG	Promotion Girl
SHF	Sewing a Healthy Future
PC	Promotion Co-ordinator

Executive Summary

The Private Sector Partnership Project is an initiative supported by CARE UK. This nine month research project aimed to explore the key issues that affect the safety and protection of beer promotion women¹ in Cambodia.

The main objectives of this research are to increase understanding about the working experience of beer promotion women (BPs); create a legal definition of sexual harassment, and quantify the prevalence, severity and frequency of sexual harassment through in-depth research and develop recommendations for a holistic approach to responsible practices that are supportive of the safety and health conditions of beer promotion women by all stakeholders. The main findings and recommendations are as follows:

- Using women to promote beer sales at entertainment venues is a growing business in Cambodia. An estimated 4,000+ women are currently employed in this work nationwide. Increasing numbers of brands (regional and international) are being marketed in this way.

Beer promotion is a job which carries with it a heavy stigma, probably even more so in the provinces where culture remains more traditional. The women feel that beer promotion is seen as synonymous with sex work, and therefore many customers perceive them as 'available' to be verbally, physically and sexually harassed and abused.

- Cases of harassment and abuse are rife within beer promotion, both in Phnom Penh and in the provinces. In the survey of 640 beer promotion women 83% reported having experienced derogatory behaviour (verbal/non-verbal), 80% unwanted sexual touching, 54% physical abuse, 60% have been threatened or forced (verbal, physical and at gun point), and 38% have had to perform a coerced sexual act in the workplace. Such harassment and abuse contravenes human rights; it also contravenes Cambodian law.
- Beer Promotion women are experiencing these abuses every night, and most frequently a few times a week. One in ten women have experienced a coerced sexual act (touch a man's penis, rape) more than 10 times. On average, for those who have experienced a coerced sexual act, it has happened between 3-5 times while working as a beer promoter.
- Almost all harassment and abuse occurs at the table when serving the customer/s, it also occurs in toilets in the venue, on the way home or at the woman's front door, after being followed home.
- The incidence of harassment is higher in provincial towns than the capital Phnom Penh, most probably due to the lack of management supervision/control in entertainment venues.
- One third of beer promoters said they had to seek medical treatment (31%), and 66% said the main perpetrator was customers, followed by outlet owners /managers and staff (17%).
- Half of the women have been a beer promoter for less than 6 months (48%), and there is little difference between the duration of working as a beer promoter and experiencing harassment from customers. Only 5% endure this kind of work beyond 5 years.
- Only half of beer promoters said they feel safe in their workplace (48%), and 70% said they felt safe working for their company.

¹ In Cambodia and internationally, both industry and NGO representatives refer to beer promotion women as 'promotion girls' or PGs. However, this report uses the term beer promotion women in recognition of the fact that the beer promoters are adults, and in recognition of the fact that the word 'girls' can be belittling.

- One quarter of beer promoters are paid a monthly salary (plus bonuses), and 73% work on a commission-only basis. There are many conflicts between commission-only and salaried women on the basis that commission-only women are seen by the salaried women as increasing their risk, because they need to sell almost at any cost to their safety. They are also seen as more likely to be physically demonstrative to customers; increasing expectation that women are 'available'.
- Nearly all Beer Promoters admitted to drinking beer while working (91%) and the average consumption per night is high - 31% said they drink between 1-2 bottles /cans a night, 25% between 3-5 and one in four women (24%) said they drink on average more than 5 bottles / cans. The main reason why they drink was pressure from customers followed by the need to sell more beer. Only half of beer promoters (53%) were aware that excessive drinking could be dangerous to their health.
- The use of drugs in the workplace was not the objective of the survey, but the incidence of being drugged by a customer was explored as this had been reported as an issue in the past. Personal knowledge of another beer promoter who has been unknowingly drugged in the workplace was higher in Phnom Penh (34%) than in the provinces (29%).
- Some beer promotion women may have a regular boyfriend who provides money for living expenses and other BPs may sell sex. But the majority of beer promotion women say they do not sell sex. The women certainly do not identify themselves as sex workers; and even if they did, harassment and abuse would still be against the law.
- The common perception that beer promotion women is synonymous with sex workers may have been unintentionally reinforced by public health work related to HIV prevention, in which beer promotion women are regularly referred to as a target group of 'indirect sex workers'.
- There is a perception that women who enter beer promotion work are somehow doing the job because they have 'lower morals'. The reality is that most beer promotion women are working to support extended families, and that beer promotion can offer a higher income than working in a garment factory (the single largest employment market for Cambodian women, outside of agriculture). But in exchange they must accept an ever-present threat to their personal safety.
- The nature of the job demands that beer promotion women use their looks and 'sweet talk' to sell the brand they are promoting, and therefore to earn enough to live. Competition for sales is fierce. Women who reject customers' advances say that these customers will then often refuse to drink their beer, or become physically/verbally abusive. However some beer promotion women from Phnom Penh who were involved in this review spoke of small numbers of customers who have actually defended them against the men's own friends.
- The survey concludes that there is no significant relationship between the women's socio-economic characteristics and the incidence of harassment in the workplace. Although working in some venues are more unsafe than others, the research demonstrates that all women are at risk of harassment and abuse from customers,
- Harassment and pressure to please customers to increase sales for outlet owners or managers is also a serious issue. A third of respondents reported having been forced by outlet owners / managers to sit with customers (36%), to drink with customers (37%) and to be more intimate or friendly with customers than wanting to (36%). Fifteen percent of beer promoters said they have been pressured by an outlet owner / manager to have sex with customers.
- Some companies prohibit beer promotion women from sitting with or drinking with customers as a way of reducing harassment. But within venues, women fall under the effective control of outlet owners and managers. Some of these owners/managers respect the women's refusal to sit with customers and drink. Others threaten the women that if they do not generally pander to customers then the owner will complain about them (on made-up grounds) to the company.

- Some women reported outlet owners / managers and other staff asking for bribes in exchange for allowing the woman to stay in the venue.
- The multiple pressures of the need for money; already being stigmatised by society as 'bad women'; the need to keep outlet owners (and therefore customers) happy; the need to keep the employer happy (which means keeping outlet owners and customers happy); and wanting to avoid being regularly moved around from venue to venue, compound together. This leaves beer promotion women in a position where there is a sense.
- They must be compliant, not 'cause trouble' and that it is their sole responsibility to avoid abuse or harassment. Women working in the provinces, where often there are as few as 2-7 women working for one company and fewer employment opportunities, must feel much more vulnerable.
- Only one company, Heineken International has developed a Promotion Girls Policy (Heineken International, 2004) which is being considered as the basis for an international consensus on industry use of beer promotion women. As part of this policy, the Selling Beer Safely (SBS) training for beer promotion women has proved highly valuable by the women and should be adopted by other companies. However, this initiative should not be regarded as the only response by all stakeholders to abuse and harassment in Cambodia or throughout the region.

Summary of Recommendations

This report recommends a holistic approach for the improvements to the working conditions and human rights of beer promotion women, both within the industry and on a broader stage. The situation facing BPs needs to be addressed by all stakeholders including government, law enforcement institutions, civil society and communities as well as the brewing and distribution industry. It is also the recommendation of CARE that the issues needing to be addressed be prioritized.

All stakeholders:

- Monitoring systems are needed, to keep check of levels of abuse in the workplace and to push for prosecutions of abusers and those who allow abuse to occur. Such monitoring should be carried out both by an internal industry system and by an external system, operated by an independent body. Both systems should seek to engage the active participation of beer promotion women. This would require an industry commitment to women being enabled to document and report abuses, free of any comeback.

Government:

- National campaigns are needed to target beer drinkers, highlighting the existing laws regarding harassment and promoting a government stance of zero tolerance for violence against women. A process of media sensitisation, more positive representation of beer promotion women and abandonment of the common term for beer promotion women (srey langse)². This work is currently being initiated by the Ministry of Women's Affairs (MoWA), and UNIFEM.
- Given that the Ministry of Commerce (MoC) wishes to promote Cambodia as a site for ethical employment within the garment industry, issues of corporate social responsibility within the brewing and distribution industry should also be pursued. The issue of illegal import/export of beer also needs to be raised at a government level, as the legal breweries and distributors feel this threatens their business and would diminish the effectiveness of an industry body.
- The Ministry of Labour needs to be involved in clarifying the BPs employment status, and rights under the Labour Law, and to monitor or act against outlets or breweries /distributors which do not respect the human rights of staff, and do not follow the Labour Law. The Labour Law related to "sexual harassment" needs to be up-dated and strengthened so that it is more appropriate to the working lives of women in Cambodia.
- The roles and responsibilities of outlet owners need to be addressed, possibly through stricter regulation systems which carry the threat of removal of licence for repeated incidents of abuse.

NGO and other civil society bodies:

- NGOs and other civil society bodies have a strong role to play in liaison and advocacy work, specifically in formation of a beer promotion women's federation or union. NGOs and other civil society bodies can also play a role in establishment of external abuse monitoring systems, assist the government in campaigns work and - if necessary - participate in any legal challenges made; supporting human rights work linked to beer promotion women.
- Development of a union or federation for beer promotion women should be pursued but this initiative itself needs to be lead by the women themselves.

² The women feel this term is derogatory as it has become closely associated with being labelled an indirect sex worker.

Brewing and distribution industry:

- Breweries and beer distributors (as the women's employers) are in a position to introduce stronger policies and guidelines, in which their responsibility for worker safety is clearly stated, to ensure the safety of their workers.
- A beer brewing and distribution industry Code of Conduct in relation to beer promotion women in Cambodia is needed. This Code of Conduct should be developed by a cross-industry body, modelled on the Garment Manufacturers' Association of Cambodia (GMAC). Issues such as transport provision, uniforms and responsibilities of outlet owners, and internal company policies addressing misconduct of company staff should be covered. The Code should clarify the women's employment status, state categorically that the industry will not accept abuse and harassment of beer promotion women, and outline measures which will be taken against venue owners and or customers who harass or abuse beer promotion women (e.g. withdrawal of all beer promotion women from outlets or ceasing distribution of beer to the outlet).
- The Code of Conduct should be a consensus based process and document, which has the active support of, and input from, beer promotion women themselves.
- The international brewery and distribution industry must ensure that any international Code of Conduct also covers the issues outlined for the Cambodian Code of Conduct. Such companies must also take responsibility for ensuring any local companies employed in promotion adhere to national and international standards, or face consequences to their business.
- International breweries and distribution companies should develop a standard training package (based on the SBS model) as a part of orientation for Beer Promoters. Focusing on how to deal with difficult customers, their human rights with regard to harassment, and the dangers of excess alcohol consumption.
- The introduction of other marketing strategies, which divert the customers' sexual attention from women, in the workplace should be explored by companies. Initiatives such as "scratch card games" or promotions with prizes could be distributed in the venues by the women themselves.
- Companies should undertake to conduct marketing and advertising research on consumer buying habits with the aim of exploring alternative marketing/ product promotion strategies.

Introduction

CARE UK initiative

The Private Sector Partnership Project (PSP) is an initiative supported by CARE UK. This nine month research project aimed to explore the key issues that affect the safety and protection of beer promotion women in Cambodia. CARE's objective is to work with the private sector to influence policy and working conditions of BPs.

The PSP project is an extension of CARE's collaboration with Heineken, Asia Pacific Breweries and Cambodian Breweries Limited through the implementation of the Selling Beer Safely Women's Health Initiative (SBS) conducted from August 2003 - 2004. The project demonstrated the breweries' interest and commitment to make the initial steps to contribute to the improved health and general well-being of beer promotion women. The project aimed to contribute to the improved health of beer promotion women through a specially tailored training (Selling Beer Safely) that aimed to meet the needs of BPs in their workplace and at the same time promote the development of workplace policies and guidelines to enable the creation of a supportive environment for the beer promotion women.

The SBS project implemented by CARE provided a training curriculum combining sexual reproductive health and measures for dealing with difficult customers. A section on workplace harassment, covering definitions of harassment plus an overview of beer promotion women's legal rights in Cambodia was also included. The project is now completed and the training is being implemented by the companies themselves, for both orientation as well as in-service training.

Heineken International will adapt the model developed in the SBS project to implement in the Asia region. CARE recognizes the importance and value of working closely with the private sector for maximum support and sustainability. CARE Cambodia built on the SBS initiative to support Heineken's corporate response to address the health and safety of beer promotion women in the workplace.

This research is a reflection of the situation of beer promoters in the work place in Cambodia and does not aim to criticize or identify any specific companies. It aims to highlight the issues that the women face in their workplace and to note that these issues are everybody's responsibility.

Objectives

This research study has three primary objectives:

1. To increase companies understanding about the working experience of beer promotion women
2. To create a legal definition of sexual harassment through in-depth research, and quantify the prevalence, severity and frequency of sexual harassment
3. to develop recommendations for corporate social responsibility practices that are supportive of the safety and health conditions of beer promotion women

The research is based on a questionnaire survey which focussed on issues related to harassment and the situation in the work place of beer promotion women as well as a review of workplace policy³ which would result in recommendations directly from the beer promotion women and sales and marketing staff.

As a result of this report, we note that it is evident that the objectives should also include the need to increase everyone's knowledge on the situation of beer promotion women in Cambodia and to include recommendations for all responsible stakeholders.

³ Unpublished

Beer Promotion in Cambodia

Each night, young Cambodian women wear company uniforms and compete with each to sell brands of beer in beer gardens, restaurants, soup shops, and karaoke clubs. They work in the capital of Phnom Penh and across the country, catering for predominantly male clients.

On sitting down in a moderately sized beer garden in Phnom Penh, a customer can expect to be surrounded by beer promotion women who are all trying to persuade him (or her ⁴) to choose a particular beer brand. Many of the women are working without a basic salary, and are reliant solely on commission. Others receive a basic salary plus commission on sales made above set targets.

According to research undertaken with 184 beer promotion women (Quinn, I, 2003 ⁵), almost half were married and the majority lived with their families. Many were in their 30s, with the oldest participant being 38 years old. The earnings of the women surveyed were often used to support two or more dependents. Similarly, ILO noted that more than 90% of the 426 women surveyed went to work so they could help meet family living expenses (Catalla, R and Catalla, T, 2004) ⁶.

Several beer brands are promoted in this way, and both the number of brands and the number of beer promotion women are believed to be increasing. The ILO report recorded that 17 beer brands were being promoted in the capital city Phnom Penh as of September 2004. Four months later, on a trip to one Phnom Penh beer garden, women could be seen promoting 7 brands which were not listed in the ILO report. Presumably these brands had been introduced to the market some time between September 2004 and January 2005 .

While there do not appear to be any nationally collated figures for the number of women employed to promote beer, it is estimated that there are currently more than 4000 beer promotion women and it is generally agreed that the number is rising - both within Phnom Penh and across the country. Women are working in provincial sites including (but not limited to) Banteay Meanchey Province, and Poipet town in Banteay Meanchey Province; Battambang, Kampong Cham, Kampot, Koh Kong, Rattanakiri, Siem Reap and Sihanoukville. In some sites, as few as two women will be working for one company.

Stigmatisation of Beer Promotion as 'Sex Work'

In the past, the topic of beer promotion women in Cambodia has been approached from a predominantly public health perspective. While there is important work to be done on HIV and STI prevention, there is a worrying question which does not seem to have been addressed. That is the question of how women targeted for HIV prevention efforts are stigmatised within wider society. This is certainly true for beer promotion women who are usually categorised as 'indirect sex workers' within public and NGO HIV prevention / reproductive health work. Both the Ministry of Health's annual HIV Sentinel Surveillance (HSS) survey and its Behaviour Surveillance Survey (BSS) list 'indirect commercial sex workers' as one of their target groups, and both surveys define indirect commercial sex workers as beer promotion women and women who work in karaoke bars / clubs. It is true that high rates of HIV infection have been recorded among beer promotion and karaoke women .

⁴ Some Cambodian women do go to beer gardens, but usually only in the company of men.

⁵ *Selling Beer Safely: A Baseline Survey and Needs Assessment of Beer Promoters in Phnom Penh*. Quinn, Ingrid, CARE Cambodia, Phnom Penh: 2003.

⁶ *Research Report on Beer Promotion Girls in Phnom Penh, Cambodia* (Catalla, Rebecca and Catalla, Tap; ILO 2004). A total of 27 beer brands have been counted, that are distributed by 11 distribution companies and 2 breweries.

⁹ 15% of all women tested for the 2002 HSS were HIV+. HIV Sentinel Surveillance, Ministry of Health, 2002.

Additionally, some of these women admit to having received either money or gifts in exchange for sex. In the last officially published BSS (MoH, 2001⁹), 30.6% of beer promotion women asked said that they had received money or gifts in exchange for sex in the past year. But the majority of those asked - almost 70% - said that they had not received either money or gifts. In ILO's Research Report on Beer Promotion Girls in Phnom Penh, Cambodia (Catalla, R and Catalla, TAP, 2004), only 4.7% of 426 women surveyed reported having had relationships with customers beyond their work as beer promotion women.

Furthermore, it is known practice in Cambodia (and elsewhere in the world) for women who have a richer (often older) boyfriend ('ta ta' a Khmer phrase equivalent to 'sugar daddy') from whom they receive money or gifts. This does not mean that the woman takes money or gifts from men other than this boyfriend. Nor does it mean that she identifies herself as a sex worker or is identified and stigmatised as such by her friends and family¹⁰.

While it is undoubtedly important among professional public health workers to be able to address the increased HIV risk of the minority of beer promotion women who do sell sex, this does not mean that all beer promotion women should be portrayed to the public as indirect or direct sex workers. Other groups who are also sampled for the HSS and BSS are not so stigmatised; members of the police are just called Police, although the rationale for sampling them is that these men are likely to have multiple partners and to be sex work clients.

Being publicly referred to as indirect sex workers does nothing to dispel the common perception among male and female beer outlet customers - plus among most outlet owners - that the women are sexually available and not 'good' Khmer women. The women pointed to the existence of several popular Cambodian songs which portray beer promotion women as 'immoral', and to frequent targeting of beer promotion women as a figure of fun and abuse from popular comics (see Annex 1 for translation of typical popular song). All of this adds to a culture where the women are seen as available for verbal, physical and sexual harassment. The nature of the uniforms which the women are required to wear supports this understanding. For all venues other than weddings (where the women serve ice, rather than sell beer) uniforms are above the knee, tight fitting and generally contrary to standard concepts of 'respectable' clothes. For example one uniform has a zip running the whole length of the front, and the women report that customers regularly try to undo the zip.

Beer promotion women like other entertainment workers represent the antithesis of the stereotypical virtuous Khmer woman. The women in this research (and especially during the SBS project) repeatedly stressed their intense dislike of the phrase *srey langse* which is used by the general public to refer to beer promotion women, because they feel it carries a great deal of stigma. Common belief has it that the phrase was originally developed by putting together the Khmer word for woman (*srey*) with a borrowed and localised version of a French word linked to promotion, or sales. However the women feel that *srey langse* has now entered into popular understanding as referring to a woman who is basically either a sex worker or sexually promiscuous, or just available. This is borne out by research (Wilkinson and Fletcher, 2002¹¹). The phrase also has another meaning that is less known about but is used in a derogatory way. The word *se* as in *lang-se* is also the technical word for clitoris, so the women are often teased about "promoting their sex". The term that is preferred by the BPs is *neary kousnah sra beer*. (*Kousnah* being the Khmer word for promotion).

⁹ Behaviour Surveillance Survey, Ministry of Health, Cambodia 2001

¹⁰ Sex work per se should not necessarily be a form of stigma; as many sex work activist organisations argue, sex work is just another way of selling a commodity. However the reality in Cambodia (and many other countries) is that sex workers are still heavily stigmatised as 'bad' women, with low morals and over-active libidos.

¹¹ Love, Sex and Condoms - Sweetheart Relationships in Phnom Penh, Cambodia. Wilkinson, D. J., & Fletcher, G. (2002).

While the beer promotion women's sexual health is important, in the past the widespread adoption of the view that beer promotion women are a 'public health concern' seems to have somewhat obscured any discussion on, and action against, the human rights abuses they face.

A Human Rights Issue

Both the ILO report and the baseline survey recorded disturbing evidence of widespread verbal, physical and sexual abuse suffered by the women either during their working hours or as they travelled or arrived at their home, having been followed by customers who wanted sex. While collecting data for this research, during one piece of group work of 4 women who brainstormed the challenges they faced in their job every day, one incident was "being burnt by cigarette". When questioned whether such burning could have been accidental, three of the four revealed the scars they still bear from having cigarettes stubbed out on them. Such scars could not easily have been caused accidentally. Even during the research preliminary exercises for this survey, reports were being made of women being raped in the toilets at venues where they worked; of having their underwear taken off while serving at tables; of being groped and being forced to fondle customers' penises; having guns pulled on them; being told they deserve to die; and being followed home and threatened at the doors of their own homes by customers.

Research documenting similar abuse exists; for example Ingrid Quinn's *Selling Beer Safely: A Baseline Survey and Needs Assessment of Beer Promoters in Phnom Penh* (CARE Cambodia, 2003); Louise Bury's *Selling Beer Safely: A Women's Health Initiative, Final Report* (CARE Cambodia, 2004) and in Rebecca Catalla and Tap Catalla's Research Report on Beer Promotion Girls in Phnom Penh, Cambodia (Catalla, R and Catalla, T, 2004. Incidents of rape of beer promotion women have also been reported via the fair trade beer website - although the angle is very much on HIV prevention.

In a survey carried out by CARE Cambodia in mid-2003, 80% of 184 women questioned said that they had witnessed other promotion women being physically hurt, and almost half said they themselves had been physically hurt in their workplace (Quinn, 2003 ¹²). Despite the existence of national laws and international conventions which clearly state that such treatment is an unacceptable abuse of human rights (see Annex 2 The Legal Context). In fact, the women involved in this review have come to view harassment and abuse as an unavoidable occupational hazard.

Research Objectives

The objectives of the research were to first explore the concept of harassment, and in particular sexual harassment in Cambodia and the experiences of beer promotion women. This was done through a series of Listing and Taxonomy sessions with a sample of beer promoters in Phnom Penh. The types and categories of harassment and abusive behaviour identified by the women were used to design the questionnaire survey, and to support the possible creation of a legal definition of sexual harassment.

The second phase of the research was aimed to quantify the incidence, severity and frequency of sexual harassment, and where such behaviour takes place and by whom. The survey also included questions about drinking habits of BPs and its relation to increased vulnerability in the workplace. During the analysis of the data some focus group discussions were conducted with BPs from different companies to cross validate or clarify some of the findings.

¹² As above

Methodology

What is Harassment?

Sexual harassment is a relatively new area of investigation for many countries in Asia. This is due to traditional attitudes and perceptions on the roles of women and men, perceived cultural constraints and the changing roles and relationships within the context of emerging and persistent poverty among larger parts of the population, especially women.¹³ This is particularly true for Cambodia, and as this research supports, harassment for beer promotion women is so widespread that verbal and physical abuse is regarded as integral to the job.

Harassment does not impact on all women equally. It is more prevalent against the more vulnerable, such as the young, single, separated, widowed and divorced, migrant workers and those who work as casual workers and in the informal sector¹⁴. It is commonly agreed that sexual harassment has more to do with power relations than with sexual interest. For many it is seen and experienced as a form of oppression, victimisation or intimidation based on relationships of power and authority.

The definition of sexual harassment most commonly cited comes from the European Commission's Council Resolution on the protection of the dignity of men and women at work, 1990: *"sexual harassment means unwanted conduct of a sexual nature, or other conduct based on sex, affecting the dignity of women and men at work. This can include unwelcome physical, verbal or non-verbal conduct"*. (CEC 1993, cited in Haspels et al 2001, pg 17). Furthermore, conduct of a sexual nature has to be offensive to the person being harassed, and the intent of the harasser is not determinative. It is the recipient who determines whether the conduct, of a sexual nature is welcome or not.

The effects of sexual harassment on the individual are again subjective and range from being upset by it to feelings of irritation, and nervousness to anger, powerlessness and humiliation. At its worst sexual harassment can make individuals' working lives miserable and even dangerous. Research has shown that "victims can eventually become ill when subjected to sexual harassment on a regular basis, particularly where it is perpetrated by a supervisor, involves sexual coercion, or takes place over a long period of time or in a male-dominated setting." It can also trigger a wide range of ailments, including stress-related illnesses, high blood pressure and depression¹⁵.

Sexual harassment also costs employers. When harassed workers lose concentration, when it interferes with their judgement, when they are unmotivated or tend to be late or absent, employers can incur significant losses. During the focus group discussions for this research, the women said it was not unusual to miss work for a day or more, or ask to change outlet when they had "problems" with customers¹⁶. In cases of physical or sexual assault, it was said that women left the company.

Sexual harassment in Khmer language is translated as ka beat bean phlau phet. However, this term does not appear to encompass all types of behaviour of a sexual nature, but is commonly associated with sexual assault and in particular, rape. Although it is widely understood that sexual assault and rape, and sexual blackmail at work are the most severe forms of sexual harassment, the broader concept of sexual harassment remains unclear in Cambodia. To help explore what sexual harassment means to BPs the research first needed to explore:

¹³ Haspels, N, Kasim, ZM, Thomas, C, McCann, D, 2001. Action Against Sexual Harassment at Work in Asia and the Pacific, International Labour Office, Bangkok Area Office, EAMAT

¹⁴ McCann, D 2005. Sexual Harassment at work: National and International Responses. Conditions of Work and Employment Series No. 2, International Labour Office, Geneva

¹⁵ R.A Thacker and S. F Gohmann: "Emotional and Psychological consequences of sexual harassment: a Descriptive Study", in *Journal of Psychology*, Vol. 130, 1996, p.429, cited in McCann, op. cit, note 3

¹⁶ "problems" - were usually in terms of life threatening, demands for sex or threats of rape.

1. Is there a continuum of severity of what constitutes harassment in the context of beer promotion women in Cambodia? ,
2. Is the international definition of sexual harassment as

*"...repeated and unwanted verbal, physical or sexual advances, sexually explicit derogatory statements, or sexually discriminatory remarks made by someone in the workplace - which is offensive to the worker involved - that cause the person to feel threatened, humiliated, patronised or harassed, or which interferes with the person's job performance, undermine job security or create a threatening or intimidating environment..."*¹⁷

...become such an accepted part of their everyday working life as a beer promoter, that they are apathetic and do not recognise this as offensive?

Terminology of sexual harassment

As "sexual harassment" is a western concept and there is limited research available concerning sexual harassment in Cambodia, the first step of the research was to explore the terminology used by the target population to describe unwelcome behaviour of a sexual nature.

To find out what terms the beer promoters used and how they classify these terms, a sample of 52 beer promoters from 4 companies were invited to participate in free-listing exercises. This involved the women individually creating a list of all the words they used to define behaviour that they personally viewed as unacceptable in the workplace. The women individually also listed all the words and terms that they know and use for harassment in the workplace. Once a list was collected of all types of behaviour experienced and quantified on a database, a sub-sample of 12 women (representing the 4 companies) were asked to return to then group their own list of different behaviours (types of harassment) into the categories (Taxonomy) that they use and understand. The emphasis of the exercise was for the women to structure their own terms for unacceptable behaviour or "harassment" in the workplace, and allow further opportunity to illicit new terms and deeper understanding about the context of harassment¹⁸.

The terms and categories defined and used by the BPs to classify unacceptable behaviour (harassment and abuse) from customers, work colleagues and company staff, in the workplace are listed in the following table. Behaviour that was unacceptable included violent and abusive behaviour that was not necessarily sexual, but still within the realms of harassment. The Khmer word highlighted in bold was the term used in the questionnaire to refer to the 5 categories.

¹⁷ ICFTU Women's Bureau, 2000. Sexual Harassment at Work: A trade union Guide, ICFTU

¹⁸ Many terms and knowledge of the kind of behaviour BPs experienced from customers were collected during the SBS training exercises. These types of unacceptable behaviour were recorded and helped design this research study. However, the categories or taxonomy had not yet been explored.

Harassment and Abuse Categories and Terms

CATEGORY (English)	CATEGORY (khmer phonetics)	KHMER SCRIPT	TERMS/BEHAVIOUR
1	Derogatory Behaviour	Behaviour that is disrespectful, to “look down” on someone, to give low value, to criticize. Can be verbal, non-verbal, & attitudinal. Associated with stigmatisation.	
Derogatory Behaviour	<i>Mer ngyae</i>	មើលងាយ	Called <i>srey langse</i> Called <i>me langse</i> Ask to sleep with him Asked how much body is Asked to go out to karaoke, eat, bar, <i>daeling</i> Outlet owner ask to sleep with him Customers says he wants to kiss lips Insult with rude words Customer scold with impolite words Comments about the body
...verbal	<i>Mer ngyae peak samdey</i>	មើលងាយពាក្យសំដី	Say large breasts Say big bottom Outlet owner does not value BP Neighbour said BPs are not good Outlet owner said if you are a modest girl why you come to work here?"
...non-verbal / look up and down	<i>Mer ngyae tam phnek</i>	មើលងាយតាមភ្នែក	Complain when busy and cannot serve him Come to drink to find a woman Think we are someone's lover or stole a husband Regarded as a sex worker Looked up and down Stared at Signs to have sex Shown pornography (mobile)
Violation against one's will /rights; to exploit one's position	<i>Romploup sith</i>	រំលោភសិទ្ធិ	
Look down	<i>Promat reangkay</i>	ប្រមាថរាងកាយ	

	CATEGORY (English)	CATEGORY (khmer phonetics)	KHMER SCRIPT	TERMS/BEHAVIOUR
2	Unwanted sexual touching	<i>Physical contact of a sexual nature e.g. groping, hugging, stroking, caress. Touching sexual areas</i>		
	To put hand somewhere; to touch, to pester	Luk leurn	ពូតចាន់	Caress and fondle body Stroke, smack bottom Touch breast kiss
	"squid hands"	Dai moeuk	ដៃមីក	Put arm around waist Caress thigh Hold hand Stroke hair
3	Physical abuse	<i>Physical contact that causes harm. Can be sexual or not but has more force and is an assault of the body</i>		
	Violate /abuse the body	Romloup reangkay	រំលោភរាងកាយ	Pinch/twist skin Burn with cigarettes (extinguished on body)
	Physical Abuse	Bampean reangkay	បំពានរាងកាយ	Catch and kiss Catch and kiss in toilet Catch and take off clothes
	Abuse the body	Pa poil reangkay	ប៉ះពាល់រាងកាយ	Hand up skirt Undo clothes Hurt breasts
	All the above is "bad behaviour"; not acceptable	Churloy (adjective)	ឆ្មើយ (គុណនាម)	Squeeze Grab breasts/bottom Slap face
	"catch"to seize; arrest; hold tight. Sometimes used as rape	chab	ចាប់	Hit with bottle, glass

CATEGORY (English)	CATEGORY (khmer phonetics)	KHMER SCRIPT	TERMS/BEHAVIOUR
4	Threaten or force	<i>Violent behaviour that is threatening to someone – verbal or physical, and forcing someone to do something against their will.</i>	
Threaten	Komrien komheng	គំរាមគំហែង	Force to sit down Force to drink Customers ask to sit on his lap and then he will drink
Force someone to do something; to compel by force	<i>Bongkom</i>	បង្ខំ	Hit table Customer fight over BP when drunk Customer complain to outlet owner Threaten us with words to scare us Hit on head with bottle when spill beer on him
Violence	<i>Hangsa</i>	ហិង្សា	Customer take gun to threaten to sleep with him Ask to sleep , if refuse threaten to shoot/ or will return next day with gun to kill Customer when drunk and BP refuse to have sex, is vindictive/makes trouble/ and rape Catch (trap) and kiss in toilet Some customers beat and take mobile from BP when refuse to sleep Hit bottom and point gun and threaten Customer shoot gun in outlet Customer breaks glasses plates Motor driver point knife
To threaten, to scold, shout	<i>Samlot</i>	សំឡុត	Threaten to get in car Catch and put in car Catch <i>srey langse</i> and put in car to rape Force to get in car with gun
To make trouble/difficult. Literally means to make a sinful act; to maltreat someone	<i>Twer baph (verb)</i>	ធ្វើបាប (កិរិយាសព្ទ)	

	All the above is scary	Pay klach	ភ័យខ្លាច	Stop car and wait Wait to give a lift home Follow the bus Stop on the way home Stop at entrance to house Rape on the way home
5	Coerced Sexual Act ¹⁹	Forced to perform a sexual act against one's will		
		Bongkom owey twer aweimouy teaktorning nung phlau phet	បង្ខំអោយធ្វើផ្លូវយូរទាក់ ទងនឹងផ្លូវភេទ	Touch customer's penis Touch genitals Rape Rape in toilet (oral sex)

¹⁹ This particular category was defined by the researcher and not the women themselves. It was apparent that there were a number of sexual acts that the women had experienced and had been forced to perform, and although the women put them under category 4, for the purpose of the research it was felt that it would be useful to quantify coerced sexual activity separate from other forced behaviours.

Survey Design

The survey included 640 beer promoters from 5 main companies / distributors in Cambodia. A cross sectional survey design was used for the study, and data for comparison was collected from Phnom Penh and Provincial towns.

The survey questionnaire consisted of 43 questions, and as the research was covering a new topic and concept all the questions were developed with the beer promoters. The above categories were then used in the design of the questionnaire. The particular methodology used to conduct the survey reflected lessons learnt in other recent surveys with beer promoters and the content of the questionnaire was kept to a minimum. The emphasis of the questionnaire was primarily to find out more about the types of behaviour demonstrated by customers to which BP are aware of as it affects them directly or they observe other BP's exposed to in the workplace. (See Annex 3 for the English version of the questionnaire).

The questionnaire included questions on:

- Demographics: age, marital status, duration of working a beer promoter, place of work
- Incidence of harassment from customers
- Frequency of harassment from customers
- Place of harassment from customers
- Harassment from outlet staff
- Harassment from company staff
- Medical treatment related to severity of abuse
- Drinking patterns and consumption
- Awareness of beer promoters being drugged

The ASI questionnaire method

As the survey was covering very sensitive topics of a serious nature and about 37% of BPs are semi- or illiterate ²⁰ an appropriate method was required to ensure effective and honest reporting. The survey was implemented using a new method of interviewing, based on the Audio-assisted Self-administered Interview (ASI) method designed by Klinker and Magtengaard (2005) ²¹ during the Evaluation of the CARE Sewing a Healthy Future Project in August 2004. The focus of this new method was to develop a process where the participants felt confident and anonymous and where they would answer the questions honestly.

The ASI method was chosen for this particular survey to address the following requirements:

- Ensure a private and anonymous interview setting
- Collect data with a high degree of accuracy

²⁰ 25% illiterate and 12% semi illiterate, as cited in the SBS Baseline Survey 2003 (Quinn, 2003); and 22% illiterate and 12% semi illiterate reported in ILO's Research report on Beer Promotion Girls in Phnom Penh, Cambodia (ILO 2004)

²¹ Klinker, C. and Magtengaard, K., 2005. *Survey on Cambodian Garment Factory Workers' Intention to Use Condoms - The Application of the Theory of Planned Behaviour to Interpret the Effects of a Reproductive Health Program*. Thesis for Masters of Public Health Sciences, Institute of Public Health, University of Copenhagen. The applied method is based on the Audio Assisted Self Interview (ACASI) principles, that is a computer based program that allows participants to hear the survey questions in a computer headset and read and answer the items at the same time on a computer monitor (Jones, R. *Survey data using audio computer assisted self interview*. Western Journal of Nursing Research. 2003; 25:349-58). The method is increasingly becoming popular as a highly accurate method of collecting sensitive data in areas such as sexual risk behaviours. However, the use of computers is not always appropriate for less resource settings and so the ASI method was developed to replace the use of computers.

- Allow illiterate participants to self-administer a questionnaire
- Time efficient and low on costs
- Logistically easy allowing for the interviewing of large numbers of people at any time

The following paragraphs will explain the ASI method.

Letting illiterate people self-administer a questionnaire

The method developed relied on visual and audio based understanding without requiring the participants to read or write. This was accomplished by an interviewer reading each question out loud to the participants and asking them to print their answers using only crosses in pictured answer, category boxes. This was done by using an LCD projector that projected each question one by one on the wall, and an interviewer reads the question out loud to the group of participants. Under each question on the slides were boxes with the questions' answer categories (see Figure 1 for sample of English version). Each box had a clear picture coding that was always in a consistent sequence to allow for easy recall. For instance in questions demanding a Yes/No answer, "yes" was always a "four lined shape" (a box) and "no" always a star. The pictures used were tested and agreed with beer promoters as easily recognisable for illiterate respondents. The interviewer explained which picture category box corresponded to which answers. For instance Question number 3: What outlet do you usually work in? If "soup shop / BBQ" cross the box with a four lined shape, if "restaurant" a star, and "beer garden" a palm tree and so on. (See also Figure 1).

Figure 1. Question and Booklet Slide

1	2	3	4	5
Soup shop / BBQ	Restau-rant	Beer Garden	Karaoke	Night club/ bar
[Square]	[Star]	[Palm Tree]	[Crescent Moon]	[Plus Sign]

The participants were each given a booklet, developed specifically for the study in an A5 format to print their answers in.. On each page of the booklet a question number was shown and with pictured category boxes corresponding to the question slide projected on the wall.

Privacy and anonymity

Interviews were conducted in groups with participants seated on the floor with enough space between them to ensure privacy. Each participant received a screen in the form of a (beer) cardboard box to keep other people from seeing their answers. All participants, including the interviewer and the helpers were instructed to sit on the floor to ensure that no one could look down in to the participants' boxes. These boxes were also cut and made in a way to serve as a "table" that made it easier for the participants to fill out the booklets. Picture 1 below shows how the interview session was set up.

Figure 2. Survey Method



Ensuring that the participants felt anonymous (that no one would be able to determine what booklet was completed by a particular participant) was also very important. All the participants were given a study number that was assigned to the booklets, and it was explained at the time of consent and before the actual interview that it would not be possible to create a link between the booklets and themselves. Also, the participants were told that no individual information would be released. When the interview was finished all the participants were asked to put their booklets in a locked box. Only the CARE research team opened the boxes for the analysis.

High degree of accuracy

The interviewers and helpers selected for the survey were CARE staff and other LINGO staff who had prior experience of using the ASI method for the SHF evaluation survey. The interviewers were provided training on the concept of sexual harassment (to ensure they fully understood the 5 categories), how the questionnaire was designed, how to read clearly and to observe the participants in order to judge when they were ready to proceed to the next question. During the interview the participants were told that if they had any questions or needed any help they could raise their hand and a helper would come and assist them. These steps were taken to ensure a high degree of accuracy and to reduce the risk of misunderstanding.

Time efficient and low on cost

The ASI method was thought of as particularly beneficial as it allowed many people to be interviewed by one person at the same time allowing for huge savings in time and human resources, making the method cost- and time-effective. This was also a huge advantage in accessing the women, whose time availability is limited due to their late work hours in the evening. In Phnom Penh and the 5 provinces a sufficient size room was organised, but depending on the availability of beer promoters the sessions varied in size from 3 - 27. Each session lasted 45 minutes.

Sample and selection

Sample design

The sample for the survey is a stratified sample based on probability proportional to size (PPS). As the study aims to represent beer promoters in Cambodia, the sample included beer promoters from different companies and distributors - thus the sample is stratified by company and chosen provinces for the study.²²

²² The companies and distributors who agreed to collaborate in the study. It is important to note that as beer promoters tend to move between companies and brands, the population of BPs is quite homogenous.

The sample size is also proportionate to the number of BPs in each company and in each province. The sample was therefore required to represent the approximate 4,000 BPs in Cambodia, and large enough to compare Phnom Penh and provincial towns as two groups.

Sample size

The required sample size for the study depended on the indicators that were to be measured and the precision with which these were to be measured. The sample size was selected to ensure the magnitude of change could be determined with 95% certainty. There will always be trade-offs between precision and sample size - while larger sample sizes give more precise estimates they are more expensive and time consuming.

The total of BPs who worked in Phnom Penh and the 6 selected provincial towns²³ from the companies who agreed to participate at the time of this survey was approximately 1,997. Although there are an estimated 12 companies and distributors of beer brands in Cambodia, the 5 companies who participated in the survey employed the largest number of BPs and account for half of the estimated BP population of 4,000.

The sample size required for this survey was 540, which included 300 from Phnom Penh and 240 from the provincial towns based on the formula used below²⁴. (The actual number of BPs who participated in the survey exceeded the sample size and was 640, see Table 1). This sample size also sufficiently represents the total population of 4,000 BPs. It was also acceptable from a resource point of view and still provided the study with adequate power to detect a significant statistical difference between the two groups (Phnom Penh and provincial towns) if one existed. As not much reliable data was available with regard to harassment and working conditions, an average percentage of 50% was used to estimate the precision of study with the chosen sample size. A sample of 540 participants gave a satisfactory level of precision of ± 5%, which meant that any change in indicators ± 5% would be statistically significant at a 95% significance level.

$$ss = \frac{Z^2 * (p) * (1-p)}{c^2}$$

ss =

sample size

Z =

Z value (e.g 1.96 for 95% confidence level)

p =

percentage picking a choice, expressed as decimal
(.5 used for sample size needed)

c =

confidence interval, expressed as decimal
(e.g .05 = ± 5)

It is important to note that the sample size was based on the estimated number of BPs working for the respective companies at the time of the survey, while recognising that the numbers of BPs fluctuated. This was sometimes due to the high turn over of BPs who often switch from company to company; the company ceasing to promote beer or reducing the number of BPs in an area; or those BPs who are commission-only based and or working on a freelance basis choosing when not to turn up for work. The inconsistent number of the target population inevitably affected the calculation of the sample size for the specific companies and provinces, and at the time of field work various methods of meeting and selecting the women were employed. The over-sample size was due to asking more women to come to interview than required, and in reality more accepted and turned up than expected.

²³ To represent BPs from the provinces, six main provincial towns were selected for the study. These towns had the largest population of BPs, and were easily accessible for logistical reasons. However, BPs are present in all provincial towns, and even in some rural areas at the district level.

²⁴ Sample size was finally calculated using the Sample Size Calculator designed by Creative Research Systems <http://www.surveysystem.com/ssformu.htm>

Table 1. Estimated and actual sample size

Company	Phnom Penh			Provincial Town			Total Actual
	Total	Sample	Actual	Total	Sample	Actual	
A	620	140	149	177	82	84	233
B	287	64	59	196	69	115	174
C	85	20	20	52	52	49	69
D	200	45	33	105	44	53	86
E	165	35	31	108	35	47	78
Total	1357	304	292	650	294	348	640

Table 2. Number of Beer Promoters sampled in selected provinces

Province / Provincial Town	n
Phnom Penh	292
Pursat	27
Battambang	62
Poipet	33
Siem Reap	76
Kompong Cham	63
Sihanoukville	87
Total	640

Selection of interviewees

Selection of the women for interview was not always consistent due to the difficulty of access to the women and differing levels of support from companies. Therefore, 3 ways to select respondents were developed for the survey. All BPs were invited by CARE to an initial meeting to introduce the survey - to explain the objectives of the research and use of the results, and to obtain their verbal consent to participate in the following interview. When they agreed they were then told the venue and time of the interview session. The following describes the methods used for selecting BPs.

1. Where possible lists of beer promoters in Phnom Penh and the province were obtained from the companies and then using a computer-based random selector, participants were selected for the interview sessions²⁵. The companies were then informed of the selected beer promoters and were asked to invite those women to attend an interview on the chosen day. If they declined to attend another BP was randomly selected from the list.
2. Where no list was available, but an estimate of BPs were available (predominantly in the provinces), all BPs from one company at a time, were asked to come to an initial meeting to be informed about the study, and then those who agreed to participate were given a number that was put into a box and then the number of BPs required for that particular company and province were picked from the box.
3. In reality when it was difficult to even arrange an initial meeting with the BPs, the selection of respondents became more purposeful and the team adopted a snowballing affect to find BPs for interview. The research team went to the outlets to meet BPs from the respective companies, then explained the purpose of the survey to them and ask for their consent to participate. They were then invited to come for an interview the next day and to ask their colleagues from the same company to also attend the interview. This was successful and more BPs turned up for the interview and were not refused by the research team.

²⁵ Haahr, M. random.org 1998 [cited 7/02/2005; <http://www.random.org/>]

Field work

Fieldwork was conducted between 14 February - 3 March 2005. Two teams of interviewers conducted the ASI sessions simultaneously in Phnom Penh and the selected provincial towns. In the provinces suitable venues for the interviews were organised and BPs from the different companies were all met a day prior to the interview to explain the survey (as above). All participants received transportation costs of \$2 for the first meeting and the interview date. A pack containing toiletries and an information sheet of useful health information and services was presented to the women at the end of the interview session and the team allowed time to answer questions raised by the BPs.

Constraints

Methodology

While the ASI method was successfully implemented in the survey a few methodological limitations should be mentioned. Essentially, this is a relatively new method and not thoroughly tested in different research settings, therefore the whole interviewing process was vulnerable to unforeseen errors. The subject matter (sexual harassment) is an emerging issue and new types of questions were designed by the team. There were 2 pre-test sessions to check the technical use of the method and sequence of the questions, and the understanding of the language used.

Context of field work

As BPs are a mobile population, in terms of logistics the research teams needed to be patient and creative. Many BPs change companies, some working for more than one distributor promoting different beers on different shifts. Furthermore, since some BPs migrated from the provinces to Phnom Penh; it was difficult to keep consistent criteria for this target population.

Meeting with the different companies, and then finding the BPs to conduct appropriate methods of sampling was not always straightforward. Head offices in Phnom Penh did not always know the contact person in the provinces. Some BPs had very little contact with their employers, whereas others would meet at the sales office everyday before their work shift. Different management systems and inconsistency in shifting patterns made field logistics difficult. It was also difficult to arrange the first voluntary meeting since some women resented having to be present and did not choose to participate, which supported the view that they are 'controlled' and told what to do.

Although holding 2 meetings took time, it can not be stressed enough how important the initial meeting was. It was greatly appreciated by the women, who regarded it as polite, and an opportunity to ask questions about the research before they decided to participate. It was also an opportunity to build up trust and confidence with the interview team in time for the actual session.

Another disadvantage due to time and cost was that the survey did not include BPs at the district level to represent more rural based workers. However, not all companies work at this level, and although the number of women who work in rural areas is unknown, it is not expected to be very high.

Ethics

Approval for this study was sought and gained from the National Ethics Committee for Health Research, National Institute of Public Health in Phnom Penh, Cambodia. (see Annex 5 for copy of letter of approval).

Results

The following results represent the lives and experiences of all beer promoters in Phnom Penh and Provincial Towns in Cambodia²⁶. The survey was conducted in February - March 2005 by CARE, with the logistical support of 5 companies / distributors who will remain anonymous. The tables and figures show a comparison between Phnom Penh and Provincial towns where there is some difference. Interestingly, there is no distinct correlation between the background characteristics of BPs and the indicators included in this survey, which suggests that regardless of company/distributor, venues BPs work in, salaried or commission based, marital status, age and length of time working as a BP, all women are at risk and vulnerable to the harassment and abuse depicted in this study. Anecdotal evidence has shown that the more attractive the BP the more susceptible she is to harassment in the workplace.

Background Characteristics

Table 3 shows the demographic characteristics of the 640 BPs interviewed in the survey. The marital status of BPs is evenly distributed with 22% who said they were married, 34% who are widowed, divorced or separated, 21% who "live with a man"²⁷ and 23% who are single. The majority of BPs are currently, or have been, married. There is some difference in marital status of Beer Promoters working in Phnom Penh and the provincial towns which is shown in Figure 3. There are more women in Phnom Penh who are married or are single than in Provincial towns where most BPs are either widows or "live with a man".

The BPs in the survey are aged from 15 - 39 years of age, with a mean age of 24 years. Nearly half of BPs (48%) said that they had been working as a BP (including their present and past company) for less than 6 months supporting the reported high turn over rates of BPs. Not only does this show that the job is highly undesirable, it may also be prompted by the difficulties of the work in terms of the types and frequency of harassment in the work place as shown in the subsequent results

²⁶ The survey sampled beer promoters from 5 different companies and distributors in the capital city Phnom Penh and 6 provincial towns: Pursat, Battambang, Poipet, Siem Reap, Kompong Cham and Sihanoukville. Women from rural areas - district and commune level were not included due to logistical and time constraints, but throughout the course of analysis it is expected the indicators for beer promoters in rural areas would reflect a more negative picture.

²⁷ It was felt that this fourth category 'live with a man' to describe one's marital status was necessary, as there were many women who do not see themselves as currently married nor are single. They do actually live with a partner. Terms describing marital status reflect one's behaviour status rather than their social standing. For example the Khmer word mei may is the all-encompassing term for if one is a widow, separated from a husband or officially divorced. It literally means "abandoned".

Table 3. Percent distribution of Beer Promoters' by background characteristics

Background Characteristic	Total Percent	Number
Area		
Phnom Penh	45.6	292
Provincial town	54.4	348
Marital Status		
Married	22.0	141
Widowed/ Separated / Divorced	34.4	220
Single	22.7	145
Live with a man	20.8	133
Missing	0.2	1
Age		
15-19 years	11.9	76
20-24 years	36.6	234
25-29 years	39.1	250
30-34 years	9.4	60
35-39 years	1.4	9
Missing	1.6	11
Duration been a BP		
Less than 6 months	47.5	304
Between 6 months - 1 year	20.0	128
Between 1-2 years	17.5	112
Between 2-5 years	10.0	64
More than 5 years	4.8	31
Missing	0.2	1
Total	100	640

The respondents were also asked what outlet they usually work in (Table 4). The definitions of the type of outlets a BP is assigned to are used by the companies. A soup shop / BBQ is a specific place that sells soup, compared to a restaurant that sells rice²⁸. The clientele of these outlets also include families. A beer garden is usually an outside venue which also sells food, but customers usually come primarily to drink beer and watch / listen to live entertainment, which are usually female singers. Beer gardens generally have more BPs working within one venue than any other entertainment venue. For example one beer garden in Phnom Penh, had over 40 BPs serving 15 different beers. Karaoke venues vary in size, but usually consist of a number of small private rooms for singing and the door can be locked from the inside. Interestingly the table shows some difference between the types of venues in Phnom Penh and the provinces. More BPs in Phnom Penh work in soup / BBQ shops than in provincial towns (62% and 36% respectively), and twice as many in beer gardens (19% and 10%). More BPs in provincial towns work in Karaoke bars (24%) and nightclubs (7%), than in Phnom Penh (3% for both).

²⁸ It should also be noted that some restaurants also change to a beer garden at night time.

Figure 3. Percent distribution of marital status of Beer Promoters in Phnom Penh and Provincial Towns

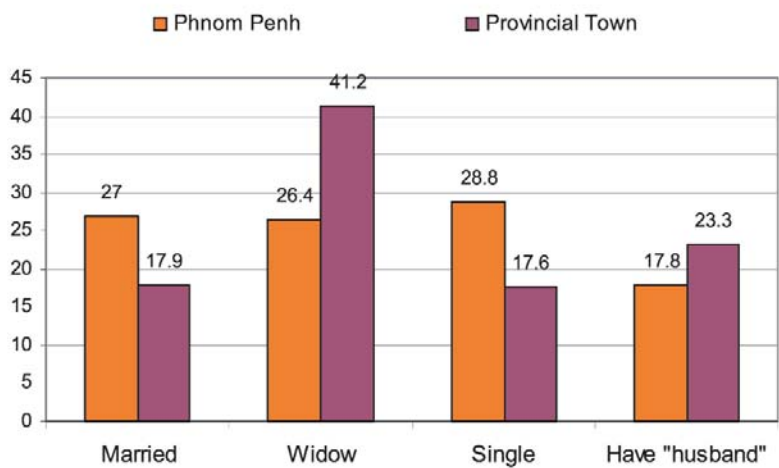


Table 4. Type of outlet Beer Promoters usually work, and method of payment, by Provincial town

Table 4 also shows the proportion of BPs who work for a monthly salary, plus 'bonus' when they exceed their target, and those who solely work for commission. Nearly two thirds of BPs 62% work for commission, compared to 38% who have a fixed salary. The majority 73% of BPs in Phnom Penh work for commission, and 27% salary, whereas in the provinces it is more equal with 53% commissioned and 47% salaried.

Feeling Safe at Work and in the Company

As Beer Promoters had previously informed the team that they can differentiate between "easy" and "difficult" venues²⁹, and can tell apart good and bad companies in terms of support and working conditions, the survey wanted to quantify if BPs felt safe when they were at work, and working for their employer.

²⁹ 'Easy' and 'difficult' were the terms used to describe an outlet referring to the behaviour of customers / outlet staff.

Figure 4. Percentage of Beer Promoters who reported to feeling safe in the workplace and within their company

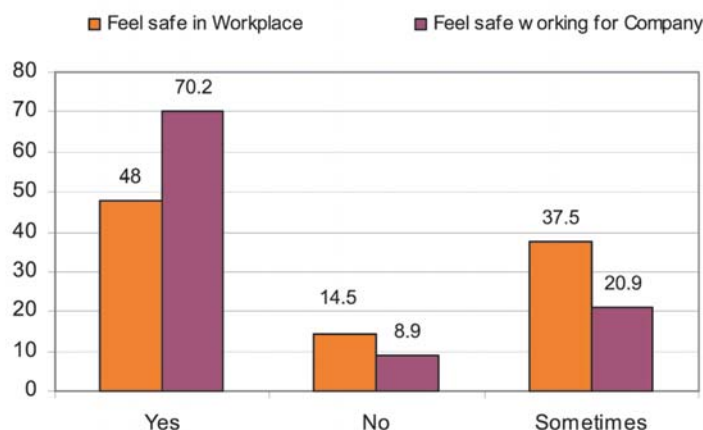


Figure 4 shows the percentage of BPs who said they feel safe in their workplace and within their company. Only half of BPs (48%) said they felt safe in the workplace, 38% said sometimes, and 15% said No they do not feel safe in the their workplace. It is surprising that 48% of respondents said they felt safe considering the following reported high incidence of harassment and abuse. It is the author's opinion that this might be due to the order of questions in the questionnaire, whereby, the question "Do you feel safe in your workplace?" was the first question asked, and so was before other questions about harassment which was clearly explained and given examples. (see Annex 3). This may have influenced respondents to answer hastily without really considering the implications of what being safe means. On the other hand it has been noted that BPs view harassment and abuse as an unavoidable occupational hazard, behaviour that although is unwanted has become normalized (Fletcher 2005 unpublished; Catalla & Catalla 2004³⁰; Quinn 2003³¹; Moller and Yean 2001³²).

Referring to Maslow's Hierarchy of Needs³³, the beer promotion women need to earn money so they can fulfil basic physiological needs of eating, keep a roof over their and their family's heads and avoiding being penniless in a society where there are few safety nets. In Maslow's model, until these needs are consistently met a person cannot give consideration to safety and other needs. Hence they are likely to be reluctant to report harassment or abuse if there is the slightest risk it may threaten their income.

Figure 4 also shows that in relation to working for individual companies, there was a higher sense of safety (70%), which extended from the company to the sales venue. One in five BPs (21%) said they sometimes feel safe and 9% said no they do not feel safe with their company. The responsibility of the company towards helping BPs in the workplace was the main reason given for feeling safe within a company. Safety incorporated actions such as the ability to come and "solve problems", and to provide reliable transport to and from the outlet. As stated by one woman in a focus group discussion *"we fear that the company car does not come to pick us up when we work in a faraway place. We can not always trust moto-taxi drivers. We worry that young boys will abduct us on the way home"* (FGD 3)

³⁰ Catalla, R & Catalla, T, 2004. Research Report on Beer Promotion Girls in Phnom Penh, Cambodia. ILO, Cambodia
³¹ Quinn, I 2003. Selling Beer Safely: A Baseline Survey and Needs Assessment of Beer Promoters in Phnom Penh, CARE Cambodia, September 2003
³² Moller, J and Yean, S, 2001 Entertainment Workers and HIV/AIDS: An appraisal of HIV/AIDS related work practices in the informal entertainment sector in Cambodia, Khmer HIV/AIDS NGO Alliance, Cambodia
³³ Maslow, Abraham, Motivation and Personality, 2nd Edition. Harper and Row, 1970.

Table 5 also shows the percentage of BPs who feel safe in Phnom Penh and provincial towns. Although there was not a significant difference between Phnom Penh and provincial towns for feeling safe at work, there was a higher number of BPs in the provincial towns who said they did not feel safe (11%) or sometimes they felt safe (25%), compared to Phnom Penh (7% and 16% respectively).

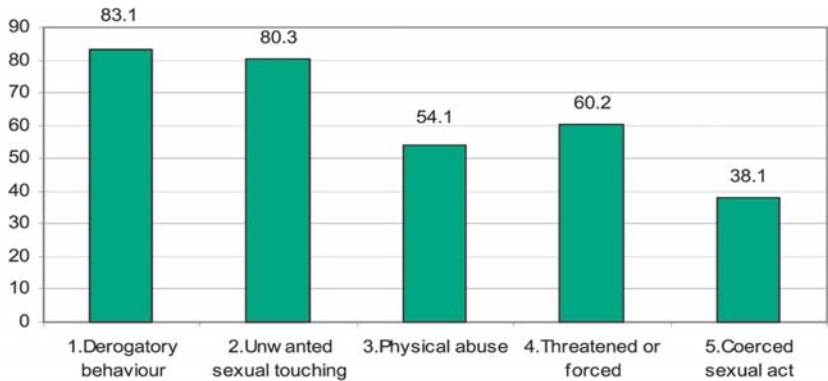
Table 5. Feeling safe in workplace and working for company, by province

	Phnom Penh		Provincial Town		Total	
	Percent	Number	Percent	Number	Percent	Number
Feel safe in the workplace						
Yes	45.5	133	50.0	174	48	307
No	14.4	42	14.7	51	14.5	93
Sometimes	40.1	117	35.3	123	37.5	240
Feel safe working for company						
Yes	76.7	224	64.7	225	70.2	449
No	6.8	20	10.6	37	8.9	57
Sometimes	16.4	48	24.7	86	20.9	134
Total	100.0	292	100.0	348	100	640

Incidence of Harassment & Abuse at Work

The survey also quantified the reported incidence of harassment and abuse in the workplace, particularly from customers. Figure 5 shows the percentage of BPs who said they had experienced any of the 5 categories of harassment / abuse classified by BPs, and explained in the section Methodology (for a summarised definition see box below). Table 5 also shows the same data comparing Phnom Penh and provincial towns.

Figure 5. Percentage of Beer Promoters who reported to have ever experienced harassment and abuse



Eighty three percent of all BPs said that they had experienced forms of derogatory behaviour, and an alarming 80% said they had experienced unwanted sexual touching. Over half of BPs (54%) had received physical abuse from customers, and 60% had been threatened of forced to do something they did not want to. Over a third of BPs (38%) said that they had been coerced to perform a sexual act.

1 = Derogatory Behaviour	Verbal, non-verbal or physical: scornful & impolite language, rude comments about the body, stared at body, obscene signs, asked to have sex, how much for sex etc
2 = Unwanted Sexual Touching	Physical: touch breasts, smack bottom, stroke thigh, touch hair, caress fondle, catch and kiss, pull up skirt, touch groin etc
3= Physical Abuse	Physical violence: pinch, twist arm, burn with cigarettes, grabbed and put in car, slap face, pull hair, hurt breast, hit with bottle, glass etc
4= Threaten or Force	Verbal or physical: threatened with gun to have sex or go with a customer, threaten with words or action, forced to drink, forced to sit down with a customer, followed home, stopped at house, shouted at, customer shoot gun in outlet
5= Coerced Sexual Act	Physical and/or violence: forced to touch a man's penis, have oral sex, touch genitals, rape

Table 6 shows that the incidence of harassment and abuse is slightly higher in provincial towns than in Phnom Penh, particularly for cases of physical abuse 57% : 51%, and coerced sexual act, 42% : 34% respectively.

The five categories of harassment and abuse were defined by the women as a continuum from less severe to most severe kind of act. Quite often violence against women can start with sexual harassment and deteriorate from bad to worse. Other country studies highlight how sexual harassment preceded other forms of sexual and physical violence (see Haspel et al, 2001). In one focus group one woman was explaining how disrespectful behaviour happens everyday, such as bad words from the customers. Quite often harassment begins *"by words and then sexual touching, then the customer asks you to sleep with him, followed by violence... this happens if you do not agree"* (FGD 2)

Table 6. Percentage of BPs who have ever experienced harassment/abuse in the workplace from a customer

Types of Harassment / Abuse	Phnom Penh		Provincial Town		Total Percent	Number (n=640)
	Percent	Number (n=292)	Percent	Number (n=248)		
1.Derogatory behaviour	84.9	248	81.6	284	83.1	532
2.Unwanted sexual touching	77.4	226	82.8	288	80.3	514
3.Physical abuse	50.7	148	56.9	198	54.1	346
4.Threatened or forced	57	168	62.4	217	60.2	385
5.Coerced sexual act	33.9	99	41.7	145	38.1	244

During the focus groups for this study, all the participants were under the impression that harassment was increasing. Many of the cited reasons reflected back on the women themselves, blaming some beer promoters own behaviour that give other BPs a bad image. Others said that the increase in the number of BPs made competition more rife and women put themselves more at risk to sell beer. Other reasons were that there are now more companies and "many do not have any standards and do not care about the welfare of BPs", and there are more men drinking in places that have singers, which seems to be more associated with inappropriate behaviour and violence.

The survey findings also show an increase in reported harassment and abuse by beer promoters in the workplace. In a baseline survey for the SBS project, carried out by CARE in mid-2003, 79% of 184 women questioned said that they had witnessed other promotion women being physically hurt and 73% intimidated or threatened at work, and nearly half said they themselves had been physically hurt in their workplace and verbally threatened (45% and 48% respectively (Quinn, 2003). Also, women reporting "feeling safe in workplace" had decreased in the evaluation survey with 51% feeling safe compared to almost two thirds in the Baseline survey. In a subsequent evaluation of the SBS project (18 months later) there was an increase in reported harassment with 85% witnessing another BP being intimidated or threatened, and 53% had personally been intimidated or threatened (Klinker 2005) . The increase has been explained by a possible higher awareness and reporting among beer promoters of workplace harassment as a result of the SBS training, but it should not be ruled out that there may also be an actual increase in the incidence of harassment over the past 2 years due to the increase of consumers and beer brands in Cambodia, and the behaviour of the women themselves, who under the pressure to sell more beer become more vulnerable.

Incidence of Harassment / Abuse by Background Characteristics

The following figures explore further the incidence of harassment and abuse in relation to the respondents' background characteristics, such as age, marital status, length of time been a beer promoter etc., to see if these have an influence on the incidence of harassment.

Age

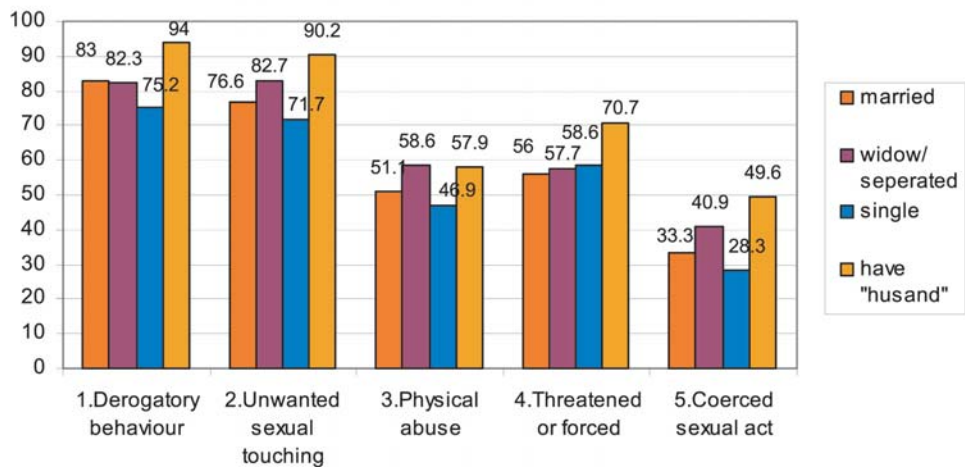
The findings show a positive correlation by age and incidence of harassment and abuse with an increase in the incidence as the age of BPs increases (with the exception of age group 35- 39 years, which has the least BPs). The highest reported incidence is for those in the age group 30-34, which has the highest number of married women and whose experience with men and low social status (see marital status below) were prepared to increase their own vulnerability with customers. This age group is also more likely to have been a beer promoter for a longer duration and have therefore learnt what to expect from customers and how to tolerate more unwelcome behaviour.

Among the focus groups there were varying opinions of age influencing harassment, from "some customers like the young girl" to "some of them don't think about the age of the BP, they only think about their passion..." (FGD 3)

Marital status

Interestingly the women who are either widowed or separated, or who live with a partner reported the highest incident for all the 5 categories of harassment / abuse, as shown in Figure 6. Although the variation between the marital status categories is small, it may be explained by the social status of women in Cambodia and how beer promoters, who do not fit into traditional roles, accommodate themselves to survive.

Figure 6 Marital status



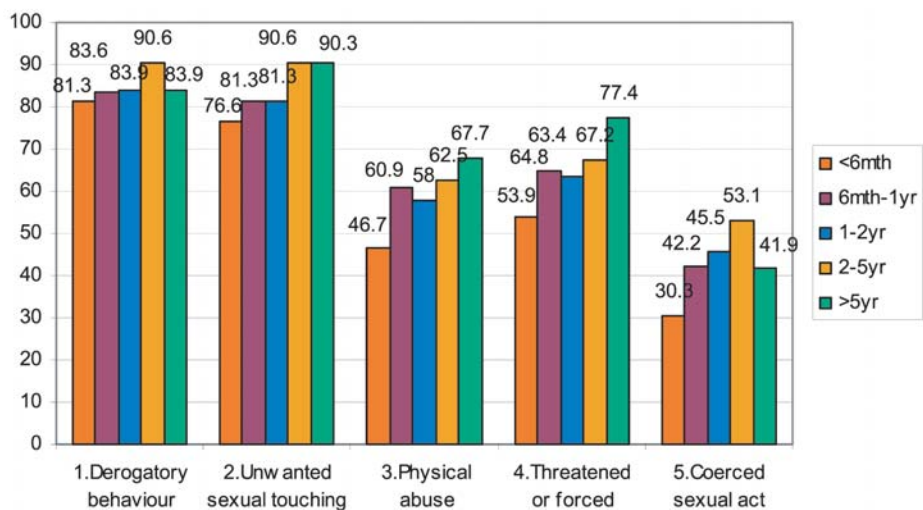
As explained before the status to "have a husband" was used by women to differentiate that they are not currently married but are also not single. This, as well as to be a widow, divorced or separated, is contrary to the traditional image of a virtuous Khmer woman. In Cambodian society there are traditionally only two categories of virtuous females, the unmarried virgin girl who strives to uphold the honour of her family and community at large, and the married woman who nurtures her family and does not engage in extra-marital affairs. This low status coupled with the social stigma of being a beer promoter puts a lot of pressure on a woman who by her marital status can never conform, making them even more vulnerable.

This situation creates low self value, esteem and self worth amongst women who usually bear the burden to support their families, and will go to great lengths to feed and provide for their families in their village of origin. As one Khmer researcher says in support of the women *"they do not think about themselves. They survive and do anything to support their mother and children"*.

Duration of being a Beer Promoter

Figure 7 below shows there is a positive correlation between incidence of harassment and the duration of being a beer promoter. This is to be expected as the longer you work as a beer promoter the more likely you are to be exposed to workplace harassment. However, it shows that from very early on in the job (within the first 6 months) women are exposed to all kinds of harassment, and considering nearly half of the women have worked as a BP for less than 6 months (see Table 3), the figure does not show a significant difference between duration and experience of harassment / abuse. Physical abuse (61%) and threatening or forceful behaviour (65%) is high for BPs who have worked between 6 months - 1 year. The number of reported incidences of coerced sexual acts declines for those women who have worked as a BP for more than 5 years, but the number of respondents from this work-duration related cohort is too low to be confirmative.

Figure 7. Duration been a beer promoter



Outlet

Although beer promoters in the focus group discussions could rank the outlets in order of less risk/safe to high risk/most unsafe, there did not appear to be any correlation between the type of venue and the incident of harassment and abuse. This might reflect a weakness in the survey not specifying in what type of venue harassment occurs, but from discussions with BPs it seems apparent that a "good" or "bad" outlet is quite arbitrary and regardless of its type, as said by one woman about customers "preying on" women:

"... I think that this problem [harassment] always happens to us because the customers don't care about the type of outlet. They look to beer promoters as food" (FGD 4)

Generally, karaoke and bar/night clubs were seen as the most risky places as they have rooms with closed doors, or as one woman said about a bar/nightclub.

"...because it is dark. It is more difficult to judge a customer and to see that he wants to touch us. When he touches us, nobody can see. So it is easy for him to do it" (FGD 4).

"karaoke is most dangerous because when we take the beer to the customer, he can lock the door. He forces us to sit and sing a song with him. If we disagree, he can hit us or squeeze our breast, as in the karaoke room no one can help us. We try to solve the problem by ourselves, but it is impossible" (FGD 1).

"Some customers get drunk already before coming in the karaoke. Most of them are old people, not young. Some are older than our fathers. They say 'You are srey langse. I just want to put my hand inside your clothes for a little while. Why do you mind?'" (FGD 1).

Again this last quote supports the assumption by customers that BPs are available and are amusement for men.

Like karaoke venues, beer gardens are also seen as more unsafe, as most customers arrive already drunk, coming from the restaurant or soup shop. "Most of the customers are already drunk. The beer garden is dangerous because it is dark and has the 'private' seating areas" (FGD 1). Beer gardens also have many types of customers, and because of the noise the women need to stand closer to the customer to talk to him. In all the focus groups there was a reported increase of customers either using threatening behaviour with guns or actually firing guns in the outlet, as described in one case study:

"One day the customer pushed his gun into my waist. First the customer called me over to drink with him. I had just started work so I sat down and then told him "I can not continue to drink as I have to work". He did not listen and forced me to drink more. So I told him "I will finish one glass and then return to work, and then come back". "OK finish it" he said. After I drank, when I got up from the chair he immediately took his gun and pointed it at me. I told him "You don't have to be like this. I told you already I have to work, so I can not sit for a long time". When he pointed the gun at me I was very scared. His friend then said to him "don't behave like this, your mother, wife and children are female too". He then took the gun away. I said "I am a beer promoter; I only promote beer, not my body. I wear beer promoter clothes, but I am not low in character". I told the outlet manager about this problem, but he said "the customer is only playing with you". I tell you, when the gun came out the waiters ran with their pale faces. I am sure if he shot me, I would have died. He was very drunk. He had drunk 9 jugs of beerthe manager always spoils his customers, he never care about Beer Promoters. He does not want to lose his customers. I did not tell this problem to my Promotion Coordinator (PC). I only told the manager, because my PC can not come to solve the problem in time" (FGD 1)

The story also highlights the low value given to beer promoters and the lack of responsibility the outlet owner has for her safety. From the women's perspective safety in the workplace depends largely on the character of the outlet owner in terms of either protecting BPs or harassing them personally/leaving them open to harassment from customers and threatening the women with being moved if they should complain.

However, although the risk of harassment may vary between the different types of outlet, derogatory behaviour still prevails:

"The restaurant is most safe, because we serve the customer as normal. We do not touch them and they do not touch us. We only help to take the food. Some customers say words that make fun. It is not a serious problem. It is only words...not 'squid hands'"³⁶ (FGD 3)

³⁶ dae mukh - literally means 'squid hands' to describe the man touching all over the woman's body.

Some BPs expressed the difficulty in some venues of trying to do their job and also having to please customers. For many, they are expected to perform other roles over and beyond their required duties, such as serving food in restaurants or singing in beer gardens or karaoke bars. This can sometimes cause tension that affects their safety and ability to perform their work properly.

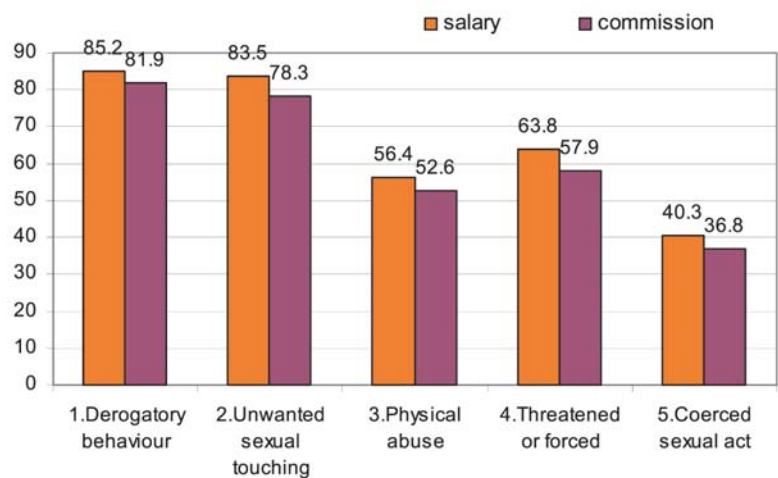
"The places that have singers are most dangerous...the customer orders the song, but he can not get it on time. So he puts the gun on the table or sometimes he shoots the table. Sometimes he will throw a glass. He thought that the beer promoter did not go and tell the singer". (FGD 1)

Salary and commission

Some BPs receive a basic salary plus commission, while others work solely on commission. Basic salaries are usually around \$50 a month (after probation). From discussions with BPs, with commission, some women earn between \$100-\$200 a month but to earn around \$200 a month they must work 7 days a week. In 1999, it was reported that the average household consumption expenditure in Phnom Penh was just over \$260 a month (Institute of Statistics / Ministry of Planning, 1999³⁷).

From previous observations and discussions with BPs during the SBS project, it was expected that commission based BPs are more vulnerable to harassment due to their pressure to sell beer, compared to salaried BPs who can rely on a monthly salary. However the results from the survey showed that there is no correlation between the way of payment and incidence of harassment. Figure 8 shows that women who are paid a monthly salary, reported a marginally higher incidence of harassment and abuse compared to commission based women. As said earlier this is most probably due to the high proportion of the "salaried" BPs having attended the 3 day SBS Life Skills Training (explained in Introduction), and therefore were more aware of their right to report harassment, training has also empowered them to report unacceptable behaviour. However, it could also reflect peer pressure among the BPs in the workplace (note a popular beer garden can have over 40 BPs working at one time), and therefore increased competition amongst themselves. A monthly salary of \$45-70 a month is insufficient and the incentive to sell more to exceed sales target (and therefore increase earnings) puts salaried BPs in an even more vulnerable position.

Figure 8. Salary and commission



³⁷ Report on the Cambodia Socio-Economic Survey, Institute of Statistics / Ministry of Planning, 1999. New data will be available in June 2005d

The focus groups discussions showed that there are many conflicts between commission-only and salaried women on the basis that commission-only women are seen by the salaried women as increasing their risks, because they (the commission-only women) need to sell almost at any cost, even to their safety. Although some women felt there was no difference between the way promotion women were paid and the incidence of harassment, as

"both salary and commission are the same and both are at risk of being harassed by customers, because the customers do not know who is salary or commission" (FGD 3)

...in general both commission and salaried women viewed commission-only as the most vulnerable due to their own behaviour as seen in the following statements:

"Most commission BPs are former karaoke girl, they always wear sexy clothes to work. They dare to do whatever they can to sell beer. They do bad behaviour at the table, even early at night". (FGD 1)

"We are not the same as commission. We ask the customers normally, but commission embrace the customers" (FGD 1)

The women with monthly salaries have some predictable source of income and recognise they do not have to put themselves at risk. They also felt that their company rules which prohibit sitting or drinking with customers was beneficial and gave them a choice to refuse and turn away from difficult customers.

"Commission are more at risk of being harassed by customers. Commission need to be patient when customer touches them or say bad words. In contrast, salary-BPs do not need to be patient with customers. We can leave his table if he says or does bad things" (FGD 2)

"When it is time to go, we go back home on the bus, we do not stay with the customers, we leave the outlet without saying good bye to the customers" (FGD 1)

Poverty informs many of the choices poor people make. This is particularly true of some beer promoters who find it difficult to refuse the requests of some customers because they are desperate and have no money. Commission-only women, although they see themselves as more free and able to wear and come to work when they like, they also reflect that they need to work harder to sell beer, and use their sexuality to do so. This more often than not compromises their safety.

"Commission need to sell more beer, so they put their own safety at risk. They want money to support their family. So they try to satisfy customer...they keep asking even though they know the table is dangerous e.g. throwing glass, shoot the gun..." (FGD 2)

"Salary can stand far from the customer when he is rude or blames them, but they can not do this everyday...When we want to sell well, we have to sit and drink with customers. When he says rude words, we have to be patient because we need to earn a lot of money" (FGD 3, commission BP)

During the focus groups it was also highlighted that a company pays commission especially if the beer brand is new, to "ensure the BP will not be lazy to sell". Interestingly the women are aware that the premium beers pay salaries with bonuses, and that it is difficult for new beers coming onto the market to compete with these existing products. Commission-only can be summarised by the following statement:

"Commission is good. When we do not go to work, nobody blames us. We can change the outlet if the present outlet does not sell well, but if the brand is new then it is hard to sell, and some BPs do a lot to please the customer" (FGD 3)

Frequency of Harassment & Abuse at Work

All the BPS who said they had experienced any of the 5 types of harassment and abuse were then asked how often they experience these types of behaviour. Figure 9 and Table 7 below shows the percent distribution of the frequency of harassment and abuse, and Figure 10 shows the frequency of category 5: coerced sexual act separately as the frequency was measured by number of acts and not the frequency in the duration of time.

Figure 9. Frequency of reported harassment and abuse

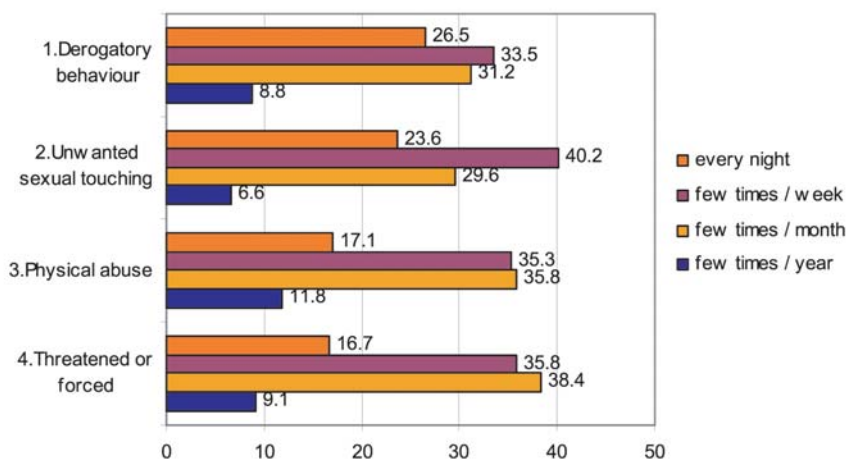


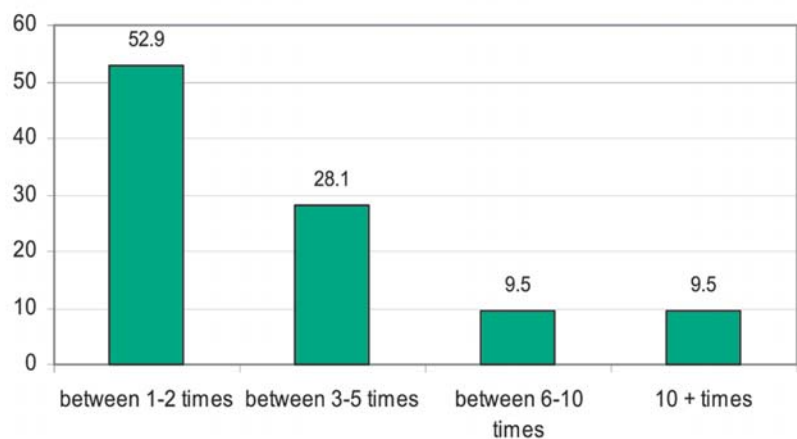
Figure 9 highlights that Beer Promoters experience all the (first) 4 categories of harassment every night and a majority who reported experiencing these types of behaviour do so a few times a week. Although the question regarding incidence of harassment/abuse does not specify if it happened while working for their present or past company, the high frequency confirms that it is happening consistently to the women, regardless of what company they work for. Not shown in the figure but of importance is that there was a significant difference between BPs in Phnom Penh and provincial towns and the frequency with which they experience derogatory behaviour on a daily basis with 23% in Phnom Penh and 30% in Provincial towns; and 19% in Phnom Penh and 27% in Provincial towns experiencing groping, stroking fondling etc of a sexual nature (unwanted sexual touching) every night.

Table 7. Frequency of harassment / abuse in the workplace from a customer

Types of Harassment /Abuse	Frequency				Missing	Total	Number (n=640)
	Every night	Few times a week	Few times a month	Few times a year			
1.Derogatory behaviour	26.5	33.5	31.2	8.8	-	100.0	532
2.Unwanted sexual touching	23.5	40.1	29.6	6.6	0.2	100.0	514
3.Physical abuse	17.1	35.3	35.8	11.8	-	100.0	346
4.Threatened or forced	16.6	35.6	38.2	9.1	0.5	100.0	385

Figure 10 below shows the percent distribution of the 242 BPs who said they had experienced a forced sexual act from a customer, and Table 7 shows the data comparing Phnom Penh and Provincial towns. One half of these BPs (53 %) said they had been forced to perform a sexual act between 1-2 times, one out of four (14%) said between 3-5 times. Alarminglly, 10% of these women said they had experienced a coerced sexual act more than 10 times from customers. Furthermore this percent bears no correlation between the length of time a BP has been a Beer Promoters, age, or what company she works for.

Figure 10. Percent distribution of the frequency of a coerced sexual act, for those BPs who said they had ever experienced a coerced sexual act (n= 242)



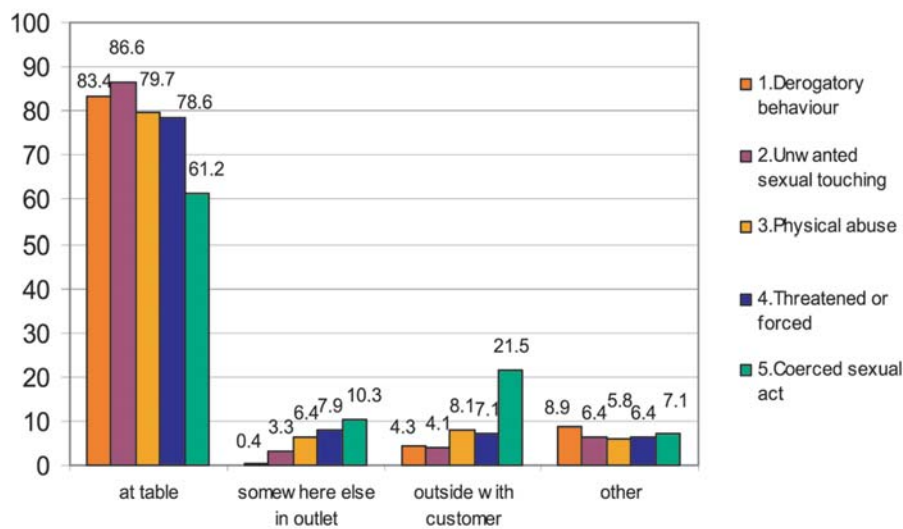
In summary, all beer promotion women are at risk of sexual assault although from informal discussions with BPs, beauty is a determining factor of extreme forms of harassment. The pressure to sell undoubtedly puts the women in difficult situations where they compromise their own safety for selling more beer, as one Deputy Manager said *"...if the PG is pretty then she is good at selling"*.

Table 8. Frequency of coerced sexual act from a customer, by province

Frequency	Phnom Penh		Provincial Town		Total Percent	Number (n=244)
	Percent	Number (n=99)	Percent	Number (n=145)		
Every night	54.6	54	51.0	74	52.5	128
Few times a week	23.2	23	31.0	45	27.9	68
Few times a month	9.1	9	9.7	14	9.4	23
Few times a year	12.1	12	7.6	11	9.4	23
Missing	1.0	1	0.7	1	0.8	2
Total	100.0	99	100.0	145	100.0	244

Where does Harassment & Abuse at Work Take Place?

Figure 11. Percent distribution of where harassment and abuse takes place from customers



percent of BPs who reported experiencing derogatory behaviour said it happens at the table and 87% had experienced sexual touching at the table (Figure 11 and Table 9). A high 80% of physical abuse and 79% threatening and forceful behaviour also happens at the table, and with 61% of coerced sexual acts happening when BPs serve tables. The women in the focus groups all agreed that the most common coerced sexual act was to touch a customer's penis, and that this happened at the table.

"I used to get into this problem. He took my hand to touch his penis. When I pulled my hand a way, he would take it and do it again...in fact he wants to sleep with BP, so he takes the hand to give him passion" (FGD 3)

"Some customers unzip their trousers in front of us in the toilet or at the table" (FGD 4)

In most beer gardens some have tables in secluded areas and dark environment, it is not difficult to imagine what can happen. As with karaoke outlets, where doors are closed and sometimes locked. The fact that this behaviour is widely occurring in the venue at the table confirms that it is widely accepted by outlet staff, who just turn a "blind eye" as BPs are there to please the customer, hence no measures are taken to deter or to stop this inappropriate behaviour.

Figure 11 also shows that 10% of reported coerced sexual acts happen somewhere else in the outlet, such as the toilets, and a further 22% of coerced sexual acts occur after work outside the outlet with the customer (this is directly outside on the street, in a car, a hotel, or at another venue). "Other" places mentioned where harassment and abuse have occurred were on the way home (customers have been known to force the company bus driver to stop at gun point, and demand a BP to get off the bus), and at the BPs house or entrance to the house (other reports have included BPs being followed home and customers breaking and entering to then assault the woman).

Table 9. Location or place of harassment / abuse in the workplace from a customer

Types of Harassment /Abuse	Place					Total	Number
	At the table	Some where else in outlet	Outside with a customer	Other	Missing		
1.Derogatory behaviour	83.3	3.4	4.3	8.9	0.2	100.0	532
2.Unwanted sexual touching	85.7	3.3	4.0	6.4	0.6	100.0	514
3.Physical abuse	79.2	6.4	8.0	5.8	0.6	100.0	346
4.Threatened or forced	77.1	7.8	7.0	6.3	1.8	100.0	385
5. Coerced sexual act	60.7	10.2	21.3	7.0	0.8	100.0	244

Medical Treatment

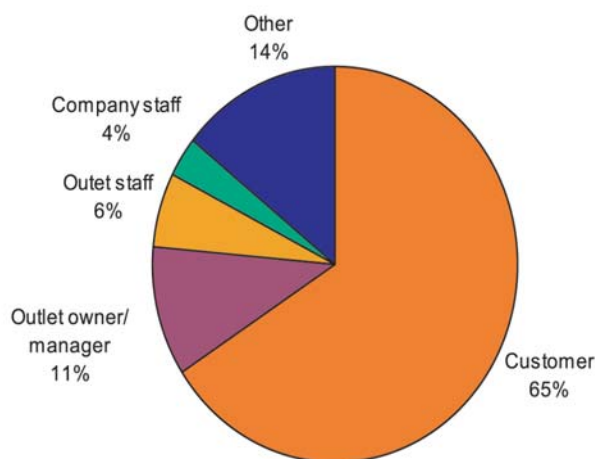
The survey included a question about having to seek medical treatment due to physical harm caused in the workplace to gage the extent of severity caused by such abuse. One third of BPs said that they have had to seek medical treatment because they were hurt when in the workplace (31%). The types of wounds or assault inflicted on the women include cigarette burns, cuts from bottles and plates, scratch marks, bruises etc. In one focus group, one woman told her story of how she seriously cut her leg while climbing over the back wall in the outlet, when escaping from a customer who demanded to have sex with her. As a consequence she did not go to work for 2 days in fear of meeting the same customer.

Table 10 also shows that more beer promotion women in the provinces (34%) than in Phnom Penh (27%) said they needed to seek medical help. Figure 12 shows the percent distribution of the people who harmed the BPs in the workplace for her to have to seek medical treatment. An overwhelming majority said they were hurt by customers (66%), which is considerably higher in provincial towns than Phnom Penh (71% and 59% respectively). Fourteen percent said "other" people caused harm, such as other beer promoters, singers and wives of customers and police; 11% reported harm from the outlet owner or manager; 6% other staff in the outlet; and 4% said company staff.

Table 10. Medical Treatment

Who caused harm to seek treatment	Phnom Penh		Provincial Town		Total	Number
	Percent	Number (n=292)	Percent	Number (n=348)	Percent	Number (n=640)
Ever sought medical treatment	27.4	80	34.2	119	31.1	199
Customer	58.8	47	70.6	84	65.8	131
Outlet owner / manager	13.8	11	8.4	10	10.6	21
Outlet staff	7.5	6	5.0	6	6.0	12
Company staff	5.0	4	2.5	3	3.5	7
Other	15.0	12	13.4	16	14.1	28
Total	100.0	80	100.0	119	100.0	199

Figure 12. Percent distribution of who caused serious harm requiring medical treatment



Harassment from Outlet Owner, Manager and Staff

Although some companies have rules that prevent promotion women from sitting with or drinking with customers, as a way of reducing harassment, within the outlets the women fall under the effective control of outlet owners and managers. Some of these owners/managers respect the women's refusal to sit with customers and drink. Others threaten the women that if they do not generally pander to customers then the owner will complain about them (on made-up grounds) to the company. Some outlet owners also use the threat of complaint to the company to blackmail women into staying at the venue until the last customer has left. Some companies require the women to travel on a company bus; if a woman has to stay late at an outlet she has to travel home alone and is vulnerable to attack.

"I sat with the customer and he asked me to drink with him. When the company bus arrived he did not let me go. He was drunk and said "You can not go,, if you go I will not pay for your beer, and I will throw the bottle and glass". I felt pity for the owner, and did not want more problems to happen. The outlet owner asked me to help him so I agreed to sit with him. He promised that his son would take me home. The outlet owner is good, but his priority is the customer". (FGD 4)

The types of harassment from outlet staff, including the owner, manager and other colleagues, was mainly behaviour that forced them to do something with a customer they did not want to do, in order to increase their sales. Derogatory behaviour is also common, but other forms of sexual harassment from outlet staff, although does happen, occurs less frequently. The types of behaviour that BPs reported to be forced to do are shown in Figure 13 and Table 11. When a BPs main goal is to increase sales and ensure customer loyalty to an establishment, she may agree to closer interaction with a customer, however, in achieving high levels of customer satisfaction her safety is compromised and exposure to risks is increased.

A third of respondents reported being forced to sit with customers (36%), forced to drink with customers (37%) and forced to be more intimate or friendly with customers than wanting to (36%). Fifteen percent of beer promoters said they have been asked or told by the outlet owner / manager to have sex with customers. There is little difference between Phnom Penh and provincial towns in this regard as shown in Table 11 below.

Figure 13. Percent distribution of BPs ever having been forced by an outlet owner, manager or work colleague to sit, drink, sleep and be intimate with customers

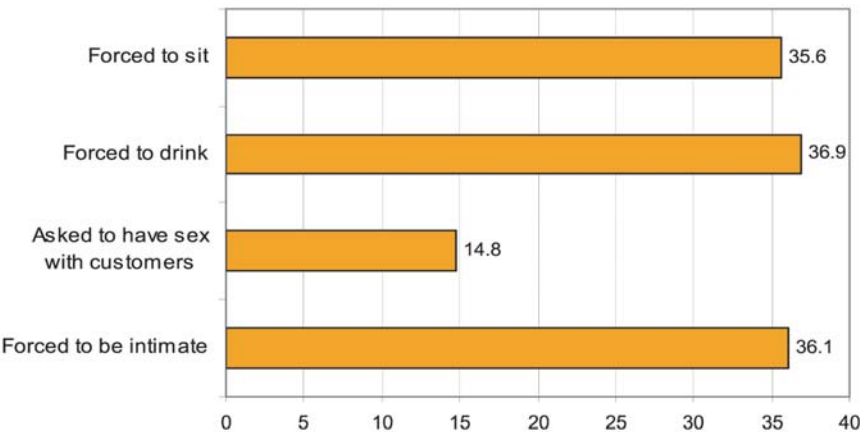


Table 11. Forced behaviour by work colleague, outlet owner / manager

Forced behaviour	Phnom Penh		Provincial Town		Total Percent	Number (n=640)
	Percent	Number (n=292)	Percent	Number (n=348)		
Forced to sit with customers	33.9	99	37.1	129	35.6	228
Forced to drink with customers	35.3	103	38.2	133	36.9	236
Asked to have sex with customers	13.7	40	15.8	55	14.8	95
Forced to be more intimate than want to with customers	33.9	99	37.9	132	36.1	231

Harassment from Company Staff

Figure 14 shows the percentage of BPs who have reported harassment and abuse from a present or previous company staff member³⁸, such as their Promotion Coordinators (PCs), sales staff, managers, bus drivers etc. It is presumed the harassment is occurring in work hours, but as one BP told of her colleague who had problems with an office based staff in the workplace:

"She is company [X] Beer Promoter. He is company [X] staff but is not her own Promotion Coordinator. He forced her to drink [mix of stout and beer] up to 5 jugs. She became very drunk and then she went to the toilet. He held her hand and did not let her leave the toilet. She struggled and ran from the toilet. The company bus arrived and they called the BPs. He did not want her to go home now, and said he will take her to her house by him self. She ran out and told me in the car. I can not believe my eyes, he is company [X] staff too. Why did he behave like this? (FGD 4)

There is a considerable difference between the reported incidence of harassment from company staff in Phnom Penh and the provinces. This may be because of limited supervision from head offices as well as the fact that distributors in the provinces are independent and appear to have very little obligation to the head office in regard to beer promoters.

³⁸ It should be noted that the above levels of reported harassment from company staff includes from present or previous company staff, and so it is difficult to determine if the incidence is related to any company and policies. However, the fact that it is happening and considering BPs switch from company to company it may be widespread, and requires companies to address internally this serious matter.

Figure 14. Harassment from previous or present company staff

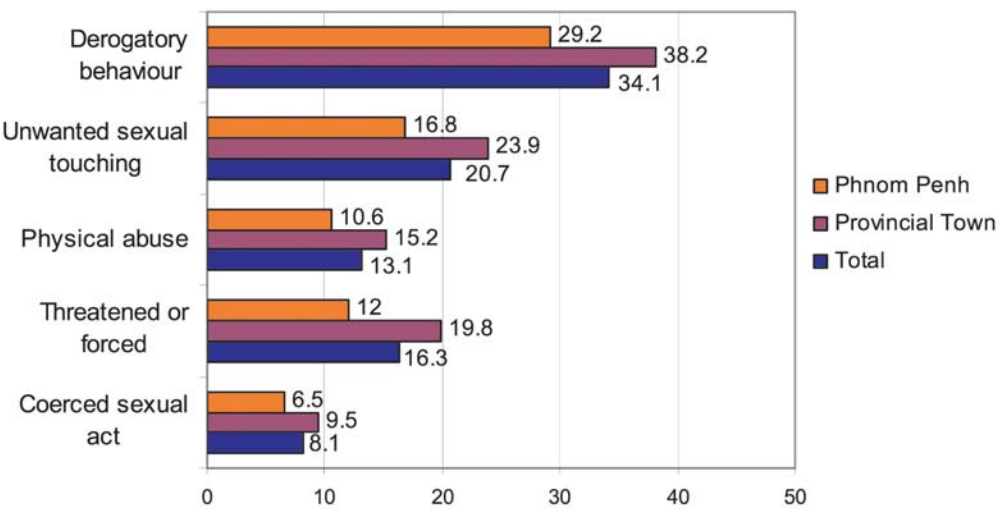


Table 12. Harassment / abuse from previous or present company staff

Harassment / abuse	Phnom Penh		Provincial Town		Total	Number
	Percent	Number (n=292)	Percent	Number (n=348)	Percent	
1.Derogatory behaviour	29.2	85	38.2	133	34.1	218
2.Unwanted sexual touching	16.8	49	23.9	83	20.7	132
3.Physical abuse	10.6	31	15.2	53	13.1	84
4.Threatened or forced	12.0	35	19.8	69	16.3	104
5.Coerced sexual act	6.5	19	9.5	33	8.1	52

Reporting an Incident of Harassment

There are presently no formal systems in place with in any company for beer promoters to report harassment or other grievances. Laws do exist but awareness of them is low, and faith in the judiciary system is almost non-existent. Reporting a serious matter is not even an option in the eyes of most BPs, and even to report an incident to an outlet manager is not encouraged for fear of reprisal. There is no 'enabling environment' in which BPs would be confident to safely report an incident and expect a concrete response.

Feedback from the focus groups revealed women's reluctance to report due to feelings of embarrassment to report a sexual incidence, and lack of trust that it would help their situation. Others said it was not worth reporting as the company or Promotion Co-ordinator (PC) can not come in time to sort out the issue.

Table 13 shows the percentage of BPs who would hypothetically report any of the 5 categories of harassment and abuse if there was a reliable reporting system in place. Interestingly there is no difference between the 5 types of harassment and the urge to report, with an average of 58% saying they would report an incident.

Table 13. Would report an incidence of harassment /abuse

Harassment / abuse	Phnom Penh		Provincial Town		Total Percent	Number (n=640)
	Percent	Number (n=292)	Percent	Number (n=348)		
1.Derogatory behaviour	60.6	177	54.3	189	57.2	366
2.Unwanted sexual touching	56.5	165	56.0	195	56.3	360
3.Physical abuse	60.1	175	57.2	199	58.5	374
4.Threatened or forced	61.6	180	60.3	210	60.9	390
5.Coerced sexual act	59.6	174	56.8	197	58.1	371
Mean					58.2	372

Drinking Behaviour

Nearly all beer promoters admitted to drinking beer with customers when at work (92%) and drinking with customers appears to be a regular act that BPs practice in order to sell beer. Drinking beer with customers or in the workplace (and sitting at the table) is prohibited practice by some companies although, to the contrary, many companies have no rules and even encourage drinking with customers to boost sales. As one Deputy Office Manager, from a major distributor said "...we claim no responsibility for [BPs]..... [BPs] drink voluntarily, so they can sell beer. If they do not drink, they cannot sell beer" (Phnom Penh, 2/12/04)

For beer promoters who have a monthly salary and get commission if they exceed their sales, as well as those who work solely on commission, there is a strong pressure to sell as much beer as possible. Research by Moller and Yean (2001) found that beer promoters were compelled to drink because:

- Clients insist on them drinking alcohol with them, and get angry and complain to the bosses if workers refuse;
- Some [outlet managers /owners] pressurize beer promoters to drink alcohol with customers in order to satisfy them, increase sales and foster loyal and regular customers and;
- Some beer promoters expressed fear that complaints from dissatisfied customers would lead outlet owners to complain to their beer company; and others reported being scared of losing their jobs if they did not do what the customer wanted.

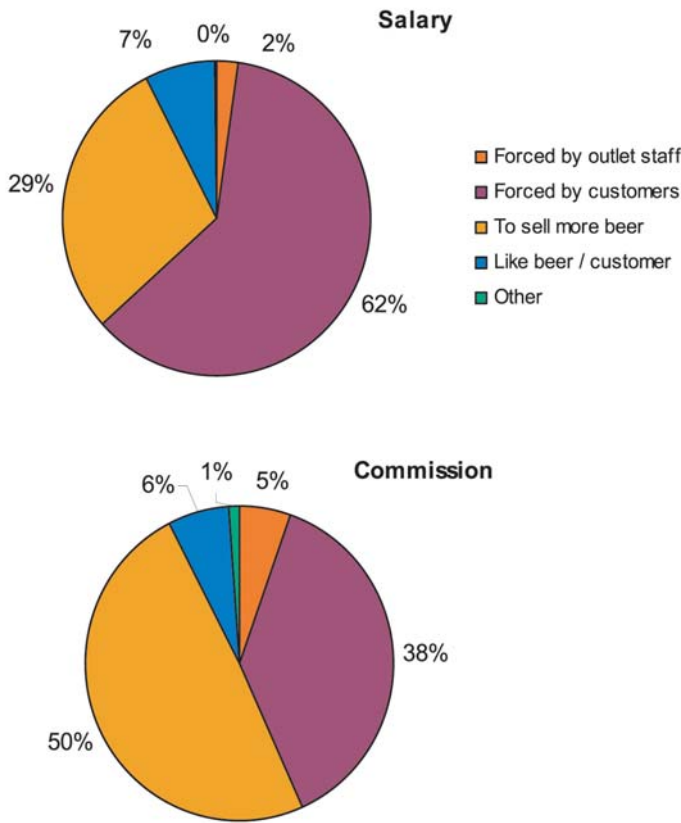
Table 14. Percent distribution of reasons why beer promoter's drink beer, and if salaried or commission based

Reasons to drink beer at work	Salary (+)		Commission		Total Percent	Number (n=640)
	Percent	Number (n=223)	Percent	Number (n=360)		
Ever drink beer	91.8	223	90.7	360	91.1	583
Forced by outlet owner/manager	2.2	5	5.3	19	4.1	24
Forced by customers	61.0	136	38.1	137	46.8	273
Want to sell more beer	29.1	65	49.2	177	41.5	242
Want to/ like beer/like customer	7.2	16	6.4	23	6.7	39
Other	0.4	1	1.1	4	0.8	5

Table 14 shows the main reasons the women gave for drinking beer when at work was because they were forced by customers (47%), followed by wanting to sell more beer (42%). Seven percent said they drink because they like beer or the customer, and 4 percent admitted to being forced by the outlet owner or manager. One percent said other reasons such as being forced by Supervisor/PC and by other beer promoters. There was no difference between BPs in Phnom Penh and the Provincial towns, but Figure 15 shows a significant variation between BPs working for a salary and working for commission.

Almost two thirds of BPs paid a monthly salary said the main reasons they drink beer was they are forced to by customers (61%), followed by 29% who drink as they want to sell more beer. Whereas for the BPs who work for commission-only, half of the respondents said the main reason was to sell more beer (49%), and 38% said they were forced by customers. Seven percent said they drink because they want to or liked beer. This was further clarified in focus groups to suggest that they enjoyed beer to help them cope with "their life problems", and dealing with customers.

Figure 15. Reported reasons for drinking beer from beer promoters paid by salary and commission



All the women who said they drink beer were then asked how much on average they drink in one night at work. Table 15 and Figure 16 shows the variance in consumption of beer from less than one can or bottle of beer to more than 5 cans or bottles. One third of BPs said they drink on average between 1-2 cans / bottles of beer a night (31%), and one quarter said they drink between 3-5 (25%) and 19% said they drink less than 1 can / bottle. However, one in four women (24%), reported to drink on average more than 5 cans and bottles every night. There is also a big different between Phnom Penh and provincial towns with 17% and 31% respectively drinking more than 5 cans/bottles a night.

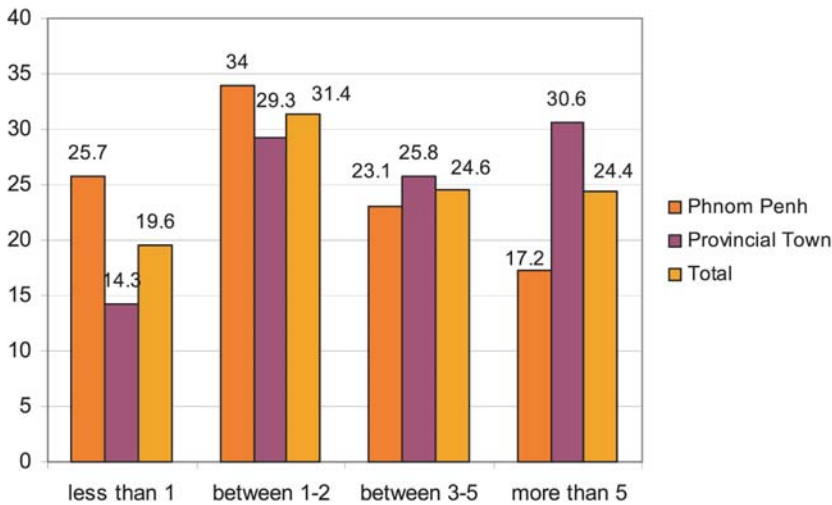
Table 15 Average number of cans / bottles consumed per night

Consumption per night	Phnom Penh		Provincial Town		Total Percent	Number (n=583)
	Percent	Number (n=269)	Percent	Number (n=314)		
Less than 1	25.7	69	14.3	45	19.6	114
Between 1-2	34.0	91	29.3	92	31.4	183
Between 3-5	23.1	62	25.8	81	24.6	143
More than 5	17.2	46	30.6	96	24.4	142
Total	100.0	269	100.0	314	100.0	583

During the focus group discussions it was confirmed that large quantities of beer were often consumed at one time, but as one (salary) BPs said "it is not because we are alcoholic, but sometimes we drink a lot because the customer forces us to drink" (FGD 1). It was also revealed that the reasons why BPs might drink more than 5 cans/bottles was not always because they were directly forced, but rather felt pressured to keep customers loyalty to the outlet or themselves. For example:

"...a regular customer, who we have known for a long time; a loyal customer who drinks our beer a lot; a supporting customer who used to give us money (only asks us to sit with him) or; a prospective customer who asks "please drink 1 glass with me and next time I promise to drink your beer" (FGD 1)

Figure 16. Average nightly beer consumption



In summary, alcohol consumption is greater in the provinces than in Phnom Penh. This high consumption is a cause for alarm with regard to the women's' health, their own behaviour and safety in the workplace and after work hours, as well as their ability to perform well at their job. Considering most BPs drink because they are forced by customers or need to sell beer to earn a living calls for great concern.

Table 16. Drinking influences more intimate behaviour with customers

	Phnom Penh		Provincial Town		Total Percent	Number (n=583)
	Percent	Number (n=269)	Percent	Number (n=314)		
Yes	19.0	51	24.2	76	21.8	127
No	45.4	122	35.0	110	39.8	232
Sometimes	35.7	96	40.8	128	38.4	224
Total	100.0	269	100.0	314	100.0	583

The promotion women who said they drink beer were also asked if they felt the alcohol ever affected their behaviour to make them more friendly and/or intimate with customers. Table 16 shows that 22% of the BPs who drink beer said alcohol did make them lose inhibitions and become more intimate with customers in the workplace, and 38% said sometimes. More BPs in the provincial town than in Phnom Penh said there was an affect on their behaviour (24% and 19% respectively).

In the focus group discussions the women were aware that drinking too much can make them more relaxed and lose their inhibitions which can increase their own risk with customers, as reported by one BP about other beer promoters when they are drunk:

"she talks loudly, and sometimes cry... she can not control herself, so it is easy to get harm or attract more harassment from customers" (FGD 2)

And other individual experiences told of a woman's increased vulnerability of being tricked to go with a customer and sometimes to sexual abuse, as told by one BP

"She goes with the customer because he says that he will take her home. But he takes her to a guest house instead. Sometimes she is tricked and is gang raped (baurk). Sometimes they do not give her money, or they hit her or take her things" (FGD 2)

Only one half of beer promoters are aware that drinking too much beer can be bad for one's health (53%), and 12% said no it is not bad. Thirty five percent said they did not know if drinking could be bad for one's health.

Unknowingly Drugged in the Workplace

The baseline survey for the SBS project found that 17% of beer promoters were aware of others engaging in drug use, and a small number had reported being either drugged or aware of the possibility of being drugged by customers.⁴⁰ During the SBS trainings and other informal discussions with beer promoters, the incidence of beer promoters being drugged by customers in the workplace without them knowing was a growing concern. There is also other documented evidence of customers consuming and pressuring beer promoters to take drugs, and even men putting 'passion drugs' into their drinks⁴¹. It is uncertain what type of drugs are being used and for what reason, but there are numerous verbal reports of men drugging women to either make them sleepy, or to stimulate them to be more sexually active⁴².

In the survey one third of beer promoters in Phnom Penh (34%) said they personally knew of another BP being drugged, compared to 24% in provincial towns. (29% total). This disparity between the capital and provincial towns correlates with the increasing drug use and availability of illicit drugs in Phnom Penh among young and vulnerable groups, where the use of amphetamines among street youth more than doubled in the last two years, from 26% in 2002 to 56% in 2004⁴³.

⁴⁰ Quinn 2003, op. cit. Note 4.

⁴¹ Moller & Yean 2001, op cit Note 5.

⁴² Author's personal communication with staff from CARE Playing Safe project

⁴³ Survey of Substance Use Among Young People on the Streets of Phnom Penh, April 2004. Carried out by staff of Mith Samlanh / FRIENDS Drug Program. Whereby, "substance use among street children and youth is indicative of substance use within children and youth generally, within urban centres, and among low income-high vulnerability groups across Cambodia "(personal communication)

Conclusion

These research findings reflect the situation of Beer Promotion women in the workplace in Cambodia. A total of 640 women from different companies were interviewed to represent beer promotion women in Phnom Penh and provincial towns. The survey did not include the few women that work in rural areas, but the research trends and anecdotal evidence suggest that workplace harassment and safety for these women is even worse.

Incidences of verbal, physical and sexual harassment and abuse are rife within beer promotion, in Phnom Penh and the provinces. Alarming, 83% of beer promoters reported having experienced derogatory behaviour (verbal/non-verbal), 80% unwanted sexual touching, 54% physical abuse, 60% have been threatened or forced (verbal, physical and at gun point), and 38% have had to perform a coerced sexual act in the workplace. The incidence of harassment is higher in provincial towns than the capital Phnom Penh, most probably due to the lack of supervision or control in entertainment venues. Many BPs are experiencing these abuses every night, and most frequently a few times a week. One in ten women have experienced a coerced sexual act (forced to touch a man's penis or rape) more than 10 times. On average for those who have experienced a coerced sexual act it has happened between 3-5 times while working as a beer promoter.

Almost all harassment and abuse occurs at the table when serving the customer/s (84% of derogatory behaviour, 87% of unwanted sexual touching, 80% of physical abuse, 79% of threatened and forced and 61% of coerced sexual acts⁴⁴). BPs have no form of protection from abuse or harm. Harassment is so frequent that it is seen by the women more as an occupational hazard than an abuse of their human rights. The fact that this behaviour is occurring widely in the venue at the table confirms that it is also widely accepted by outlet staff and the public.

Abuse in the workplace can be so severe that beer promoters have had to seek medical treatment, (this does not include the emotional side effects and trauma of such assault). One third of beer promoters said they had to seek medical treatment (31%), and 66% said the main perpetrator was customers, followed by 11% outlet owners /managers and 6% other outlet staff. Other beer promoters, singers, wives of customers and police accounted for another 14%, and 4% from company staff. Due to persistent problems and harassment from customers, beer promoters change venues and companies, or leave the industry.

Almost half of beer promoters have been in this line of work for less than 6 months (48%), and there is little difference between the duration of working as a beer promoter and experiencing an incidence of harassment from customers. Only 5% endure this kind of work beyond 5 years. Beer promotion is not a desirable occupation. Being poorly educated and unskilled and having no capital, the women see few options open to them. However, with youth and good looks on their side and a pressing need to earn money, beer promotion is regarded as relatively 'easy' work. However the nature of the job also demands BPs to use their looks and 'sweet talk' to sell the brand of beer they are promoting, and therefore to earn enough to live, competition for sales is fierce.

The average age of a beer promoter is 24 years, and one third of beer promoters are separated/divorced or are widowed (34%), 23% are single, 22% are married and 21% live with a partner. Women do not choose what outlet to work in but are assigned to work in a variety of outlets including, soup shops, restaurants, beer gardens, karaoke and bar/nightclubs. Beer gardens and karaoke outlets are seen by the women as most unsafe. These are venues that have more reported violence and opportunity to be physically harassed in dark, secluded areas or private rooms. Half of the women said they feel safe in their workplace (48%) which is 20% less than reported in 2003⁴⁵.

⁴⁴ Percentage of the beer promoters who said they had ever experienced the 5 categories of harassment and abuse.

⁴⁵ In a survey of 184 beer promoters two-thirds said they felt safe in the workplace. Selling Beer Safely: A Baseline Survey and Needs Assessment of Beer Promoters in Phnom Penh. Quinn, Ingrid, CARE Cambodia, Phnom Penh: 2003.

One quarter of beer promoters are paid a monthly salary (plus bonuses), and 73% work on a commission-only basis. There are many conflicts between commission-only and salaried women on the basis that commission-only women are seen by the salaried women as increasing their risk, because they need to sell almost at any cost to their safety. They are also seen as more likely to be physically demonstrative to customers, increasing expectation that women are available. The results from the survey showed that there is no correlation between the method of payment and incidence of harassment. The higher recent reporting most probably reflects the increase in awareness and understanding about their rights, and what constitutes harassment in the workplace, as a result of the training the majority of salary women have received in the past 18 months.

Harassment and pressure from outlet owners or managers to behave in ways that both please customers and increase sales is also a serious issue. A third of respondents reported to have been forced to sit with customers (36%), to drink with customers (37%) and to be more intimate or friendly with customers than wanting to (36%). Fifteen percent of beer promoters said they have been pressured by the outlet owner / manager to have sex with customers. It is obvious that responsibility for these women in the workplace is not sufficiently addressed, and while they are powerless in relationship to outlet staff, for achieving high levels of customer satisfaction, their safety is compromised and exposure to risk is increased.

While beer promotion women reported harassment from their past or present company staff, and 70% said they felt safe working for their company. Harassment from company staff occurs when the staff are at work or as customers in the workplace of the beer promotion woman. One third of BPs reported having experienced derogatory behaviour, 21% unwanted sexual touching, 13% physical abuse, 16% threatened or forced, and 8% a coerced sexual act. The level of harassment is considerably higher in the provinces than in Phnom Penh suggesting staff in the provinces are less controlled or supervised by senior management.

Nine out of ten (91%) beer promoters admitted to drinking beer while working and the average consumption per night is considerably high, with 31% saying they drink between 1-2 bottles /cans a night, 25% between 3-5, and 24% saying they drink on average more than 5 bottles / cans. The main reason for drinking at work was being forced by customers followed by the need to sell more beer (i.e. drinking with customers increases their sales). The awareness of the dangers of drinking on physical health and personal behaviour is low. Only half of beer promoters (53%) were aware that excessive drinking could be dangerous to their health, 35% said they did not know it could be dangerous, and 12% said it was not dangerous for their health. Drugs in the workplace is also a growing concern, especially in Phnom Penh. Beer Promoters, who personally know of another beer promoter who was drugged in the workplace without her knowledge, was higher in Phnom Penh (34%) than in the provinces (29%), which correlates with recent trends in the increase in drug use and availability among vulnerable and young people in Phnom Penh.

The survey concludes that there is no significant relationship between the women's background characteristics and the incidence of harassment in the workplace. Women who work in karaoke or beer gardens, or women who are widowed/divorced report a slightly higher incidence of harassment, which may reflect the type of clientele in these outlets, as well as the behaviour of these women who because of their low social status, are more likely to have fewer options and therefore expose themselves to risk to earn a living. The research demonstrates that all women are at risk of harassment and abuse from customers, regardless of their age, marital status, duration of working as a BP, company, and type of venue. As one woman said in answer to who is most at risk of harassment: *"...customers do not know who we are...if we are salary or commission or if we are married or not. They see us as food"* (FGD 3).

It is clear that the behaviour of customers exacts a heavy toll on the ability of beer promoters to perform their job. Women who reject customer's advances say that these customers will then often refuse to drink their beer, or become physically or verbally abusive. They are often caught between the need to protect themselves from harm and the pressure to meet sales targets or earn commission. The research shows that harassment is increasing, and threats including the use of guns, as well as physical harm are becoming more frequent.

Beer promotion is a growing industry; there are approximately 4,000 beer promotion women in Cambodia. With more brands entering the market, more women are employed to serve a predominantly increasing male clientele. With the high risk of harassment and abuse, collective action is needed to curb this unacceptable and violent behaviour.

The challenges of Cambodian daily life - poverty, illiteracy, a weak social support structure and inadequate life skills - and not having a choice of where to work, and after having entered employment as a BP no guaranteed security in venues to protect them from violent customers, no structural support systems in place to report workplace grievances, limited available services for counselling or treatment for those who have experienced harassment or abuse, all compound together to make this group of women one of society's most vulnerable. On the other hand BPs are regarded by some companies as their "ambassadors", in promoting and serving beer in Cambodia, and therefore their image and behaviour reflects the image of these products. All companies should therefore be challenged by these findings.

We applaud the positive steps taken by some companies who have begun to address improving the working conditions and safety of their beer promoters - by developing workplace policy and providing appropriate training for the women to equip them with skills, and we encouraged them to be adopted by other companies. Too often the responsibility remains very much on the women to amend their own behaviour and appearance as a way to avoid harassment. Yet this research demonstrates that the high incidence of harassment is a complex problem. We also recognise that sexual harassment and the lack of workplace security that beer promoters are exposed to are also bound up in an array of cultural issues which are sometimes beyond the control of beer companies. A broader perspective is therefore needed, involving the brewing and distribution industry as well as government, law enforcement institutions, civil society and communities to ensure that the women's right to work free of harassment is met. By knowing and understanding the situation of beer promotion women in the workplace there is no excuse but for all stakeholders to act responsibly to prevent unnecessary and avoidable risks by providing a safe and enabling working environment for these women, and to advocate for their rights to wider society.

Recommendations

Many of the following recommendations are directly from beer promotion women, human resource and sales and marketing staff themselves. The participants were asked to envisage ways in which the safety and security of beer promotion women could be increased, and who would need to be involved. The survey findings were also used to support these recommendations or identify other issues that need to be addressed.

It is paramount that a holistic approach is adopted to allow for the improvements to the working conditions and human rights of beer promotion women, both within the industry and on a broader stage. The issues identified in this research need to be addressed by all stakeholders including government, law enforcement institutions, civil society and communities as well as the brewing and distribution industry. It is also the recommendation of CARE that the issues needing to be addressed be prioritized and benchmarks identified to monitor progress.

All stakeholders

1. Monitoring systems are needed, to keep check of levels of abuse in the workplace and to push for prosecutions of abusers and those who allow abuse to occur. Such monitoring should be carried out both by an internal industry system and by an external system, operated by an independent body. Both systems should seek to engage the active participation of beer promotion women. This would require an industry commitment to women being enabled to document and report abuses, free of negative impact.
2. The mass media should be encouraged to engage in zero tolerance campaigns against harassment and abuse of women in the workplace (led by the Ministry of Women's Affairs)
3. Journalists and media workers who have already demonstrated an awareness of gender issues through work undertaken with the Ministry of Women's Affairs should receive special briefings on the human rights issues involved in protecting beer promotion women while they work.
4. Active lobbying needs to take place to encourage the mass media to abandon the term 'srey langse', which is felt to be particularly derogatory by the promotion women. Lobbying is also needed to encourage the media to present a more positive and less stigmatised view of beer promotion women (with the active involvement of beer promotion women themselves). The Ministry of Women's Affairs has expressed an interest in organising a workshop on this issue.
5. Outlet-based and mass media campaigns are needed to remind customers that harassment and abuse is against the law, and to encourage their recognition of the human rights of beer promotion women. The TV spot produced by the Cambodian Women's Crisis Centre provides a useful precedent of a campaign which, it appears, has had some impact among some drinkers. The messages from that campaign could be woven into any new campaigns, to increase recall. Such campaigns need to be instigated with the backing of government ministries.
6. In instances where customers have been seen to or can be proved to have abused or harassed women, charges should be pressed. Active prosecution will promote the message that abuse and harassment is wrong.

Government

1. The Ministry of Women's Affairs could:
 - Campaigning on zero tolerance of abuse and harassment of women in the workplace, through a campaign aimed predominantly at outlet owners and customers
 - Work with media on developing a more positive representation of beer promotion women (and abandoning the use of the term 'srey langse')

- Involving beer promotion women in broader national discussions on eliminating violence against women
 - Advocating with other ministries (see below)
2. The Ministry of Commerce wishes to promote Cambodia as an ethical business environment,
 - in the wake of the ending of garment factory quotas. It could also:

Extend the concept of ethical trading from the garment sector into the beer brewing / distribution industry
 - Support development of the brewing / distribution industry body

Work with other ministries on ways to tackle the issue of illegal import / export of beer,
 - which undermines the legal industry
 3. The Ministry of Labour needs to be involved in:
 - Clarifying the BPs employment status, and their rights under the Labour Law Article 9 and 10.
 - Monitoring and acting against either outlets or breweries / distribution companies which do not respect the human rights of staff, and do not follow the Labour Law

To strengthen and up date the definition of sexual harassment / abuse under the Labour Law, Article 172 (Section VIII Child Labour - Women Labour). To take into consideration the different working conditions of women in Cambodia and extend the definition that is appropriate to the Cambodian context, and to ensure it is properly understood and implemented. (See Annex 4 for a working definition on harassment for consideration)
 4. The Ministry of Interior can be involved through:

Sensitising police officers on the need to respond to violence against women, wherever it occurs and whoever it occurs to (in collaboration with the Ministry of Women's Affairs)

Sending out a strong message - via senior police chiefs - that violence against women which occurs in entertainment venues needs to be tackled, and offenders prosecuted (both of these recommendations represent long-term work, given the current lack of belief from the beer promotion women that the police are actually of any relevance in prevention of abuse and harassment)
 5. The Ministry of Health may wish to question whether or not beer promotion women have been inadvertently stigmatised within HIV/AIDS work
 6. The Ministry of Interior needs to review the roles and responsibilities of outlet owners and address through stricter regulation systems and enforcement a law that states outlet owners are responsible for individuals working on their premises. (Penalties could include monetary fines or removal of licences for repeated incidents of abuse).

NGOs / other civil society bodies

For the previous recommendations to be implemented, it is likely that active financial and technical support will be required from civil society. This is perhaps particularly true in relation to development of a federation or union of beer promotion women. However care needs to be taken that the women are not simply 'adopted' by (and therefore subsumed by) either an existing union (for instance the Cambodian Tourism and Service Workers' Federation, or representative bodies formed among Cambodian garment factory workers) or by NGOs working in either human rights or public health. With this in mind, NGOs and representative bodies could:

- Assist in enabling representation of beer promotion women's views and experience at the industry body and at a government / international level
- Facilitate and enable collectivisation of beer promotion women, across Cambodia and across breweries and distribution companies.
- Assist with government campaign work aimed at reducing verbal, physical and sexual harassment and abuse of women in the workplace (MoWA).
- Establish cross-industry, externally operated monitoring systems, to be implemented with (paid?) input from beer promotion women and to document and publicise incidents of verbal, physical or sexual harassment and abuse. (For example, Asian Trans-National Corporations monitor, and the Asia Monitor Resource Centre)
- Make ongoing recommendations to the industry body and to the government on ways to better meet and protect the human rights of beer promotion women
- Participate in any legal challenges made by beer promotion women - either in terms of their employment status, or in terms of holding companies which do not show an interest in the human rights of beer promotion women responsible for abuse (Human Rights organisations).
- Advocate for enforcement of existing and amended laws regarding harassment and rape NGOs who have established working relationships with breweries and distribution companies (internationally and/or local) should build on these links to advocate and support where possible for their adoption of the recommendations made in this report.
- Public health NGOs need to consider whether or not they are unintentionally stigmatising beer promotion women within broader society through making links between beer promotion and sex work.

Brewing and Distribution Industry

In Cambodia

1. A brewing and beer distribution industry body should be established in Cambodia (taking as a starting point the model of the Garment Manufacturers' Association of Cambodia). Such an industry body would be able to bring pressure to bear on industry members, outlet owners, and to represent the industry at a national and international level. Registration of any new business linked to the brewing and distribution industry could be linked to a requirement to join the industry body, and to abide by the industry body rules. A primary task of such an industry body would be to work on development of an industry-wide Code of Conduct, preferably with the (paid) involvement of beer promotion women representatives. The Code of Conduct could cover:

Clarification of the women's employment status (thereby leading to clarification of industry-wide benefits and job requirements)

Industry-wide rejection of commission-only work, and agreement of a minimum base salary for beer promotion work

Agreed standards for brand promotion uniforms, based on active input from beer promotion women

Industry-wide requirement of provision of transport home from venues for all promotion women

Industry-wide standard training package as a part of orientation (based on the SBS model) for Beer Promoters focusing on how to deal with difficult customers and the dangers of excess alcohol consumption.

- Requirement for all industry members to maintain accurate and up-to-date abuse and harassment reporting systems, and to participate in external monitoring (Civil Society).
- Clarification of expectation placed on venue owners in relation to providing a safe working environment
- Cross-industry agreement on withdrawal of all promotion women (from all brands represented by industry body members) from venues where serious or persistent physical or sexual abuse occurs
- Statement of zero tolerance for abuse and harassment of beer promotion women
- Encourage all employers to develop and implement a sexual harassment policy for company staff as a part of personnel contracts and code of conduct. They should clearly communicate to employees and provide sufficient training to sensitise staff to the fact that sexual harassment will not be tolerated, by establishing an effective complaint or grievance process and taking immediate and appropriate action when an individual complains

An industry body could also:

- Publicly condemn workplace harassment and abuse of beer promotion women, plus provide financial and practical support for national campaigns against such work-based harassment (in collaboration with relevant government bodies)
- Promote best practice in relation to preventing workplace harassment of women, both on a national and international stage
- Respond to media issues
- Advocate at a government level on issues related to the brewing / beer distribution industry, including issues related to import / export laws and taxation.

2. The role and responsibilities of outlet owners need to be addressed, requiring:

- Stricter regulations for entertainment business implementation, covering the threat of loss of licence for repeated recorded incidences of abuse or harassment (this would involve top level involvement of the relevant government ministries; see Government recommendations)
- Internal industry and external monitoring of venues for abuse and harassment (combined with the industry body threat of withdrawal of women, and a stronger rule of law response, see Government)
- Key outlet owners engaged in negotiations with the industry body re: Code of Conduct
- Requirement on outlet owners to make an official police report in any incident of abuse or harassment which results in injury to a beer promotion woman
- Instigation of an industry recognition scheme for outlets which protect the human rights of beer promotion women (and other staff)

International Brewers

1. Support the Cambodian industry body (both financially, if required, and through training / capacity building)
2. Work on development of an international Code of Conduct for companies employing beer promotion women, based on the Cambodian model (assuming the Cambodian Code of Conduct is seen as beneficial to the beer promotion women, and has been developed in a participatory manner) require regional representatives to adopt the international Code of Conduct
3. Ensure that regional representatives recognise beer promotion women's "employee" status, in line with the Labour Law, and provide the relevant rights and benefits.

4. Conduct marketing and advertising research on consumer buying habits within on-sales venues to then explore other marketing/ product promotion strategies.
5. Develop new marketing tactics for the workplace that distract customers attention from the women selling beer, (and their association with sex), such as scratch card competitions or other promotions. As a part of the women's role to serve beer, they could also distribute such cards or facilitate an event.

Beer Promotion Women

1. It cannot be left to the industry alone to protect the rights of beer promotion women. Work should be undertaken to support the BPs to build solidarity among themselves across the country, and to facilitate the possible development of a federation or union. Such a body could:
 - Establish and operate a Solidarity Fund, to provide emergency individual support as needed and to fund activities including reproductive and sexual health training, literacy training or other such trainings (as requested by the membership)
 - Participate in industry and external monitoring of abuse and harassment within outlets
 - Carry out advocacy work with the industry body, government, NGOs, and mass media aimed at reducing the stigma attached to beer promotion and campaigning for women's rights to be respected
 - Develop link with legal aid and legal advice organisations
 - Link with other women's rights / human rights organisations

Feedback from Group Discussions: At "Private Sector Partnership Project Dissemination" Workshop

Discussion Groups - Recommendations and Action Plan

Workshop participants were divided into 3 groups representing a specific sector; the brewery industry, the government and civil society. Each group was asked to prioritize 3 main interventions from their developed list of recommendations that could realistically be achieved.

Group 1: Brewing and Distribution Industry

1. Social awareness / social marketing campaigns to educate consumers and the public about respecting beer promoters and about their role in promoting and selling beer.
- A campaign to emphasise the real lives of the women and the difficulties they face at present.
2. All companies need to advocate to the government for their support to ensure certain laws and legislation are enforced, and to support the code of conduct.
- Such as, proper licensing to distribute beer in Cambodia and so only legal imports are on the markets.
3. Establishment of an Industry body, where all members share the same vision in terms of beer promotion women's welfare.
- All companies to agree on a 'Code of Conduct' (sharing existing policies to work towards a standard approach) that includes a basic salary, decent style of uniform, provision of transport to and from outlets, how to serve customers etc.
- All agree and monitor the code of conduct.

Group 2: Government

1. Support the development of a brewing / distribution industry body
- develop an Association that benefits the beer promotion women
2. Strengthen and up date the definition of sexual harassment / abuse under the Labour Law, Article 172 (Section VIII Child Labour - Women Labour)
- Implement and enforce these laws;
- Advocate existing and amended laws regarding harassment and rape at the workplace.
3. The ministry of interior needs to review the roles and responsibilities of outlet owners and to enforce stricter regulations and licensing of outlets
- MOI to also improve on their Hotline service for women, and role of local authorise to mediate and deal with problems of workplace disputes and problems.

Group 3: NGOs / other Civil Society

1. To assist the government in their campaign work to eliminate all forms of violence against women, including sexual harassment.
- NGOs to support the government's role in advocating to the public as the gov ernment has the authority to change and enforce laws.
- The campaigns should include the media and use appropriate messages that improve the social status of beer promotion women.

2. To participate in legal activities made by beer promotion women (against a perpetrator of harassment / assault)
 - Existing NGOs who are already working in Human rights are be encouraged to support individual cases
 - Educate beer promotion women about human rights and how to legally address problems in the workplace
3. NGOs who have already established working relationships with breweries (local and international) should build on these links and advocate and implement the recommendations documented in this report
 - To work with the government to develop a Beer Promotion Women Association

Key points from H. E Dr Ing Kanthaphavy, Minister of Women's Affairs closing speech:

- MOWA will support social campaigns to advocate the role of beer promotion women, and the value of women in general. And to encourage the public to stop calling beer promoters srey langse which has many negative connotations and stigmatises the women as promiscuous and available.
- Ministry of Health to address the term "indirect sex workers" as a target group.
- Private sector to address the image and way beer is marketed
- Call for zero tolerance of harassment in the workplace, and to ensure accurate measures are in place to prevent all violence against women. This includes working in close collaboration with the police and asking the MOI to improve upon the timely response of their hotlines, and to establish a special unit to address these problems (that will also include domestic violence as the new law will be passed soon).

MOWA will advocate to other ministries to support this issue:

- Ministry of Commerce - To work towards establishing an association like GMAC for the garment industry in Cambodia that promotes the interests of beer industry investing in Cambodia, by enforcing the licensing of foreign products to support legitimate companies, and to work closely with the private sector to explore ways to prepare a 'code of conduct'.
- Ministry of Labour - To review the labour law and to modify some articles and to enforce these laws.
- Ministry of Labour has suggested the consideration of changing the name of beer promotion women to "Promotion Agent" (phneak ngea)

ANNEX 1: "Tears of a Srey Langse's Husband"

Song by: Heng Bunleaph (2005)

I am waiting for you at 4am
 What has happened tonight?
 I am a person with disabilities
 I feel very sad.
 I am waiting for you until tomorrow
 Why don't you return?

When you come back home
 You give me 50 US dollars
 How did you get this amount?
 it is just the beginning of the month
 Yesterday you went to work,
 but you did not come home

You are different
 You have a car to pick you up
 You have changed, as you don't
 tell me your business
 Working as a sre langse - I do not mind
 But today I mind, as you lose your memory for money

Even if I am disabled,
 I do have a heart
 If you have betrayed me, please kill me,
 So my blood can run to hide our memories
 Rather than to shed a tear
 Because my wife, sre langse betrayed me

ANNEX 2: The Legal Context

Whenever the issue of harassment of beer promotion women in their workplace arose during the course of this review, comments were made on the need to strengthen the rule of law. Often, these comments would run along the lines of a need for stricter laws to be introduced. Such comments were made by beer promotion women, sales and marketing staff, human resource staff, and senior executives. CARE notes that Cambodia has quite strong laws which are applicable to the situation of beer promotion women - both in terms of harassment and abuse, and in terms of the question regarding their employment status. However public knowledge and legal enforcement of these laws is low or even non-existent.

Reproduced below are Articles from relevant laws. The laws on sexual harassment are raised with the women who undertake the SBS training. Anecdotal evidence from CARE Cambodia program staff suggests that inclusion of this section in the training curriculum has helped to raise the women's awareness of the fact that what they experience at work is, in fact, harassment - and therefore illegal. However the women's knowledge of the harassment and rape laws does nothing to resolve the challenge of ensuring that these laws are either respected by others or are actively enforced.

CARE recognises a weak legal and judicial system through multiple documentation (Cambodia's Women's Network for Unity) on police abuse of, and extortion from women who are either sex workers or who are assumed to be sex workers (such as women who work in karaoke bars and beer promotion women). This issue needs to be tackled at community, government and local authority level.

Furthermore as stated previously, society-wide stigmatisation of beer promotion women which arises from general assumptions made regarding their 'immorality', feeds into what seems to be a commonly held view that 'bad' women ask to be harassed and abused, and therefore do not deserve protection under the law.

Harassment and Abuse

The Labour Law (1997)

Article 172:

"All employers and managers of establishments in which child labourers or apprentices less than 18 years of age or women work, must watch over their good behaviour and maintain their decency before public. All forms of sexual violation (harassment) is forbidden."

Articles 248 and 250:

"An accident is considered to be work related, regardless of the cause, if it happens to a worker working or during the working hours... all occupational illness, as defined by law, shall be considered a work-related accident and shall be remedied in the same manner.

"Every manager of enterprise shall manage or have someone to take all appropriate measures to prevent work-related accidents.

"The victim or his [sic] beneficiaries are entitled to compensation from the manager of enterprise or the employer in the event of work-related accidents inflicting on him and resulting in temporary incapacitation."

Article 256:

"A general insurance system obligatory for work-related accidents shall be set up".

Additionally, Cambodia is a signatory to the United Nations Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW), which ensures women: "the rights to protection of health and safety in working conditions". Furthermore, CEDAW adds: occupational health and safety are human rights; women should not be injured while producing goods or services for the profit of others" (UN, 1992).

Criminal Law

Article 5:

"Anyone who rapes or attempts to rape another person... shall be guilty of rape and shall be condemned from 10 to 15 years in jail... Rape is an act of penetration of sexual organ or all other means by force, coercion, or surprise... If the rape is committed... by any person in a position of authority over the victim, the punishment shall be the imprisonment with labour of 15 to 20 years."

Article 42:

"...a person guilty of touching, caressing or any other sexual act not involving penetration is liable to a term of imprisonment of one to three years... if the indecent assault is accompanied by fraud, violence or threat... the duration of sentences shall be doubled."

Employment Status

The Labour Law (1997)⁴⁶ and Employment Status.

Article 1:

"...This law applies to every enterprise or establishment of industry, mining, commerce, crafts, agriculture, services, land or water transportation, whether public, semi-public or private, non- religious or religious; whether they are of professional education or charitable characteristic as well as the liberal profession of associations or groups of any nature whatsoever."

Article 3:

"'Workers', in the sense of this law, are every person of all sex and nationality, who has signed an employment contract in return for remuneration, under the direction and management of another person".

Article 5:

"'Employees or helpers' are those who are contracted to assist any person in return for remuneration, but who do not perform manual labour fully or who do so incidentally."

Categories of Employees

Articles 9 and 10:

Casual employees

The labour law defines casual employees as those who:

⁴⁶ Ministry of Social Affairs, Labour and Veteran Affairs, March 1997. Labour Law. See also www.arbitrationcouncil.org

- Perform specific work that has to be completed within a short period ;or
- Perform work temporarily, intermittently or seasonally.

Casual employees are sometimes also referred to as floating or temporary employees.

Time limit on casual work

It is not proper to use casual (or floating) employees on a regular basis for long periods of time. The Arbitration council has found that if casual (or floating) workers work more than 21 days per month for more than 2 months in a row then they should be considered to be probationary or regular employees.

Articles 10, 161:

Rights of casual employees

Casual employees have the same rights as regular employees. Therefore, casual employees' benefits may be reduced if they work less than full time.

If an employer does not provide casual employees with annual leave, sick leave, public holidays, bonuses and other benefits then the employer should provide them with an increased hourly rate to compensate for this.

Part- time employees

Part-time employees are employees who work less than 48 hours per week. Part-time employees have the same rights as full-time employees except that their wages and benefits may be reduced in proportion to the number of hours they work.

Article 65:

"A labour contract establishes working relations between the worker and the employer. It is subject to common law and can be made in a form that is agreed upon by the contracting parties. It can be written or verbal... The verbal contract is considered to be a tacit agreement between the employer and the worker under the conditions laid down by the labour regulations, even if it is not expressly defined."

Under the Labour Law, workers (and / or employees; see definitions in Articles 3 and 5 above) are governed by and entitled to rules and benefits including:

- A maximum 8 hour day, or 48 hour week (Article 137)
- Prohibition of 7-day-a-week working (Articles 146 - 160)
- Paid leave at the rate of one and a half days' paid leave per month of continuous service, with the right to use paid leave accrued after one year's service (Articles 166-167)
- Compensation for paid leave in proportion to the amount of time worked in the enterprise, upon leaving employment (Article 166)
- Unpaid maternity leave of 90 days for women with less than one year's uninterrupted service, and maternity leave of 90 days at half pay for women with more than one year's service (Articles 182 and 183)
- One hour per day during working hours to breastfeed, for one year from the date of child delivery. Breastfeeding breaks must be separate from normal breaks (Articles 184 and 185)

- Managers of enterprises employing a minimum of 100 women or girls shall set up, within their establishments or nearby, a nursing room and a crèche (day-care centre). If the company is not able to set up a crèche on its premises for children over 18 months of age, female workers can place their children in any crèche and the charges shall be paid by the employer. (Article 186)
- Enterprises and establishments employing more than 50 workers must have a permanent infirmary on the premises, and during working hours (day or night) there should always be at least one male or female nurse present. The infirmary should also be supplied with adequate materials to provide emergency care in the event of accidents or occupational illness or sickness during work. (Article 242)
- Enterprises with more than one branch or work sites that employ at least 50 workers and are located more than 5 kilometres from the main work site should provide the branches or work sites with the same means as the main work site to assist and treat workers. (Article 243)
- Workers or employees should receive free vaccination against epidemics (Article 245)

ANNEX 3: Sexual Harassment & Physical Abuse Questionnaire for Beer Promotion Women in Cambodia

<i>Please read the following statement to the participants before commencing with the questions.</i>			
First of all I would like to ask you some background information about yourself.			
1	How old are you?	Write how many years _____	
2	What is your marital status?	Married Widow Single Have a "husband", but not married	1 2 3 4
3	How long have you worked as a beer promoter?	Less than 6 months Between 6 months to 1 year Between 1 to 2 years Between 2 to 5 years More than 5 years	1 2 3 4 5
4	What outlet do you usually work in?	Soup Shop / BBQ Restaurant Beer Garden Karaoke Nightclub / bar	1 2 3 4 5
<i>Please read the following statement to the participant before commencing with the questions.</i>			
Now I would like to ask you some questions about the kind of unwanted behaviour you experience at work, from either customers, work colleagues in the outlet, outlet owners and managers and/or company staff. For example, behaviour that is threatening or forceful, sexual harassment, physically abusive and/or disrespectful. Ask if they understand?			
5	Do you feel safe in your workplace? (e.g beer garden, restaurant)	Yes No Sometimes	1 2 3
6	Do you feel safe working for your company?	Yes No Sometimes	1 2 3
7	At any time since you have been a PG have you ever experienced disrespectful behaviour from a customer? <i>Mer ngyae</i> <i>For example, called sre langse, given low value, scornful and impolite language, rude comments about body, stared at body, obscene signs, asked to have sex</i>	Yes No	1 2

If you answered no cross the picture of the cup (number 9) on the next two questions – 8 and 9. If answered yes, continue			
8	How often do you experience disrespectful behaviour (<i>mer ngyae</i>) from a customer at work?	Every night A few times a week A few times a month A few times a year Never experienced disrespectful behaviour	1 2 3 4 9
Remind the group again if they answered no in question 7, cross the cup (no. 9) in the next question.			
9	Where does disrespectful behaviour (<i>mer ngyae</i>) from a customer happen to you?	At work when serving beer at table Somewhere else in the outlet (e.g toilet) After work, outside the outlet when with a customer On the way home At the house/gate Never experienced disrespectful behaviour	1 2 3 4 5 9
10	For every one to answer: At any time since you have been a PG have you ever experienced unwanted sexual touching from a customer? <i>Luk leurn</i> <i>For example, touch breasts, smack bottom, stroke thigh, touch hair, caress & fondle, catch & kiss, pull up skirt, touch groin</i>	Yes No	1 2
If you answered no cross the picture of the cup (number 9) on the next two questions – 11 and 12. If answered yes, continue			
11	How often do you experience unwanted sexual touching (<i>Luk leurn</i>) from a customer at work?	Every night A few times a week A few times a month A few times a year Never experienced unwanted sexual touching	1 2 3 4 9
Remind the group again if they answered no in question 10, cross the cup (no. 9) in the next question.			
12	Where does unwanted sexual touching (<i>Luk leurn</i>) from a customer happen to you?	At work when serving beer at table Somewhere else in the outlet (e.g toilet) After work, outside the outlet when with a customer On the way home At the house/gate Never experienced unwanted sexual touching	1 2 3 4 5 9

13	<p>For every one to answer:</p> <p>At any time since you have been a PG have you ever experienced deliberate physical abuse from a customer? <i>Romloup ringkai/ bampean ringkai</i></p> <p>For example, pinch arm, burn with cigarettes, grabbed and put in car, slap face, hurt breast, hit with bottle, glass etc</p>	<p>Yes</p> <p>No</p>	<p>1</p> <p>2</p>
<p>If you answered no cross the picture of the cup (number 9) on the next two questions – 14 and 15. If answered yes, continue</p>			
14	<p>How often do you experience physical abuse (<i>romloup ringkai / bampean ringkai</i>) from a customer at work?</p>	<p>Every night</p> <p>A few times a week</p> <p>A few times a month</p> <p>A few times a year</p> <p>Never been physically abused</p>	<p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>9</p>
<p>Remind the group again if they answered no in question 13, cross the cup (no. 9) in the next question.</p>			
15	<p>Where does physical abuse (<i>romloup ringkai / bampean ringkai</i>) from a customer happen to you?</p>	<p>At work when serving beer at table</p> <p>Somewhere else in the outlet (e.g toilet)</p> <p>After work, outside the outlet when with a customer</p> <p>On the way home</p> <p>At the house/gate</p> <p>Never been physically abused</p>	<p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p> <p>9</p>
16	<p>For every one to answer:</p> <p>At any time since you have been a PG have you ever been threatened or forced to do something you did not want to by a customer? <i>Komrien komheng / bongkom</i></p> <p><i>For example, threatened with a gun to have sex/ go with a customer, forced to drink, forced to sit with a customer, followed home, stopped at house, shouted at, customer shoot gun in outlet</i></p>	<p>Yes</p> <p>No</p>	<p>1</p> <p>2</p>
<p>If you answered no cross the picture of the cup (number 9) on the next two questions – 17 and 18. If answered yes, continue</p>			
17	<p>How often are you threatened or forced to do something by a customer (<i>komrien komheng / bongkom</i>) while at work?</p>	<p>Every night</p> <p>A few times a week</p> <p>A few times a month</p> <p>A few times a year</p> <p>Never been threatened or forced</p>	<p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>9</p>
<p>Remind the group again if they answered no in question 16, cross the cup (no. 9) in the next question.</p>			

18	Where does threatening or forceful behaviour (<i>komrien komheng / bongkom</i>) from a customer happen to you?	At work when serving beer at table Somewhere else in the outlet (e.g toilet) After work, outside the outlet when with a customer On the way home At the house/gate Never been threatened or forced	1 2 3 4 5 9
19	For every one to answer: At any time since you have been a PG have you ever been forced to do something sexual by a customer? (<i>bongkom owey twer awae moy teth dong nung phlau phet</i>) <i>For example, forced to touch a man's penis, have oral sex, rape etc</i>	Yes No	1 2
If you answered no cross the picture of the cup (number 9) on the next two questions – 20 and 21. If answered yes, continue			
20	Approximately, how many times have you been forced to do something sexual by a customer at work?	Between 1-2 times Between 3-5 times Between 6-10 times More than 10 times Never been forced to do something sexual	1 2 3 4 9
Remind the group again if they answered no in question 19, cross the cup (no. 9) in the next question.			
21	Where does this forced sexual behaviour from a customer	At work when serving beer at table Somewhere else in the outlet (e.g toilet) After work, outside the outlet when with a customer On the way home At the house/gate Never been forced to do something sexual	1 2 3 4 5 9
22	For every one to answer: Have you ever had to seek medical treatment because someone hurt you at work?	Yes No	1 2
23	Who hurt you so you had to seek medical treatment?	Customer Outlet owner/manager Outlet staff Company staff Other Never been hurt	1 2 3 4 5 9
24	Have you ever been forced to sit with customers by a work colleague, or outlet owner or manager?	Yes No	1 2
25	Have you ever been forced to drink with customers by a work colleague, or outlet owner or manager?	Yes No	1 2

26	Have you ever been asked to have sex by a work colleague, or outlet owner or manager?	Yes No	1 2
27	Have you ever been told to be more friendly / intimate with customers than you wanted by a work colleague, or outlet owner or manager?	Yes No	1 2
28	Have you ever experienced disrespectful behaviour (<i>mer ngyae</i>) from your present or past company staff?	Yes No	1 2
29	Have you ever experienced unwanted sexual touching (<i>luk luern</i>) from your present or past company staff?	Yes No	1 2
30	Have you ever been physically abused (<i>romploup ringkai / bampean ringkai</i>) by your present or past company staff?	Yes No	1 2
31	Have you ever been threatened or forced to do something you did not want to (<i>komrien komheng / bongkom</i>) by your present or past company staff?	Yes No	1 2
32	Have you ever been forced to do something sexual (<i>bongkom oway twer awae moy teth dong nung phlau phet</i>) by your present or past company staff?	Yes No	1 2
33	If you experienced disrespectful behaviour (<i>mer ngyae</i>), from a customer, outlet owner/manager or outlet staff <i>would</i> you report this incident	Yes No	1 2
34	If you experienced unwanted sexual touching (<i>luk luern</i>), from a customer, outlet owner/manager or outlet staff <i>would</i> you report this incident?	Yes No	1 2
35	If you were physically abused (<i>romploup ringkai ru bampean ringkai</i>) from a customer, outlet owner/manager or outlet staff <i>would</i> you report this incident?	Yes No	1 2
36	If you were threatened or forced to do something (<i>komrien komheng ru bongkom</i>) from a customer, outlet owner/manager or outlet staff <i>would</i> you report this incident?	Yes No	1 2
37	If you were forced to do something sexual (<i>bongkom oway twer awae moy teth dong nung phlau phet</i>) from a customer, outlet owner/manager or outlet staff, <i>would</i> you report this incident?	Yes No	1 2
Now I would like to ask you about drinking beer when at work. Remember this is a confidential survey, and so please answer honestly.			
38	Do you ever drink beer with customers?	Yes No	1 2
If you answered NO cross the picture of the cup (number 9) on the next three questions – 39, 40, and 41. If answered yes, continue			

39	What is the main reason you drink beer?	Forced by outlet owner/manager Forced to by customers Forced to by supervisor/PC Forced by other colleagues Want to so can sell more beer Want to/ like beer/like customer Never drink beer	1 2 3 4 5 6 9
Remind the group again if they answered no in question 38, cross the cup (no. 9) in the next question.			
40	On average how many cans/bottles of beer do you drink a night?	Less than 1 Between 1-2 Between 3-5 More than 5 Never drink beer	1 2 3 4 9
Remind the group again if they answered no in question 38, cross the cup (no. 9) in the next question.			
41	If you drink beer does it make you more friendly and intimate with customers	Yes No Sometimes Never drink beer	1 2 3 9
42	For every one to answer: Is drinking a lot of beer everyday harmful to women and their bodies?	Yes No Don't know	1 2 3
43	For every one to answer: Do you personally know of a beer promoter who was drugged without her knowledge by a customer?	Yes No	1 2
Thank you for your time.			

ANNEX 4: Considerations for Sexual Harassment Definition in Cambodia

While perceptions on what constitutes sexual harassment vary among and within societies, universal consensus exists on the key characteristics of definitions on sexual harassment. Generally speaking definitions used in laws, codes, policies, court decisions and collective agreements throughout the world may differ in details, but contain the following key elements:


- Conduct of sexual nature and other conduct based on sex affecting the dignity of women and men, which is unwelcome, unreasonable, and offensive to the recipient
- A person's rejection of, or submission to, such conduct is used explicitly or implicitly as a basis for a decision which affects that person's job
- Conduct that creates an intimidating, hostile or humiliating working environment for the recipient.

As a result of in depth research with beer promotion women about what constitutes sexual harassment, it was found the definition also includes other behaviour that may be an act with sexual intent, but also includes physical force, or threatening behaviour and even violent physical abuse.

As sexual harassment is defined by the individual (not the act), the term sexual harassment, in this research was expanded to include all behaviour that the women perceive as unacceptable. These 5 categories are:

CATEGORY	EXAMPLES OF TYPES OF BEHAVIOUR
1. Derogatory Behaviour	Verbal, non-verbal or physical: scornful & impolite language, rude comments about the body, stared at body, obscene signs, asked to have sex, how much for sex etc
2. Unwanted Sexual Touching	Physical: touch breasts, smack bottom, stroke thigh, touch hair, caress fondle, catch and kiss, pull up skirt, touch groin etc
3. Physical Abuse	Physical violence: pinch, twist arm, burn with cigarettes, grabbed and put in car, slap face, pull hair, hurt breast, hit with bottle, glass etc
4. Threaten or Force	Verbal or physical: threatened with gun to have sex or go with a customer, threaten with words or action, forced to drink, forced to sit down with a customer, followed home, stopped at house, shouted at, customer shoot gun in outlet
5. Coerced Sexual Act	Physical and/or violence: forced to touch a man's penis, have oral sex, touch genitals, rape

ANNEX 5: Ethics Committee Letter of Approval for the study



ក្រសួងសុខាភិបាល
MINISTRY OF HEALTH
គណៈកម្មាធិការជាតិរៀបចំការស្រាវជ្រាវ
របស់ការស្រាវជ្រាវសុខភាពដែលទាក់ទងនឹងមនុស្ស
National Ethics Committee for Health Research

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ព្រះរាជាណាចក្រកម្ពុជា
KINGDOM OF CAMBODIA
ជាតិ សាសនា ព្រះមហាក្សត្រ
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Mr. Louise Bury
Principal Investigator,
Project: Private Sector Partnership: Needs assessment of the right, organization and protection of
beer promotion girls in the workplace, Cambodia

Subject: Ethical approval

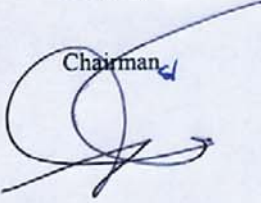
Reference: February 11th, 2005 NEC meeting minute

Dear Mr. Louise Bury

I am writing to notify you that your project entitled " Private Sector Partnership: Needs assessment of the right, organization and protection of beer promotion girls in the workplace, Cambodia" has been approved by the National Ethics Committee for Health Research, Cambodia on February 11th, 2005.

The principal investigator of the project shall submit a copy of the progress and final report to the committee's secretariat at the National Institute of Public Health at #2 Kim Il Sung Blvd., Khan Tuol Kok, Phnom Penh, Cambodia (Tel: 855-23-880-345, Fax: 855-23-880-346 and email: research03@online.com.kh).

Regards,



Chairman

H.E. Prof. ENG HUOT

លេខ ២ មហាវិថី គីម ឺលសុង . ខណ្ឌទួលគោក . រាជធានីភ្នំពេញ . ទូរស័ព្ទ (៨៥៥-២៣) ៨៨០ ៣៤៥ , ទូរស័ព្ទដៃ (៨៥៥-១២) ២៨០ ៧៩០ , (៨៥៥-១២) ៨៤២ ៤៤២
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