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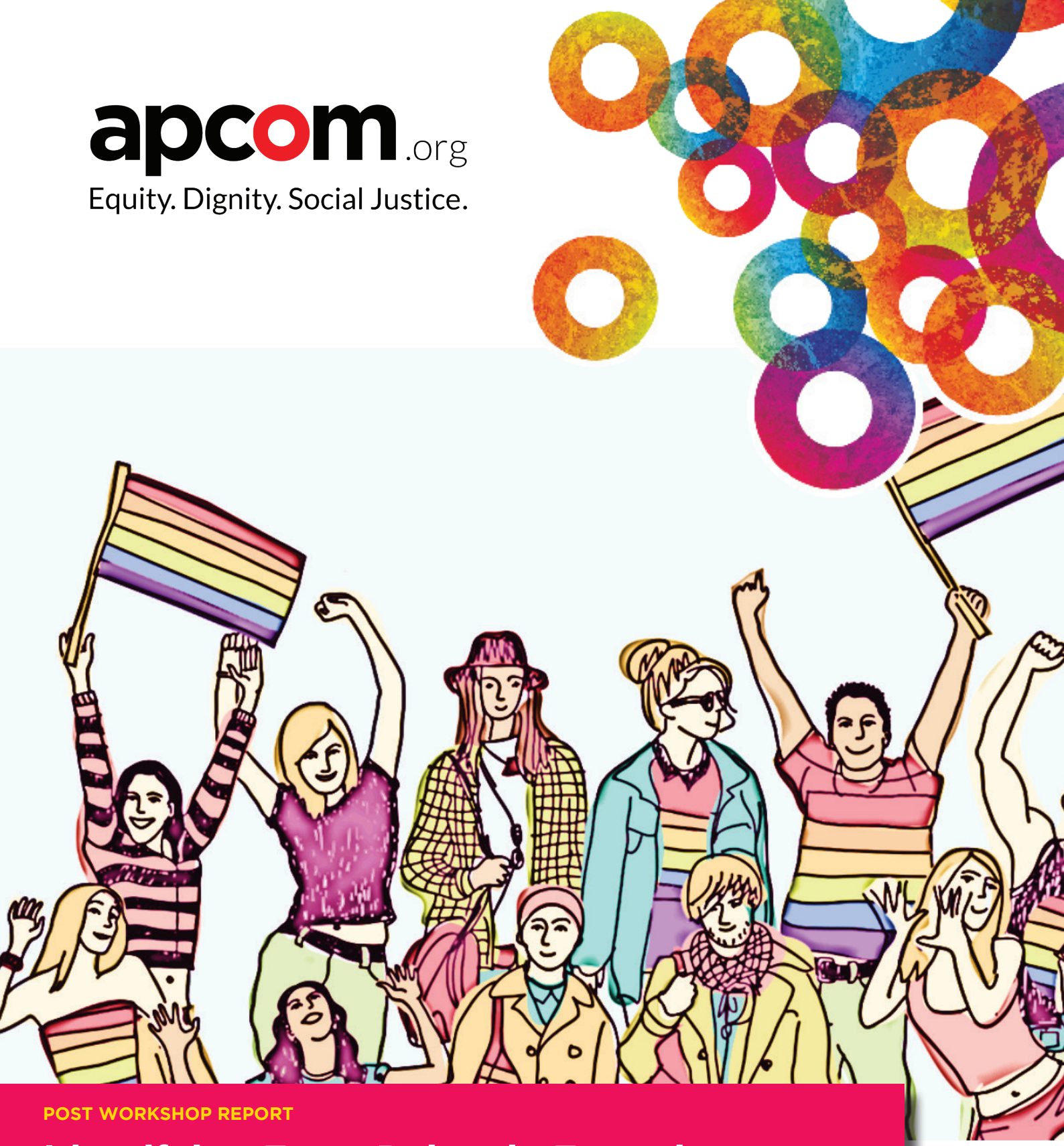

POST WORKSHOP REPORT

# Identifying Entry Points in Engaging the Private Sector

Cambodia

MICRO RAINBOW INTERNATIONAL FOUNDATION

Post-Workshop Report

# Identifying Entry Points in Engaging the Private Sector

# Cambodia

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# The Capacity-Building Workshop and the Modules

## Purpose and Objectives

The two-day workshop aimed to contribute to LGBTQI organizations' ability to engage with the private (business and finance sector) in Cambodia, towards contributing to the overarching goal of LGBTQI economic, social and financial inclusion. It also aims to explore ways and platforms of how LGBTQI organizations in Cambodia can partner with and strengthen capacities to engage with the private and finance sectors.

**At the end of the workshop, participants are expected to be able to:**

1. Describe concepts and frameworks related to social, economic and financial inclusion;
2. Be Familiar with economic, social and financial issues experienced by LGBTQI in Cambodia
3. Link concepts related to inclusion to the economic, social, and financial issues experienced by LGBTQI;
4. Describe the private sector in Cambodia and identify possible roles of the private sector towards becoming more inclusive;
5. Identify strategies/entry points for increased engagement between LGBTQI organizations and the private (business and finance) sector in Cambodia

## Organizer and Target Participants

APCOM Partner Micro Rainbow International Cambodia (MRIC) organized the workshop, with 20-25 participants (several attended only either day 1 or day 2). MRI also helped in co-facilitating.

## Workshop and Module Development Process

A call for proposals from consultants to develop a training module and to conduct the workshops was done by APCOM in May of 2019, and selection of the consultant was announced in August. APCOM did a regional review of literature, scoping visits, and preliminary work with the ADB and selected partners (local NGOs working on LGBTQI and social inclusion) in each of the four countries. In Cambodia, the APCOM partner is Micro Rainbow International (MRI).

Module development leading up to the workshop started back in August-September, with the outlines, comments from APCOM and partners, revisions, and subsequent drafts being written and revised, in an attempt to make all four modules somewhat similar. However, there were specific contexts for each country and partner and adjustments had to be made for the module design. Cambodia has more experience in the topics of LGBTI rights and documentation, with several publications over the past years; government has shown openness and responds to many of the recommendations on LGBTQI, coming from the UN Human Rights Council during the Universal Periodic Reviews (UPR). MRI has been working on social and financial inclusion with LGBTQI so their inputs were sought early, from the beginning of the conceptualization of the modules. Being based in Cambodia with easy access to MRI was helped facilitate the development of the modules. Furthermore, the private sector, the UN and NGOs, and many foreign embassies are active in several LGBTQI initiatives, such as supporting the annual Pride events since 2010.

It was clear that the modules would not be totally completed prior to the workshop, as adjustments were made until the time of the sessions themselves, but the basic structure of the modules remained intact. A common format for writing the modules was suggested by APCOM in October. Once the module outlines were drafted, the workshop design was developed and refined further, enhanced by discussions with MRI. A guide for activities, basic concepts and key messages were articulated for each session of the modules.

Since workshops had already been delivered in November by the APCOM Partners in Indonesia, Philippines and Laos PDR, there were lessons learned and additional inputs from APCOM for specific sessions, and suggested material that was very useful for all four countries participating in the project. These included recent study findings on LBGTQI Economic and Social Inclusion as well as other related material from the UN, World Bank, and prominent INGOs and advocacy groups. APCOM had supported a regional literature review, and also had its partners conduct FGDs with LGBTQI people in each country, to get a "feel" of LGBTQI Inclusion and/or Exclusion.

The experience of previous workshops done in the Philippines, Indonesia and Laos PDR also informed the modules in Cambodia, particularly in developing the sessions/ presentations on business and inclusion. It was envisioned that the workshop itself would be a "test" for some of the sessions in the module. Since translation would be used for the workshop, these had to be as short, simple and concise as possible.

While in Cambodia, at an LGBTQI film event sponsored by the Netherlands, "Document our History now" there was a serendipitous meeting with Paul Overdijk, founder of international networks on Business and LBGT Inclusion (Workplace Pride, OUT Business Network). Paul agreed to be part of the panel for the 2nd day of the Cambodia workshop.

# Brief description of the modules

The modules are firmly anchored on the concept of LGBTQI rights as human rights, and inclusion in all spheres – the economy, health, education, political participation, legal recognition, freedom from violence. It introduced basic principles of inclusion/exclusion, the impacts, and analyzed the situation of LGBTQI people in the country, from a human rights perspective. It also introduces concepts about the business and private sector. The module also shared lessons from other countries on LGBTQI inclusion, on engaging the private sector, as well as the outstanding practices of several "Fortune 500" companies, many of whom are also familiar brands in Cambodia.

Module 1. Arrival, Registration

Participants arrive, Registration, distribution of workshop kits and materials. Materials in the kit include the general information on the workshop, a brief agenda, copies of the slide presentations, and handouts on Business and Human Rights, and several UN and INGO reports.

Module 2. Introduction and "Getting to Know You", Purpose and Objectives, Pre-test, Administration arrangements & Workshop "Ground Rules"

This session enables participants to get to know the others better, one-on-one, in a fun and engaging atmosphere. Participants pair up with unfamiliar faces, talk for a few minutes and answer a couple of set questions, then present their partners to the rest of the group. Expectations are checked via group work. Administration and logistics arrangements are clarified, and a set of" ground rules" for the workshop is discussed and agreed with participants. The workshop purpose and objectives, activities of the project Finance, Inc. is presented by APCOM, and a questionnaire to gauge level of awareness of workshop topics is administered. Participants rate their level of agreement or disagreement with the statement, on a scale of 1 to 5. 1 = strongly disagree, 2 = disagree, 3 = neither agree or disagree, 4 = agree, and 5 = strongly agree.

| | Statement and Rating (1-5) | 1 | 2 | 3 | 4 | 5 | Tot | No |
|---|---|---|---|---|---|---|---|---|
| 1 | I am familiar with basic and current concepts of SOGIE | | | | | | | |
| 2 | I am familiar with the general situation of LGBTIQ people in my country, how they live and work and treated by society | | | | | | | |
| 3 | I am familiar with laws and policies and social and cultural norms relating to LGBTIQ people in Cambodia | | | | | | | |
| 4 | I am familiar with concepts and frameworks related to social, economic and financial inclusion; | | | | | | | |
| 5 | I am familiar with economic, social and financial issues experienced by LGBTQI in my country | | | | | | | |
| 6 | I am familiar with the private sector in Cambodia, different types, enterprises and business groups | | | | | | | |
| 7 | I can identify possible roles of the private sector towards becoming more inclusive of LGBTI | | | | | | | |
| 8 | I can identify strategies/entry points for increased engagement between LGBTQI organizations and the private sector in Cambodia | | | | | | | |

Module 3. LGBTQI situation in Cambodia

Contains information from a scan/review of documents on the LGBTQI Human rights situation in the respective countries. A world map of countries which have affirmed/ protected LGBTQI rights, and those where LGBTQI people are considered criminals is shown. Emphasized the various human rights: legal recognition, rights to health, education, decent work, freedom of assembly and expression, as they might apply to LGBTQI persons. Updates about the situation in each country are discussed, and views about progress or regression.

Module 4: What is Inclusion? LGBTI Inclusion?
What do we know from Cambodia – FGD results

Introduces concepts of inclusion and exclusion, the definitions of the World Bank and UNDP, and the negative impacts of exclusion, at the individual/micro level, as well as the national/sector (macro) level, with material from studies done by Professor Lee Badgett et al. The potential loss to the economy and society brought about by exclusion. This session introduces the concept of an LGBTI Inclusion index, and its components – the economy, health, access to education, decent work and employment, political recognition and participation, and freedom from violence and discrimination.
The findings from the FGDs done by the partners are also presented in this session.

Module 4. What is Inclusion?
LGBTI Inclusion? What do we know from Laos – FGD results

Introduces concepts of inclusion and exclusion, the definitions of the World Bank and UNDP, and the negative impacts of exclusion, at the individual/micro level, as well as the national/sector (macro) level, with material from studies done by Professor Lee Badgett et al. The potential loss to the economy and society brought about by exclusion. This session introduces the concept of an LGBTI Inclusion index, and its components – the economy, health, access to education, decent work and employment, political recognition and participation, and freedom from violence and discrimination. The findings from the FGDs done by LaoPHA are also presented in this session.

Module 5: Private Sector/Business sectors and the Private sector in Cambodia

This module introduces the concept of "private sector" in general, as well as the private sector in the country in particular. The differences between private and public sectors; the main purpose of the private sector, its rationale, and the contribution of the private sector to economic development. Introduces jargon on enterprise classifications (micro-small-medium-large); industries that make up sectors, and sectors that make up a country's economy. Also presents the private sector associations and other business associations, the classifications of enterprises in the country. Participants who had the experience of being employed with a business and the private sector also share their ideas. Some entry points for LGBTQI organizations, focusing on diversity/ inclusion policies where these exist, and special initiatives such as Corporate Social Responsibility (CSR) are introduced.

Module 6: End session: Feedback on Day 1

A short session for participants and facilitators to reflect on the first day, and what they think can be improved. Seated in a circle, each one is encouraged to speak and cite how the day was for them, just to note a few points.

Module 7: Review of Day: "Hot Potato" exercise

A participatory and fun exercise, set to music, that at the same time allows people to share what they have learned from the previous day's sessions. Interspersed with some fun actions to be performed if you get "caught" with the "hot potato" when the music stops.

Module 8: Reflection: Individual Sharing, "What can I do to help LGBTQI inclusion, in my own way?"

This session uses the nominal group technique—sitting in a circle, allowing reflection for a few minutes, and allows people to share on what they can do as individuals, within their own control, to improve LGBTQ inclusion and safe spaces for LGBTQI friends, neighbors, colleagues, or family members. Affirms that small changes can always start from within one's own mind, and heart.

Module 9: Business and LGBTQI I Inclusion: Rationale and Learning from other countries

The session introduces Business and Human rights concepts and their origins, from various UN declarations such as the UDHR and conventions, the Yogyakarta principles, and other landmark documents. Provides an overview of the rationale for, and the business case for LGBTQI inclusion. Shows how major companies in the Fortune 500 index are leading by way of their inclusion policies for LGBTQI people and their partners; but also how these benefits may not be universally available to all staff because of different country contexts.

Module 10: Panel or Resource speaker on LGBTIQ inclusion

In this session, LGBTQI resource speakers with experience in the private sector – employees, employers, entrepreneurs – are invited to share about their experiences, and suggest some entry points for LGBTQI organizations to start engaging with the business/ private sectors. Constrained by resource speaker availability. Embassies and European business networks in Bangkok, Laos and Cambodia were approached for suggestions. This is a moderated panel discussion, with an introduction of the speakers, each talks for around five minutes, followed by Q & A session.

Module 11: Defining Entry points for engaging the private sector (Presentation, followed by Workshop and Group Discussion, and Presentations by the Groups)

This session synthesizes various types of approaches towards engaging with the private sector, such as the need for planning and knowing the specific country context, listening to other views, proceeding cautiously, doing one step at a time, and trying to influence company policy and workplace culture. Also provides information about some entry points via a company's diversity and inclusion strategies, as well as any corporate social responsibility (CSR) policies and activities. The workshop tries to integrate lessons learned throughout the past two days, by dividing participants into small groups of up to 10 persons and asking the groups to discuss about "What can we do, on LGBTQI Inclusion, knowing what we know about the LGBTQI situation in Laos, our current activities, and the private sector?" Representatives of one organization are put together in one group, to enable them to think and strategize collectively. Groups are given 40 minutes to prepare a three-minute response, and are asked to be as creative as possible. They can do role-plays, posters, songs, performances, etc.

Module12: Post-test, Evaluation and Workshop closing

The closing session involves answering the post-test questionnaire (with a few additional evaluation-type questions thrown in), followed by a reflection of the workshop, and some closing remarks from APCOM. Facilitation team then meets to discuss any feedback and comments on how the workshop could have been improved.

# Workshop Highlights

Dates and Venue

## December 11 & 12, 2019
## LyLa Resort and Sports Club, Phnom Penh

Organization of workshop

MRI Cambodia organized administration and logistics. Tana and Kong Yara Co-facilitated and presented some of the sessions. Two interpreter-translators were engaged (Thida and Bunthorn) and there was a run-through of the modules.

Participants

Most participants were from Phnom Penh. The following groups/organizations sent representatives: MRI-Cambodia, CamASEAN, Reproductive Health Association of Cambodia, KHANA, Family Health International, Love is Diversity, Men's Health Cambodia, A Place to Be Yourself (APTBY). Two differently-abled participants. Had a good mix of gay men, lesbians, trans men, trans women, allies, including NGO staff who were fluent in English. Two participants came with their partners. One expatriate participant. Translation/Interpretation was arranged for facilitators and participants

Arrival, Registration, Introductory Sessions

Participants sign in and receive their workshop kits. After a short welcome from MRI and an introduction to APCOM, the Finance Inc. project and its activities, participants have an introduction using dyads, then they are divided into four small groups of 6 to 7 to discuss and present their expectations of the workshop content, of the other participants, of the facilitators, and other aspects like the venue, food, etc. Then ground rules of the workshop, such as the use of mobile phones, respect for other person's views, confidentiality, starting/ending on time, etc. are discussed and then posted on the wall as a reminder. Participants also answered a pre-workshop questionnaire. (note: a similar questionnaire was also filled out at the end of the workshop, with additional open-ended questions; the pre and post workshop results and ratings are in the Module on the Post-test and workshop evaluation, in a later section below).

## LGBTQI situation in Cambodia

LGBTQI situation in the world—an overview, showed developments in International Human Rights Law (Yogyakarta principles) as well as map showing countries where LGBTQI people were criminalized and could be put to death, as well as those where they were recognized in the law and had equal rights with others, including marriage. Participants agreed that the situation in Cambodia is much improved over the past decade, with both registered and non-registered CSOs and many ongoing, if small-scale, projects and initiatives. Human rights organizations (CCHR) have long running SOGIE projects. There are also many health and HIV Projects for gay and other MSM, sex workers, LGBTQI people recognized in national AIDS and Gender based violence strategies, and in basic education training; marriage ceremonies are allowed but not officially recognized. Most UPR recommendations on LGBTQI are accepted by the Commission on Human Rights. LGBTQI Pride events are organized each year and the private sector participates actively. Some mechanisms for recognition of family relationship exists, and many same-sex and same gender couples are living together openly

## What is Inclusion? LGBTI Inclusion?

Short film, "The price of Exclusion" from UNOCHCR was shown. A similar set of slides as that shown in Laos PDR was presented. Definitions of inclusion, according to the World Bank and UNDP; Findings from research showing the benefits to the economy at the macro and micro level were presented. The LGBT Inclusion index and its components were introduced. Details of the MRI Financial Inclusion project were presented, and testimonies of two participants in the workshop who benefited from the project—with technical assistance to develop their business plans, support to meeting with MFIs and gaining access to credit were shared.

## What do we know from Cambodia – FGD results

Yara of MRI Cambodia shared the findings from the FGDs Cambodia, with a slide presentation. There were 32 participants in 3 FGDs, but there were no Intersex or Queer identifying people. Age range was from 21 to 74, with 80% of participants between 22 to 45. Trans people experienced more discrimination especially in early education (Elementary grades). Experience of workplace and employment discrimination was common to most participants Barriers included lack of access to capital for starting businesses. Health care access was limited due to poverty, and in particular trans people could not afford specific health care. Poverty, disabilities, lack of education, lack of a good business plan were also other factors to consider apart from SOGIE. Several recommendations were proposed, as follows:

- Teachers, health service providers, local authorities and employers should receive training to raise their awareness on LGBTIQ issues.
- Public health facilities should offer free services for LGBTIQ people, including hormone treatment to transgender.
- Networks of parents and allies should be created to offer support to LGBTIQ people.
- Micro-finance institutions and banks should provide loans with flexible conditions and terms to LGBTIQ people who wish to start a small business.
- Schools, health centers, private businesses and government agencies should implement nondiscrimination policies.

## Private Sector/Business sectors and the Private sector in the country

Description of the Cambodian private sector—what is it, the major purpose ("profit"), how it is defined, what are the types of businesses and enterprises, and how it differs from the government (public sector) and Non-profits (i.e., charities). Also how is the private sector organized - various business associations and industry partners, different sectors of the economy, specific companies, many of which are household names, are cited as examples. Overview of types of enterprises in Cambodia according to the government classification (Micro, Small, Medium and Large). Different government ministries have oversight on the different types of businesses for the sector

## End session: Feedback on Day 1

The session checks how the day went, any suggestions to improve participation or delivery of the modules, and also assists in preparation for day 2. Participants sat in a circle, each one was encouraged to talk on a few points. The following are the points raised during the meeting/reflection

- Participant (P): what is CSR? What kind of the CSR and why we do we need CSR?
- F Why is the private sector important? P = there is a lot of money, many job, investment, capital, and job offer.
- F Is there any thought? Any comment? Suggestion and feedback?
- P understand of private sector is more important for LGBT to be engage.
- P it is important for me to know about it and be ready to create my own job and business.
- P I learn some of the issues and best practice from other participants.
- I am very excited to learn new things from Dr. Vic
- P I learn about CSR (Corporate Social Responsibility)
- P I learned more about what is private sector and it important for inclusion LGBT to engage to private sector.
- P Important of the entry points and inclusion LGBT to engage with the private sector.
- P how to loan the cash from the bank and what is the process.
- It is my first time to learn about business and the way make loan and what is the social norm of LGBT.
- I hope in the future may our LGBT friends be able to open the LGBT Company.
- I hope ADB may give the chance to LGBT and let LGBT to engage and invest to LGBT people.
- Thanks to APCOM for provided us the good workshop and I learn more about the ADB and I am so happy if we are engaging to private sector, and be able to work in private sector like other people.
- Feedback from Ramil about the CSR and how important to engage LGBT to private sector, and what is the benefits to LGBT if we be able to engaged with the private sector. CSR is

F Thida (I also learn the new things from the workshop and thank to your pay attentions and for joining us until the end of the day.

F Dr Vic, Thanks to all of you and we learn a lot from other and I know it is a bit boring with presentations, we try better to encourage more action and participate.

Ramille of APCOM noted that this is only a "starter" and we need to try harder and take more time to engage the private sector.

## Review of Day 1: "Hot Potato" exercise

Dance/fast music was played while the "potato" was passed around; when the music stopped, the person holding it had to peel off a layer, read the instructions, and answer a question, or perform a task. Questions and tasks prepared to include understanding of The private sector, types of enterprises in Cambodia according to size, no. of employees, and capital; the function and purpose of the business sector, as well as Human rights of LGBTQI persons. This exercise enabled participants to review main points of day 1, in a fun, engaging and energizing way.

## Reflection: Individual Sharing, "What can I do to help LGBTQI inclusion, in my own way?"

Participants sat in a circle, reflected and shared one point, about what they could do, as individuals, and in their own way and lives, to make LGBTQI Inclusion a reality. Some responses included:

- I have a lot of my friends who are LGBT and I learn about them too, now I can share my knowledge about LGBT to other people so they may reduce the stigma and discrimination.
- LGBT participation in social events is perfect, it is the time that we can do things for people to know LGBT and it is the chance for LGBT to share about themselves to other people.
- All LGBT must be active and support each other because yesterday we noted that, there are some country against LGBT, some country is neutral and there are some countries can welcome LGBT, thus everything starts with the individual.
- Integrate policy and SOP (Standard Operating Procedure) about LGBT people and private sector, in government programs.
- Hold dissemination workshop (SOGIE) to the local authorities and the decision makers.
- We must recognize our self and try to understand about the reason or any policy that excluded LGBT.
- Back in 2009, there are stigma and discriminate to disability people as well, I was excluded because of my body and appearance, but I try to show others that even with a disability one can have capacity and knowledge, and have my own business like other people.
- Learn about MRI and share to my colleagues, we should build strong community against the stigma and discrimination.
- LGBT people must show their talents and ability and capacity as other people. We must know who we are. I used to work in the ministry and they forced me to be the female but I told them, "work is not focused to the clothing and gender"
- Have a good evidence base on the most important things to advocate to the decision makers.

## Business and LGBTQI Inclusion: Rationale and Learning from other countries

The session started with a discussion, on "Why should the private sector include LGBT?" Participants concluded that this was needed for better and equal opportunities for all, with benefits for business and employees, improved human resources, better profit, and more taxes for the government, and showing a good example of acceptance, thus lessening stigma and discrimination.

## Introduce the Business and Human rights framework

Presentation to show the evolution of various human rights instruments over the years; the duties of states, institutions and businesses, "ensure, protect, remedy"; the intersection of business and human rights; the rationale of a Business and Human rights perspective.

## Making a business case for Inclusion

Presents why businesses should practice inclusion, including statements from their leaders, results of studies and researches done, and the benefits to the business and the community at large if they practice inclusion.

## Examples from big companies, Fortune 500 firms.

Showed how many of the world's top businesses practice LGBTQI Inclusion, afford benefits to same-sex couples, include SOGIE in their anti-discrimination policies, design attractive pride logos, support equality in their policies, strategies and CSR work (for example - Accenture, IBM, Facebook, Adidas, Google, etc.)

## Possible entry points:

Slides on possible entry points and strategies to engage Business, such as proceeding with caution, listening to other views, knowing the context of how business operates in the country, engaging stakeholders and changing company culture one step at a time. Participants noted that they needed to know more about the specific company if they were to approach them to talk about LGBT Issues and to gain their support.

## Panel or Resource speaker on LGBTIQ inclusion

Five speakers were on the panel. They were introduced by Kong Yara, who also acted as a moderator during the discussion.

- **Mr. Suong Van - Sales Manager, CMK Cambodia (MFI).** CMK is a partner of Micro Rainbow and stressed that the MFI does not discrimination against LGBT people, they only look at the basic requirements for making a loan or extending credit and not on someone's SOGIE, and they try to be flexible
- **Nou Vichet (Founder, I am what I am Campaign and Cambodia Pride week organizer, director of Kouprey, a graphic design company);** Vichet shares that over half of his 30 or so employees are LGBTQ and that there is no discrimination, people are free to be themselves, and be creative in their work, but they must possess the needed skills and talents to be part of the design teams.
- **Kong Bunthorn (entertainment/movie-TV personality);** Bunthorn has experienced discrimination from within the entertainment industry, criticizing his behavior as being too "gay. Now he is more critical of the roles being offered, and the type of events, and is selective in the contracts and with the companies that he works with, he will reject if they are not gay friendly, or hostile towards LGBTQI people
- **Thida-MRI Cambodia beneficiary/entrepreneur**
  Thida, a transman, shared about how he and his partner were able to learn from MRI, doing business plans and getting access to a loan, and improve their retailing business
- **Jason Argenta (A Place to Be Yourself, entrepreneur)**
  Jason shared about how he is trying to make his café more inclusive and welcoming, including putting up some colorful notices on how people should behave and treat others. LGBT people are preferentially employed.
- **Paul Overdijk, (Netherlands), former director of global strategy for TNT Express; founder of a regional network on Business/Private sector and LGBT**
  Paul notes that 40 years ago, in the Netherlands, one could lose their job for being LGBTQ; now that is no longer the case and there are international business networks of LGBT –friendly companies, and it is improving the businesses and making people more productive, and improving decision making. Cited a study that said people are up to 30% less productive if they are not "out" at work, because they have to keep watching over their shoulders; in effect this is a waste of salaries and makes a good "business case" for inclusion

Open forum followed, people asked about MFI Loan access, and how they could find jobs if they did not read or write or use computers. MFI staff replied that there are some positons that do not require these, such as cleaner jobs, for which all people can be considered,

# Defining Entry points for engaging the private sector (Workshop/Discussion, and Plenary)

The participants were divided into three small groups of 7-10 people, and several organizations were grouped together if they were working on similar issues. They were asked to reflect and discuss on the following question, and make a group presentation. "Given what we know about our: A. Organization + Activities, B. Private sector and C. Cambodia context, what can our group do to improve engagement with the private sector in Cambodia?" Groups are encouraged to be creative, so they may use dance, song, posters, etc. to express their key messages.

Group 1: MRI and CAMASEAN; our action plan

- Strengthening the self-capacity and to know more about our self and who we are, believe in ourselves, learn the skill and take the training course.
- We need to be ready to work and the good manner and patience
- We need to apply to the company and other private sector as what we can do, submit the CV and try our best to join the interviews base on our skill and life skill.
- Build up the capacity and try to make more creatively and improve the quality of the product that we want to deliver

Group 2: A Place to be yourself (APTBY) and "Love is diversity" - Short video

- The group made a short video clip, to illustrate a system for rating establishments if they have an LGBTQI friendly environment– for example, like having an all-gender toilet. In the video, someone interviews the owners of the establishment, asks them some questions, and uses a checklist to assess whether the establishment is open and welcoming to LGBTQI people. If they meet the necessary criteria, a "rainbow check" symbol is awarded.

## Comment from participants about the key message:

- Good to have the checklist as the reference
- This is the assessment to the private sector related to the working place of LGBT people with the business owner.
- Provided more detail explanations about the key message from the business owner and there is a way to measure the friendly services to LGBT people or any LGBT staff.
- A key message is to practice CSR and include a rainbow "check" as part of a branding strategy, to show they are an LGBT friendly business.
- NGOs should also be able to do the checklist, are be able to do it and community must know that they are no longer excluded.
- Other participants suggested that government establishments, such as the NAA have provided similar certificates to establishments, and that having government, NGOs and well known websites such as "Trip advisor" rate the establishments would give it more credibility

Group 3: NGO (CWPD, FHI, WNU)

- Activities for HIV and condoms/lube promotion were presented.
- Human Right (Gay Pride Week Campaign) should approach with the government agencies for integration of LGBT into strategic plan, guidelines; create policies for LGBT in the workplace
- Continue to engage with MSM/TG TWG in government policy bodies such as the National AIDS Authority
- Approach with decision maker
- Advocate for the health services for transgender people

## Post-test, Evaluation and Workshop closing

Participants filled out a questionnaire, same as the pre-test, but with three additional open ended questions. Both pre and post questions were based on the workshop objectives and participants rated their level of agreement/disagreement with a statement that reflected the workshop objectives, for example: "I can identify strategies/entry points for increased engagement between LGBTQI organizations and the private sector in my country…" Scoring: Score yourself according to your perceived level of agreement with the statements below, using a scale of 1-5, where : 1 = strongly disagree, 2 – disagree, 3 – neither agree nor disagree, 4 – agree and 5 – strongly agree.

Comparison of pre and post workshop scores showed marked improvement in 7 of 8 areas, as follows: (posttest ratings are combined in the table below and are highlighted in yellow). Green indicates an improved average score from the pretest, red indicates a lower average score in the post-test.

| | **Statement and Rating (1-5).** See computation method in footnote below. | **1** | **2** | **3** | **4** | **5** | **Total** | **#** | **Ave. Pre** | **Ave. Post** |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | I am familiar with basic and current concepts of SOGIE | 1 | 0 | 4 | 7 | 9 | 86 | 21 | 4.1 | |
| | post test | 0 | 1 | 3 | 4 | 8 | 67 | 16 | | 4.19 |
| 2 | I am familiar with the general situation of LGBTIQ people in my country, how they live and work and treated by society | 1 | 1 | 2 | 7 | 10 | 87 | 21 | 4.14 | |
| | post test | 0 | 1 | 2 | 6 | 6 | 62 | 16 | | 3.88 |
| 3 | I am familiar with laws and policies and social and cultural norms relating to LGBTIQ people in Cambodia | 2 | 2 | 9 | 5 | 3 | 68 | 21 | 3.24 | |
| | post test | 0 | 0 | 5 | 7 | 4 | 63 | 16 | | 3.94 |
| 4 | I am familiar with concepts and frameworks related to social, economic and financial inclusion; | 7 | 3 | 5 | 5 | 1 | 53 | 21 | 2.52 | |
| | post test | 2 | 1 | 2 | 6 | 5 | 59 | 16 | | 3.69 |
| 5 | I am familiar with economic, social and financial issues experienced by LGBTQI in my country | 2 | 3 | 9 | 4 | 3 | 66 | 21 | 3.14 | |
| | post test | 0 | 0 | 3 | 9 | 4 | 65 | 16 | | 4.06 |
| 6 | I am familiar with the private sector in Cambodia, different types, enterprises and business groups | 5 | 5 | 7 | 3 | 1 | 53 | 21 | 2.52 | |
| | post test | 2 | 0 | 1 | 7 | 6 | 63 | 16 | | 3.94 |
| 7 | I can identify possible roles of the private sector towards becoming more inclusive of LGBTI | 4 | 6 | 6 | 3 | 2 | 56 | 21 | 2.67 | |
| | post test | 0 | 0 | 3 | 7 | 6 | 67 | 16 | | 4.19 |
| 8 | I can identify strategies/entry points for increased engagement between LGBTQI organizations and the private sector in Cambodia | 8 | 4 | 6 | 2 | 1 | 47 | 21 | 2.24 | |
| | post test | 0 | 1 | 3 | 8 | 4 | 63 | 16 | | 3.94 |
| | | | | | | | | | | |
| 9 | My expectations of this workshop have been generally met | 0 | 0 | 2 | 2 | 10 | 64 | 14 | | 4.57 |
| 10 | I will be able to use the knowledge I gained here in my future work or personal life | 0 | 0 | 2 | 2 | 10 | 64 | 14 | | 4.57 |

*[1] Pre-test had 21 respondents; post-test 16 respondents. Averages (mean) computed according to test scores, multiplied accordingly: 1 X1, 2x 2, 3x 3, 4x4, 5x5. Totals then divided by N. Two post-test questionnaires were answered using pre-test forms, hence last two questions (9 & 10 only for the post-test) were missed. Four new participants on 2nd day, did not fill out pre-test forms.*

## Summary of participants' evaluation

The facilitators noted high points in the workshop: inclusivity and diversity with good representation of LGBTQ people, and people with disabilities. The panel discussion as very good, all enjoyed and happy with the workshop, many learnings and new knowledge about the private sector. On the points needing improvement, the presentation slides need to be in Khmer, have more private sector participation, and handouts in Khmer language would be helpful. Several participants thought there should have been a basic orientation about SOGIE at the beginning of the workshop.

What module(s) did you like the best and why?

- All, since they enabled me to know more about myself, and we all learned from each other, including the business and private sectors;
- Private sector (x 5) and CSR, got to know these;
- Now know about the countries where LGBT Is illegal.
- Like all modules;
- Module 6 - seeing what we have learned/talked about in real life settings, like Google and other companies; the modules are good, made me understand about the LGBT situation and the private sector;
- helps us understand LGBT difficulties, hope society will give them value. the workshop is a real opportunity to know more and about the private sector;
- help me understand about the process of setting up a business; helped me understand LGBT rights, and policies;
- panel discussion (x 2); - made me understand about private sector and inclusion; inclusion of LBGT in PS, loans in CMK, CSR.
- Met all my expectations; Facilitators encourage me to speak out and be heard;
- I liked the banking information, it is not difficult to get a loan

What do you think should be improved?

- I want this to happen again in my community;
- Discrimination against LGBT should go;
- resources and slides should be in Khmer;
- Orientation about laws and policies relevant for LGBT;
- Repeat workshop for others to understand;
- I Want to learn more about how to invest in business and be successful;
- Lack food (small quantity of food served);
- It would be good to have a speaker share on how to improve their business and be successful;
- Should have tips on how to run a small business
- I would consider introducing some agreed upon "group rules" and appropriate language at the beginning of the workshop so everyone starts on the same page and happy with the terminology we are using.

Furthermore, participants noted that the workshop was a "safe space" to talk about LGBTQI issues and problems; one wrote that "It gave me some good ideas about how my NGO can gain entry to private sector in terms of financing, support and advocacy and protection for the local LGBTQI Community.

# Reflections

*From feedback sessions,*
*From the module*
*developer/facilitations*

## Challenges:

- Change in focus and topics: Originally understood as LGBTQI financial inclusion, the modules and workshop became more focused towards engagement of the private sector with LGBTQI groups
- Developing content/text for modules, as there was Lack of existing information, and not always shared in a timely manner; Some slide text and content was adapted from presentations in Manila and Jakarta
- Few groups or organizations represented, usually just one or two persons from specific organizations.
- Use of translators/interpreters always has limitations, and use of consecutive vs. simultaneous translation

## Lessons learned:

- Important to have APCOM/Project staff in all four workshops, could help modify design and provide additional insight into the process as well as focus onto the sessions
- Flexibility on sessions, some designed “on the spot”
- Slides translated into local language
- Show some short clips and films
- Several participants in Cambodia did not know about LGBTQI and SOGIE SC jargon; in retrospect it may have been useful to conduct a short briefing on the meaning of the SOGIE-SC terminologies

# Recommendations

Most said they had learned a lot about the private sector, and wanted to have a similar workshop in their own localities. Most felt it was too short and another day might have been more useful; it was considered to be a "safe space" for the discussions. At least three participants wrote that a basic SOGIE session would have helped as they were not familiar with the acronyms and the jargon.

## From module developer/facilitator

General comments

1. More activities should be done to engage participants more, less slides needed, and translations of slides and resource material into local language would have helped
2. More open seating and venue arrangements, rather than backs turned at tables
3. Useful references and slides from Indonesia & Philippines for Private sector, Business Inclusion and Samples of good/outstanding practices of private companies. Several slides too text heavy and need to be modified to be more concise, adapted to different workshop sections
4. Other events that had a focus on LGBTQI people were being held at the same time and this furthered awareness and understanding to the local context and supporters of LGBTQI. The day before the workshop, an LGBTQI documentary night was launched at a local café, sponsored by the Netherlands embassy. Fortunately, Vic attended and met one of the organizers of this event, Paul Overdijk. Paul was invited to share his experiences at the panel discussion on Day 2 and he agreed, and met Ramil. Paul subsequently attended the APCOM partners meeting in Bangkok.
5. Field test of the modules – several major revisions are done in this version to reflect the actual activities carried out. New module added, and two modules collapsed into one
6. Flexibility with adjusting sessions because of resource speaker availability
7. Valuable insight and contributions, suggestions for workshop methods from APCOM Staff (Ramil, thanks a lot!)

## Annexes:

The full workshop documentation has been sent earlier.
Translations of the slide presentations into local languages has been sent to APCOM

*We are united in advocating for issues around HIV and those that advance the rights, health and well being of people of diverse sexual orientation, gender identity, gender expression and sex characteristics.*

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