



Addressing Gender-Based Sexual Harassment in the Workplace in Vietnam and Cambodia

Sexual harassment prevention intervention for factory workers in Vietnam

Final evaluation report

April 2021

EXECUTIVE SUMMARY

Purpose: This final evaluation aims to build an impact assessment of the sexual harassment prevention (SHP) package in the targeted suppliers of Primark in Vietnam. In particular, the final evaluation aims to assess the appropriateness and the effectiveness of interventions of the SHP package and review the possibility and lesson learnt to scale up the SHP intervention to other suppliers of Primark in Vietnam

Methods: The study employed a mix of qualitative and quantitative methods. Regarding qualitative methods, the study organised and collected information from 2 focus group discussions (FGD) with the Sexual Harassment Committee (SHPC) members, 6 in-depth-Interview with leaders and workers, the four most significant change stories and a program reflection workshop. The quantitative method was a survey with a sample of 196 employees working in the targeted factories.

Main findings: The intervention package of the project had 3 major domains of activities which included training and advocacy to leaders and managers of the factories participating in the project on SHP, supporting the factories to develop and implement SHP mechanisms, and awareness-raising and behaviour change campaigns. The project's activities that focus on training and advocacy for the targeted factories' leaders and managers had promoted them to proactively participate in address sexual harassment in their factories. The factory management board had publicly shown their commitment to implement the established SH prevention policies and actively participating in implementing all the project activities and creating role models at the forefront of good practice performance. Also, the findings of this evaluation show significant improvements in behaviours and the capacities of SHPC members and resource persons regarding implementing SHP activities and SH case handling.

In addition, the two targeted factories had demonstrated progress in implementing sexual harassment prevention mechanisms in the workplace and strengthening additional structural measures to have a better mechanism for SH declaration and treatment. A high proportion of surveyed workers believe in the availability and the effectiveness of the SH complaint handling mechanism in the factory. The majority of employees trusted the factories' SH resolving mechanisms

Furthermore, the awareness-raising and behaviour change campaign had significantly improved the knowledge and awareness on SH and SHP. Most factory workers had positive attitudes, perceptions and norms about Sexual Harassment identification. On another hand, the attitude toward victim-blaming in sexual harassment is still present. A little more than 40% of the end-line survey participants (41.4%) agreed that if someone gets sexually harassed, they must be at least partly responsible for it. However, this percentage is significantly lower than the rate reported in the baseline survey (which reported a high proportion (79.2%) of workers own the wrong perception of victim-blaming). This result showed that the awareness and behaviour change campaign had a positive impact on the targeted factories' employees.

Significant improvements in the awareness about SHP among the targeted factories employees had led to a number of changes in their behaviours. The interventions and communication activities of the project had triggered the discussion about SHP among all factories employees. With better awareness of SH, they had self-restrained of their behaviours if they believed that potentially lead to SH. More importantly, factories' employees had more activities to prevent SH event before the act is actually happening.

Employees were more willing to report SH or to share SH with others. More than 85% of employees said that they will report or share the case with others if SH happens to them or if they witness the case which is higher than the similar percentage reported in the Baseline survey (65.7%). The study participant also was more willing to share their experience of SH with others. The majority of study participants have

positive attitudes, perceptions and norms about SH reporting and complaint handling. More than 80% of worker agree that if someone experiences those behaviours, they should report it and 65.7% of study participants agree that a bystander should do something if they see SH behaviours happening. However, nearly half of the study participants still agrees that people reporting to the factory an act of sexual harassment can be at risk.

Since the establishment of the SH report and handling mechanism, the targeted factories did not receive complaint and report of sexual harassment. However, the results of the quantitative survey had revealed that SH still occurred in factories that participated in the project. The percentage of self-reported experiencing sexual harassment in companies participating in the project is low. Among 196 study participants, only 11 of them experienced at least one type of sexual harassment in the last 12 months (accounted for 5.6%). In addition, more than 25% of employees working in companies had ever heard of someone having sexual harassment behaviours at their workplace.

The success of SHP initiatives at the targeted factories demonstrates the possibility and lessons learned that should be implemented to sustain the SHP activities in the targeted factories after the end of this project and expand the SHP initiative to other factories. One of the main factors that contributed to the proactive participation and implementations of the targeted factories and employees to the project's activities is the incentives and motivation for the factories and employees to participating in the SHP project activities. In addition, leaders of targeted factories had recognised that SHP activities in their factories could help the factories to have a positive image in the eyes of customers and employees; increase productivity and reducing possible costs due to SH, and contribute to a positive safety culture.

The analysis of the project implementation strategies also reveals three SHP approaches that play important roles in the success of implementing the project activities, namely integrating SHP activities to the targeted factories' daily operation, promoting active bystanders to build a sexual Harassment free working environment and applying the survivor-centred approach to empower SH survivors. Those approaches are recommended to be implemented and strengthened to sustainable and scalable SHP among the factories that participated in the project and other factories proposing as the centre of the upcoming SHP activities.

Finally, study participants had expressed the needs for external supports that had could facilitate the continuity and expansion of the SH interventions. The targeted factories need external technical support to strengthen the capacity for the resource persons on more advanced skills regarding SHP such as how to investigate and handle SH case in the workplace, adapting media and communication materials and providing legal advice in adjusting the Internal Working Regulations and handling SH reports

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ACRONYMS

CVN	CARE International in Vietnam
FGD	Focus group discussion
GSO	General Statistics Office of Vietnam
ILO	The International Labour Organisation
IOM	The International Organization for Migration
KII	Key informant interview
MOH	Vietnam Ministry of Health
MOLISA	Vietnam Ministry of Labour - Invalids and Social Affairs
SH	Sexual Harassment
SHP	Sexual Harassment Prevention
SHPC	The Sexual Harassment Prevention Committee
VGCL	The Vietnam General Confederation of Labour
WHO	World Health Organisation

1. INTRODUCTION

1.1. The Sexual Harassment Prevention Project

This project seeks (in this report, this project is referred to as “the project”) to tackle sexual harassment and violence in 2 suppliers of Primark in Hai Phong province for 1 year. The Sexual Harassment Prevent Package for Garment factories includes a workplace policy; an implementation guide and multimedia training designed to engage women workers; and communication activities for raising awareness of factory employees of SHP.

This project aimed to achieve four outcomes:

- Prevent: Effective Workplace Mechanisms: Supporting garment factories to develop effective workplace mechanisms to respond to sexual harassment
- Encourage: Empower Workers: Supporting garment factory workers to feel safe to report sexual harassment and violence, and through engaging with garment factories, to do so free from negative consequences.
- Measure Impact: Provide evidence on what works in tackling sexual harassment in the workplace to scale anti-sexual harassment models beyond this project
- Scale to other factories (after Year 1)

Base and end-line surveys will build the impact evidence of the project in the factories. Individual reflections with factory management as well as a focus group discussion with female workers will provide additional evidence and verification of the findings. These findings combined with outcomes from a learning workshop will then provide a structure to the long term partnership, scalability and sustainability of reducing workplace harassment and violence. With the aim to scale into more Primark factories, improve Primark’s processes and procedures in managing these issues and wider industry influence.

1.2. Study objectives

This final evaluation, together with findings from the baseline survey, aims to build an impact assessment of the sexual harassment prevention (SHP) package in the factories in Vietnam. In particular, the final evaluation aims to:

1. Assess the appropriateness of the SHP package to targeted suppliers of Primark in Vietnam.
2. Evaluate the effectiveness of interventions, comparing the values between baseline and end-line point based on the logical framework of the program and to provide the full assessment of the progress made following the key indicators as stated in the project logical framework.
3. Review the possibility and lesson learnt to scale up the SHP intervention to other suppliers of Primark in Vietnam.

1.3. Study questions

This evaluation was to answer the following questions:

1. How and which SHP interventions and materials are applicable/inapplicable to the context and conditions of targeted suppliers of Primark in Vietnam? Why?

2. To what extent has the project achieved overall, specific objectives and key result indicators according to the logical framework of the project design, considering differences in social and cultural contexts and gender relations across project interventions.
 - What are the changes with respect to SHP in the targeted factories, compared to before the intervention? What factors contributed to or limited these changes? What adaptations have been made to respond to these factors?
 - To what extent the female garment factory workers are empowered to report sexual harassment-free from negative consequences,
3. To what extent the SHP mechanism can be sustained in the targeted factories after the project - end? What factors have affected the sustainability of the SHP mechanism in targeted factories?
4. What are the key lessons learnt and key recommendations to improve future project interventions?
5. What is the possibility of scaling up the SHP package to other suppliers of Primark in Vietnam? And what are the vendor's roles in this process?

2. STUDY METHODS

2.1. Data collection methods

The study uses a mix of five qualitative and quantitative data collection methods to collect information in 2 factories that participated in the project. An overview of the data collection methods are presented in Table 2.1.

Table 2.1. Qualitative survey sampling and data collection methods

#	Methods	Tools	Key informants/Participants
1	In-depth interviews	KII guide	6 in-depth interviews (1 Factory's Leader, 1 Female worker, 1 Male worker in each factory)
2	Focus Group Discussion with Members of Sexual Harassment Prevention Committee	FGD guide	Two FGDs with SHPCs (12 people in total), one FGD in each factory
3	The most significant change story	- The most significant change information form - The most significant change template	4 most significant change stories (2 stories in each factory)
4	Reflection workshops	Meeting agenda, reflection questions and planning tools	1 reflection workshop in AromaBay Candles, including CVN, 2 factories' SHPC
5	Quantitative Questionnaire survey	Questionnaires	196 participants; 29 participants from Truong Son and 167 participants from Aroma

The study organised 2 focus group discussions (FGD) with the Sexual Harassment Committee (SHPC) members and 6 in-depth-Interview with leaders and workers in the 2 factories (Appendix 2). The study

had collected data to write up the four most significant change stories regarding project implementation. Also, a program reflection workshop had been organised among the project staffs and factories managers and sexual harassment teams. The workshops had reflected on the adaptation process of the sexual harassment prevention package and outlined the action plans for sustaining the SHP mechanism to the two targeted factories in Vietnam.

Finally, the quantitative survey using the structured questionnaire was conducted among a sample of workers and managers working in the same garment companies. The study took place in two companies that participated in the project. Totally, 196 study participants (29 participants from Truong Son and 167 participants from Aroma, who were conveniently selected from the companies' employees and managers, had answered the Questionnaire for Garment Company Employees (See the Vietnamese version of the questionnaire in Appendix 4). The study participants had an average age of 32 years, ranging from 19-51 years old, responded to the survey questionnaires. Of those, 84 employees (42.9 %) were male and 112 (57.1%) were female. Of the total, 76.1% of study participants (147 employees) were married. Notably, 87.2% of female study respondents were married, much higher than this rate in male counterparts (61.9%). The rest of the male respondents (31 males, 36.9%) were single or widowed (1 male, 1.2%). While the rest of the female workers (14 females) were single, divorced, widow or separated. The majority of respondents (53.6%) belonged to Kinh ethnic groups, which is the largest ethnic group in Vietnam. The rest of the participants belonged to other ethnic groups. The demographic information and work characteristics of the quantitative survey participants were presented in Appendix 1.

2.2. Data management and analysis

The study employed both qualitative and quantitative strategies to analyse data collected from the field. All data was handled with care and preserved confidentiality by allowing no one except the researchers to have access to the raw data and notes.

For qualitative data, the investigator used thematic analysis to answer the research questions. Qualitative data from the FGD and In-depth interviews were note-taken by interviewers and their assistants and were transcribed in Microsoft Word document files. The most significant change information forms, the most significant change templates and the reflection meeting minute were also transcribed to Microsoft Word document files. All the electronic data was then entered into a qualitative electronic database using NVivo (Release 1.2)¹. Three key steps in the process of thematic analysis namely familiarization and data coding; identifying patterns across data and analysing and interpreting patterns across data was carried out to answer the research questions [1, 2].

For quantitative data from the community survey, the investigator employed uni-variable, and bi-variable tests. The survey questionnaires were entered into electronic databases. The survey data was then transferred to an R database which was then used for data analysis. The quantitative data from the survey are analysed using R². The quantitative analysis started with a descriptive analysis (such as

¹ QSR International (2020) NVivo qualitative data analysis Software (Release 1.2); QSR International Pty Ltd./.

² R Core Team (2020). R: A language and environment for statistical computing. R Foundation for Statistical Computing, Vienna, Austria. URL <https://www.R-project.org/>.

frequencies, percentage, mean, and standard deviation) to present demographic information, and evaluation questions. Bi-variable analyses using the Chi-square test and the Pearson correlation coefficients were used to find the possible relationship between the variables (with a confidence level of 95%). Fisher's exact test is used in the analysis of contingency tables which contained one or more cell/cells with the expected value less than 5.

2.3. Ethical considerations

The studies have been conducted in accordance with good research practices, which means that the fundamental principles of ethical research issues were applied. To ensure the anonymity of respondents, all the interviews were conducted in private spaces. Trained research employees had explained the study objectives to the participants, and standard consent forms for participation were required from all the respondents prior to any process involving collecting data from the participants (See Appendix 3. Sample of Participants' consent form).

Participation in the study was voluntary and the participants could withdraw from participation at any time. No invasive procedures were performed in this research. Therefore, no physical harm was associated with participation in the study. Furthermore, HR and company people were not allowed to access the database. Finally, the study data was only accessible to the investigator and respondent identification information was removed from all the analyses of the data.

3. CHANGES CONCERNING SHP IN THE TARGETED FACTORIES

The intervention package of the project had 3 major domains of activities, namely training and advocacy to leaders of the factories participating, supporting the factories to develop and implement Sexual Harassment Prevention mechanisms and awareness-raising and behaviour change campaigns. The changes concerning SHP of each above interventions are discussed in 3 first parts of this section. The final part of this section analyses the status of direct and indirect SH experience and perceived consequence of SH among study participants.

3.1. Factories' leaders proactively participate in address sexual harassment

Starting from the inception phase of the project, a number of advocacy activities to factories' leaders had been implemented. There had been a delegation of work between the management board's members to establish the SH prevention mechanism. The project had also organised training courses for leaders and key resource persons of the two target factories in Vietnam on gender difference, gender norms and identification of SH at the workplace. Furthermore, the members of SHPC were equipped with knowledge and skills to deliver worker training on what is SH and its consequences. Ongoing coaching to ensure effective policy implementation and also advocacy for the support for the project activities had also been integrated into all project activities.

This end-line survey had discovered many observable results of those activities. In this sub-section, the changes regarding the awareness and behaviours of factories' leaders are discussed.

3.1.1. *The factory management board actively participated in the project activities and publicly showed commitment to implement the established SH prevention policies*

To establish an organization's perceptions and attitudes toward SH, one first step would be to inform all employees of the organization's strong standing (as zero tolerance to SH) against SH through whistle blowing. The leaders of participating companies had openly demonstrated that they stood up and took the responsibility to create and maintain an environment that prevents SH in their workplace. An HR manager clearly stated the commitments of the factory's management board:

The commitment of factory leaders: the factory does not accept any SH behaviour in the factory. If there is any harassment, it will be thoroughly investigated and handled
(Manager, Aroma)

Similarly, the senior leader of the other factory who participated in the project also shared his point of view.

The factory management is very interested in this issue.... In my opinion, the most important thing was that everyone at the factory understood that if something went wrong they could report it to SHPC and it was safe for them to report it. (Manager, Trường Sơn)

In addition to having clear commitments, in many project training and communication events, the factory leaders stood up and showed publicly their point of view to support and promote SH activities. For

example, factory managers delivered supportive messages on SHP and factories' SHP mechanism to factory workers in the communication events.



The messages in the poster are:

"Speak the truth

The law and we always protect you,

*For a safe, healthy and effective
working environment that brings
happiness to every family"*

Pham Van Lang

Deputy General Director

For a safe and fun environment

*oppose sexual harassment in any
form!*

Figure 3.1. Sexual harassment poster in Truong Son factory with the picture of Mr Lang - Deputy General Director of Truong Son Company

Leaders and members of SHPC of the factories had also publicly appeared in the project posters to communicate the commitments to all partners and employees. Figure 3.1 shows a Sexual harassment poster in Truong Son factory with the picture of Mr Lang - Deputy General Director of Truong Son Company.

One member of SHPC described the impacts of the clear commitment from leaders:

... before, in the company, all regulations and rules of the Company on fire prevention, food hygiene and safety, are posted on bulletin boards at common locations... now there is the Care project [SHP project]. ... there are posters, people will assume this is the commitment of the factory... and the leaders had shown commitment to the project... then people see and follow... to implement it. (FGD, Truong Son)

The shift in behaviour among senior leaders of the targeted factories had rippled through the organization in a positive way. The actions that factories' leaders took were symbolic and they sent messages to all

employees. Once made a commitment or declaration, leaders will also have more responsibility for policies and activities to prevent SH.

In 1 year of implementing the SHP activities in the two companies participating in the project, there had been many targeted factories' leaders and managers that actively participated and provided leadership to SHP initiatives. Among them, the case studies of Mr Lang from Truong Son and Ms Huong from Aroma are the two most shining examples of factory managers who proactively stood up for sexual harassment prevention. Box 3.1: the case study about Mr Lang.

Box 3.1. Mr Lang - The factory manager who proactively stood up and led the sexual harassment activities.

Mr Lang is the Deputy General Director of Truong Son Company. Right from the beginning of the project, Mr Lang participated in SHPC at the factory; and assume the role of Chairman - General manager of the board. He was the one who decided to implement the project's activities at the factory.

Mr Lang's motivation for participating in SHP activities is to do what is good and beneficial for the factory and employees. Having Mr. Lang as the factory leader in the SHPC board is a great encouragement to SHPC's activities. Employees clearly see the commitment of factory leaders through the appearance of Mr. Lang on the Poster. A worker shares a positive image in SH prevention from Mr. Lang:

There is also a senior leader in the group [SHPC], Mr Lang.... The boss's picture looks great, pasted all over the company, it's beautiful, Deputy General Director (Male worker, Truong Son)

SHPC members and employees feel supported to carry out operations and have assurance from leadership positions. With his leadership, Mr Lang is very optimistic about the ability to maintain and implement SHP activities at the factory after the project period. He sees positive benefits from SHP activities. When being asked about the sustainability of the SH prevention activities after the project finishes, he committed:

In my opinion, these activities will be continued. This activity does not cause any burden to the leadership and employees but has meaning and good benefits. (Anh Lang, Truong Son)

Similarly, at the Aroma factory, Ms Huong also showed the role of women in the leadership of SHP. Her case study is present in Box 3.2.

Box 3.2. Ms Huong - Female manager taking a leadership role in SHP

Ms Huong is the Head of Administration - Human Resources Department. As a mid-level leader of the factory, she bravely stood up to lead the project's SHP activities. She is the leader and organizer of the board's meetings; Responsible for training for all employees.

Ms Huong has been interested in SH prevention and safety for female workers of the factory since before the project. She confided:

This [SH] is certainly a matter of great concern. Before participating in the training with CARE, the company was also interested in this issue, but I did not know how

to do it. At the company that has night shifts, the number of men and women is almost equal, so our factory has a high risk of SH. (Miss Huong, Aroma)

After participating in the project and being trained by CARE, she found more clear and orderly measures to prevent SH. She helped the factory create a safe working environment for employees; especially female workers feel more secure working the night shift because they know they are protected.

Under the leadership of Ms Huong, the SHP department has cultivated more knowledge and skills to communicate and deal with SH situations. She wishes to motivate other factory staff to develop skills to better prevent SH. She confided:

... in the past, she was the only one doing this job, so she wanted more people to know about this topic and have skills.. because workers are often closer to the people under their department than me (Huong, Aroma)

In her role, Ms Huong has taken the leadership role in amending and re-registering the labour regulations, with strict regulations on SHP.

The company is in the process of re-registering labour rules, Ms. Huong is the main person in charge. The new policy has hierarchies and classifications of disciplined behaviour. (FGD, Aroma)

With the new rules, SH behaviours will be clearly defined and specify the steps to handle SH.

Those case examples showed that the active leadership in SHP had strengthened the organisational culture of prevention and deterrence of workplace SH. This culture had been started at the top and was actively promoted through openness. Clear leadership encouragement of speaking up and speaking out is encouraged could facilitate difficult discussions and consistent and sustained actions the zero-tolerance of SH

The participation of factories leaders and manager of all levels was vital for the feasibility and sustainability of project activities.

The targeted factories leaders and managers actively participating in implementing all the project activities. Line managers and unit managers were mobilized to participate in communication about SHPC.

*Training on [SHP] content and handling procedures for managers and team leaders.
The team leader disseminates these contents to the workers at the first meeting of the shift (Manager, Aroma)*

They created role models at the forefront of good practise performance. SHP communication was integrated the everyday work procedure.

In addition, because the main obstacles to the implementation of the SHP activities is “mainly time constraints”, the support and facilitation of company leaders are very important. The factory management board supports the committee's members, arrange their work accordingly so they have time to join and discuss during the training.

Management takes it very seriously. It's important to take time to train people and communicate.... invest time in developing easy-to-understand images. (Nữ công nhân, Trường Sơn)

The company facilitates timing and considers SHP a formal work responsibility of the employees.

Prepare lectures with Ms Thuy, Ms Hoa right at the company. The company considers this as an official job (FGD, Aroma)

In the cases of the two targeted factories, the top-down approach where leadership played a key role in developing, implementing, empowering staff and modelling sexual misconduct prevention had been critical to effecting changes in the factories. The leader driven approach moved the SHP activities among the targeted factories beyond lip service, sets the tone and helps inclusive, equitable and civil values come to life.

3.1.2. Awareness raising and behaviour changes among factories' leaders and SHPC

The project had organised TOT training and management staff, HR teams & Sexual Harassment Prevention Committees on SHP, SHP policy and regulations, SH complaint handling and facilitation skills to deliver worker training and also provided ongoing coaching to ensure effective policy implementation.

Targeted factories' leaders and manager had changed their behaviours to prevent SH. The factories leaders and members of SHPC had changed their behaviours toward SHP. One leader reported his changes:

I myself also know how to control my behaviour... before, I had joked with colleagues... without thinking that it might be SH behaviour. (Story of Change, Truong Son)

In addition, the capacities of SHPC members and resource persons regarding implementing SHP activities and SH case handling was improved. Following the training and capacity building activities, members of the SHPC had demonstrated significant improvement in their capacities in implementing SHP activities at the factory.

They were confident and capable to conduct training and communication sections. Ms Nhan a member of the sexual harassment prevention committee at Aroma Bay Candles' factory was a case example of the capacity improvement and behaviour changes among SHPC member. Mrs Nhan has also been more serious about sexual harassment prevention in the workplace and stopped making jokes about this matter. Box 3.3 presents her case.

Box 3.3. Story of Change- Strengthening capacity for SH activities

Mrs Nhan is a member of the sexual harassment prevention committee at Aroma Bay Candles Company. Being a member of this committee, she has the opportunity to participate in a series of capacity building session organized by CARE. In the first Training for Trainers (TOT), she was so shy and actually 'scared' to talk about this subject. A victim-blaming attitude still exists in her mind and she did not take sexual harassment in the workplace seriously. Nevertheless, her attitude in the 2nd TOT was significantly changed. She has become much more confident and been actively participating in group discussions. She shared:

It is very stressful to stand giving presentations... the first time, I stood still, not knowing what to say... the second time, I improved... the third time, I became much better. (Ms. Nhan, Aroma)

During the session on sexual harassment prevention for factory workers, as the facilitator, Nhan has

successfully applied both knowledge on SHP and facilitation skills. She emphasized to the workers that: “We should be more serious about sexual harassment prevention in the workplace and stop making jokes about this matter.” Besides, Nhan showed an improvement in facilitating a group discussion on real-life situations of sexual harassment at work and boosted the workers’ confidence when talking about this so-called sensitive subject.

Other resource persons from the two factories were to organize communication events and training sections with support from CVN. One member of the SHPC shared how did they work together to improve the quality of the communication event.

I was divided into groups to discuss with each other. It is the cooperation to find out the best way to convey information... how to make people understand the most... design how to communicate information in the simplest way to make it public. people can understand. (FGD, Truong Son)

Organizing communication events was also an evidence of how SHPC members have been improved of capacity and skills in SHP at work. CVN’s team and factory’s SHPC reviewed communication plan, facilitation notes and SHP questions used in the events. In each event, a SHPC member was also one of two facilitators of the event with CVN’s officers, as Mrs Phuong from AromaBay shared “My first time ever to be an MC of a big event, I was very nervous”.

The members of SHPC also claimed that they were confident and prepared to handle the SH case if there is a report. One SH member said.

Now... I could confidently handle that problem (SH)... before, I didn't know how to handle it, how the process was... Now, I am confident (Reflection meeting)

Moreover, one who participated in SHP activities felt proud and motivated for being a part of the SHP mechanism.

... feeling proud, confident when becoming a member of the board [SHPC]. There was a worker in the factory teasing me and asking: N... [name of an SHPC’s member], give me the phone number of the board. I read it out loud and even my phone number... Feeling happy and delighted... proud (Story of Change, Aroma)

The improvement of the factories’ SHPC members in implementing the SHP programs will ensure the sustainability of the activities.

Finally, members of the SHPC had applied the confidence and competency acquired from the project to other daily tasks. By participating in the project activities, members of the SHPC had improved their skills and learning new skill that they could apply to their daily work. A member of SHPC described how investigation and communication skills that were acquired when working with the project helped her to solve the daily work tasks:

CARE [CVN] taught a variety of skills, communication skills and investigative skills, which we can apply not only to dealing with sexual harassment but also to many aspects of our day-to-day work. Since then, the administrative department also receives information more accurately and clearly when processing information. And communication skills, we can communicate information widely and specifically and solve problems faster (FGD, Aroma)

Box 3.4 also presents a case study of how learning to work in a team transformed their work style and significantly improved the outcome of SHP activities. SHPC's members reported that they had never work in a team before. Until working on this project, CARE instructed and promoted the SHPC team to work together and instructed them on the techniques that use in teamwork, they realised the benefits of it.

Box 3.4. Story of Change- Benefit of teamwork

Our workers include male and female, with different levels of education and knowledge. It is difficult to find a way to convey the information needed to them so that everyone can understand. When SHP committee members combined and worked as a team to deliver the lecture, we overcame the problem of how to convey to the workers and help the diverted audience to understand the SHP messages.

We had never worked in a group like this before. Only after this activity, CARE staff trained and supported a lot in the way of doing activities. We and Mr. Bien worked together to design the lesson. Members of the group had their own viewpoint when designing the lecture. But when we gave our product to Nhung, she commented that our team had to design in the form of a tree diagram to summarize all the information of the video clip about SHP in a concise, complete and step-by-step manner for workers to understand. And we have edited the lesson in the way Nhung commented to us.

Teamwork is very good because everyone has strengths and ideas to contribute to each other. Although we are colleagues, we work together, but we are not sure that we understand each other. But through teamwork, we exchanged and practised presentations together, so we understood each other a lot more. From now on, if there is any sexual harassment case happening in the factory, we will work as a team to solve the problem. I believe that the outcome will be better. We will seek consensus among our team first and then act together in accordance with the regulations.

It is beneficial for the factories that can leverage key employees as social influencers to help support a harassment-free environment. Reach out to influential employees to seek their support for harassment prevention efforts and their input on how communication and training can be improved to be most effective. With the supports of Care Vietnam, the factory staff has acquired considerable knowledge & skills to prevent SH and sustain the SHP activities after the end of the project.

3.2. Mechanisms for Sexual harassment Prevention

All two factories had demonstrated progress in implementing sexual harassment prevention mechanisms in the workplace including the implementation of reporting mechanisms that are safe and trusted and empower and support individuals and workers to feel safe to report violations and to feel safe that reports will be handled in a manner that respects due process. The project adapted and provided each factory with a set of tools for SHP. That included the recommended workplace SHP policies and Policy implementation guide; Reporting mechanisms; and Complaint response processes & tools. In addition, to support the implementation of the SHP activities, the project had advocated for the setting up of a multi-disciplinary SHPC which had been the centre of all the SHP activities.

Those interventions had brought positive changes to the SHP at the targeted factories.

3.2.1. Having SH resolving mechanisms and reporting channels

With the support of the project SHP tools, the two factories had developed the workplace SHP policies that clearly defined SH and had policies to deal resolutely and strongly with SH. One member of the SHPC described the handling mechanisms:

... apply SHP rules. ...If it is serious, the law will handle it... the company can handle it by setting up a disciplinary committee. In the new policy regulations, the heaviest form of discipline is severance and prolongation of the salary increase period (FGD, Aroma)

Having the reporting and handling mechanisms for SH had played a fundamental part in SHP in the target factories. With the implementation of the SHP policies, sexual harassment prevention became mainstream and bonded with the factories official regulation.

People are more secure... and often remind each other if there is a problem, "report immediately". It is understood that the company has a mechanism to protect workers. The HR department is receiving more and more employee contributions, but I'm also happy (Manager, Aroma)

Factories' workers were also aware that SH is not tolerated and will be punished.

They will notify the company's SHP team... will call the violator up and have a warning..., severe penalties or dismissal of serious violators (Male workers, Truong Son)

In addition, factories had also set up reporting channels for SH reporting. Employees could report SH case to many levels of manager in the factories.

If workers have any questions or complaints, they will meet My and Nhan [SHPC's members] first, who are closest to the workers and are usually the first to receive workers' feedback. To some extent, they can handle it.. or if necessary, they will report it to their superiors (FGD, Aroma)

Having multiple channels and choices for reporting SH was also important. When being asked about the reporting channels, one male worker had listed some of his choices:

... I think I should meet SHPC directly... or by phone, the company has a hotline but I haven't called (Male worker, Aroma)

The results of the quantitative survey also confirm the qualitative finding. Table 3.1 show a high proportion of surveyed workers believe in the availability and the effectiveness of the SH complaint handling mechanism in the factory.

Table 3.1. Percentages of employees who agreed to statements on the availability and the effectiveness of the SH complaint handling mechanism in the factory.

	Total supporting		Female supporting		Male supporting	
	n	%	n	%	n	%
Sexual harassment at the workplace is against the law.	160	82.1%	88	78.6%	72	86.7%
In my factory, there are policies about sexual harassment that protect workers from it.	174	90.6%	99	88.4%	75	89.3%
In my factory, I know who the person or people are that I would go to if I	160	88.9%	89	80.2%	71	86.6%

experienced sexual harassment						
There are obvious regulation in reporting the S.H cases.	166	91.2%	93	83.8%	73	88.0%
There are services available for people to get help if exposed to sexual harassment at my factory.	169	92.3%	96	85.7%	73	90.1%
In my factory, penalties are applied for people who sexually harass others.	155	88.6%	88	79.3%	67	80.7%
We have leaders who enforce policies against sexual harassment at my current workplace.	169	87.1%	91	82.7%	78	92.9%

Those percentages are not significantly different between male and female employees.

In addition, the majority of employees trusted the factories' SH resolving mechanisms. When asking about what will happen following an SH report only 8.8% think that nothing will happen. More 60% of surveyed workers think that an investigation will happen if an SH case reported,. Furthermore, 38.4% of surveyed workers think that the information of the handling process will be reported/shared to reporters. Those percentages are higher than the percentage reported in the baseline report, demonstrating increasing confidence in the factories' SH resolving mechanisms. However, only 38.4% of surveyed workers think that the perpetrator will be punished following an SH report. Although, this percentage is slightly higher than the percentage reported in the baseline survey (36.4%), it's fair to say that this is still quite a low % of workers who believe that a perpetrator will be punished.

The finding from quantitative data also demonstrated that employees know many report channels and could report to various level of managers. Factory leader is the most favourite reporting channel (68.7%), followed by HR and Trade Union (44.6% and 42.2%, respectively). In comparison, the baseline survey of the project had reported that 63.4% of employees chose the factory leader as the first reporting channel, followed by Trade Union and HR (39% and 34%, respectively). Clearly, compared to the finding from the baseline survey, the end-line survey findings showed a higher percentage of employees choosing to report SH to leader, HR and trade Union. This result indicates that employees had shown more confidence in the mechanisms for SHP in the factories participating in the project.

3.2.1. *Setting up the SHPC to lead and implement SHP activities in factories.*

In each targeted factory, the project had advocated setting up a team responsible for implementing SHP at the workplace, receiving and processing reports on SH and support the factory management board in developing SHP policy. This group should have a full composition of Leaders, representatives of departments (HR, trade union, ...) production department, male and female workers. The members of the group are reliable people, allowing employees to feel comfortable sharing and talking.

SHPC membership usually includes representatives of key plant components, including representatives of the leaders and managers, the Trade Union, Security Department, Health Department and Representative of employees (both male and female).

This committee can be an existing department of the company such as the Labour Relations Department, and add functions on PC and enhance capacity. The establishment of SHPC is a mechanism to provide leadership in SHP. The function of each committee member and the operation method of the SHPH has been clearly defined.

The SHPC meets every 3 months to update and see if there is any need for improvement (Manager, Aroma)

One SHPC member explained the construction of the SHPC, and how the team worked together:

In the SHPC... Mr Bien [Head of Security Department and President of Trade Union] is having contact with workers every day, and Huyen [factory health staff] and Huy [HR officer] are also very close to the workers... and if there is something, the workers will immediately discuss it [with them]. Now workers also know that there are mechanisms and policies, instead of words, now there are actions (The story of change, Truong Son)

The construction of the SHPC with participants from diverse disciplines had proved to be very effective for implementing SHP activities and diversifying the reporting channels. SHPC has become a reliable address for workers to consult on SH issues in the workplace.

As a member of the SHPC committee, if there is a [suspected SH] case ..., the worker can talk to him first to ask if there is a problem to advise the worker. (FGD, Trường Sơn)

In the new Internal Working Regulations, the formulation of the SHPC had been clearly stated. This development will legitimate the SHPC which will be very good for the operation of the team.

3.2.2. Amending workplace Internal Working Regulations with regulations on SHP

From the results of one year of project implementation, factories have continued to strengthen additional structural measures to have a better mechanism for SH declaration and treatment. The two companies have revised their internal working regulations, supplementing the contents of prevention of SH at the workplace in accordance with CVN's advice and provisions in the Labour Code 2019 and Decree 145 / ND-CP of the Government which detailing and guiding the implementation of a number of articles of the Labour Code regarding working conditions and labour relations.

One factor contributed to the strength of the recommendation from CVN is that CVN is the major contributor that played an important role in shaping the provisions in the Labour Code. CVN's advocacy efforts since Dec 2017 to May 2019 have successfully promoted workplace gender equality in the Revised Labour Code, in which sexual harassment prevention (SHP) provision has been improved and integrated. This achievement has created on-going advocacy windows for CVN to advocate for the SHP in the National Decree, under the Labour Code 2019.

The development of labour regulations with regulations on workplace SH is a big step. The revised labour regulations have very strict and specific provisions on sexual harassment and sexual harassment reporting and handling procedures. Tighten SHP policies, supplement very specific regulations. SH's victim protection is also emphasized and there are clear regulations. The regulations are very clear on the rights of SH whistle-blowers

Sexual harassment or any other behaviour that harasses or discriminates against colleagues is covered by the Company's workplace sexual harassment prevention policies. (Labour regulations, Aroma)

Regulations have been consulted by lawyers in accordance with the law of Vietnam. CVN's inviting lawyers with expertise in labour law helped companies trust the recommendations from the project.

Dossier for amending the labour regulations of the two companies was submitted to the Hai Phong Department of Labor, War Invalids and Social Affairs, and received feedback on the revised content, including other regulations other than SHP at work.

Currently, it [The Internal Working Regulations] is quite detailed and has submitted a dossier to the Department of Labour [Hai Phong Department of Labor, Invalids and Social Affairs] to register the policy and has a separate provision on SH prevention.
(Manager, Aroma)

Box 3.5 summarises key advancements related to SHP that were integrated into the new Internal Working Regulations. The definition of SH was clear and comprehensive which includes only physical harassment but also other types of harassment (verbal, non-verbal behaviour and “Quid pro quo”). The definition of the workplace was also broadened to included all work-related physical and electronic environments. Also, the complaint handling process was clearly regulated.

Box 3.5. Key contents related to SHP in the new Internal Working Regulations

A clear and comprehensive definition of SH at the workplace

Workplace sexual harassment is all acts of a sexual nature that take place in the work environment; against the will and disturb or hurt the recipient.

Sexual harassment in the workplace includes, but is not limited to, the following activities:

- Sexual harassment by physical acts
- Verbal sexual harassment
- Sexual harassment by non-verbal behavior
- “Quid pro quo” (trade-off) sexual harassment occurs when an employer, supervisor, manager or co-worker does or attempts to influence the hiring process. employ, promote, train, discipline, fire, raise, or other employee benefits in exchange for sexual consent

Broadening workplace definition

Workplace includes not only specific locations where work is performed such as offices or factories, but also other work-related locations. Therefore, the workplace here can be understood as including places or things related to work such as:

- Social activities related to work, such as receptions and receptions organized by businesses, for employees or customers,
- Workshops and training;
- Official business trip
- Meals related to work
- Work-related communication activities via electronic means

Clear SH complaint handling process

The process of dealing with denunciations and complaints about sexual harassment in the workplace

with full specific steps is given.

Strengthen survivor-centered approach

The company's responsibilities for preventing and combating sexual harassment in the workplace:

- Receiving reports of sexual harassment at work, ensuring that the alleged victim feels cared for and is not afraid of retaliation
- The company will protect information about the alleged victim and alleged harasser if necessary. The Company will take the necessary steps to protect the person who reports the incident in good faith and to ensure that there is no retaliation for doing so. Retaliation will be subject to appropriate disciplinary action

The new Internal Working Regulations had also strengthened the survivor-centred approach. In the new Internal Working Regulations, there are many specific and powerful regulations to protect reporters and victims of workplace sexual harassment.

The project had developed a standard SHP code of conduct and support factories to integrate it into Internal work regulations of the two factories and submitted it to Hai Phong Department of Labor, Invalids and Social Affairs

One factor that contributed to the effectiveness and appropriateness of the Sexual Harassment Prevention tools of the project was that Care had provided the factories with the most up-to-date legal advice. One SHPC member described the reasons why the new Internal Working Regulations was well received by factories' leaders.

... based on the labour law effective from 2021, the second is that CARE's project cooperation hired a lawyer to advise the company, so the company also has a better understanding of the SH content. (FGD, Aroma)

Having legal advice from a lawyer was an effective strategy to advocate for the application of SHP in the Internal Working Regulations. This is an innovative method to strengthen the SH regulation at the factory. By encouraging factories to develop workplace Internal Working Regulations and integrating SH content into it, will both benefit the company and well implement the project.

3.3. Awareness raising and behaviour change campaigns

The awareness raising and behaviour change campaign was a vital component of the SHP project. This sub-section analyses the changes in employees' awareness and behaviours. This sub-section also discusses the effectiveness and appropriateness of the project communication materials and interventions.

3.3.1. Improvement in knowledge and awareness on SH and SHP

The quantitative survey had found that the project's communication campaigns had provided major improvements in Knowledge about SH.

As presented in Table 3.1, overall, most factory workers had positive attitudes, perceptions and norms about Sexual Harassment identification. Most of the study participants (87.2%) agree that dating in a consensual relationship is not sexual harassment. In addition, 17.5% of study participants believed that

sexual harassment is only physical, which is lower than the percentage reported in the baseline survey (20%)

Table 3.2. Attitudes, Perceptions and Norms about Sexual Harassment

Category	Attitudes, Perceptions and Norms about Sexual Harassment	Agree		Disagree	
		n	%	n	%
SH identification and consequences	A male and female from the same workplace who are dating in a consensual relationship is sexual harassment	157	87.2%	23	12.8%
	Verbal harassment is hardly every serious and is mostly just joking	33	18.5%	145	81.5%
	Sexual harassment is only physical	32	17.5%	151	82.5%
	Sexual harassment is only between members of the opposite sex	35	20.7%	134	79.3%
	Sexual harassment only happens to women	19	11.1%	152	88.9%
	Sexual harassment behaviours are a private business.	32	18.9%	137	81.1%
Victim blaming and SH	If you dress and act properly you won't have be the target of sexual harassment	99	58.6%	70	41.4%
	Women should tolerate sexual harassment to keep their job	11	5.8%	178	94.2%
	Telling someone about sexual harassment makes you a troublemaker	31	17.2%	149	82.8%

Nearly 90% of employees (88.9%) agreed that sexual harassment could happen to both men and women, and nearly 80% of employees thought that sexual harassment could happen between members of the same sex. Those percentages of employees having positive perceptions regarding SH identification are higher than the percentages of the same categories reported in the baseline survey (which found that around 80% of workers disagreed that sexual harassment only happens to women and 70% of workers disagreed with the statement "SH only happen between opposite sex").

Regarding the attitudes, perceptions and norms about and SH consequences, more than 80% of study participants (81.5%) verbal harassment is serious. In addition, 81.1% of employees participating the end-line survey don't think SH is a private business which is higher than the percentage of workers who disagreed with the same statement reported in the baseline survey (75%). This improvement could be attributed to the employee engagement campaigns of the project.

On the other hand, the attitude toward victim-blaming in sexual harassment is still present. A little more than 40% of the end-line survey participants (41.4%) agreed that if someone gets sexually harassed, they must be at least partly responsible for it (because they thought acting and dressing properly prevent SH). However, this percentage is significantly lower than the rate reported in the baseline survey (which reported a high proportion (79.2%) of workers own the wrong perception of victim-blaming). This result showed that the awareness and behaviour change campaign had a positive impact on the targeted factories' employees.

The majority of employees (94.2%) didn't think that women should tolerate SH and 82.8% of employees didn't agree that telling someone about sexual harassment makes you a troublemaker. Those percentage is roughly similar to the percentages of the same categories reported in the baseline report.

The qualitative study also shows that the targeted factories had better awareness and positive changes in perceptions and attitudes regarding SH. Workers were aware of their rights and mechanisms to support addressing sexual harassment

Employees are aware of the factory's SHP mechanism. Employees also know the factory has a process, know when, and where to report (AromaBay, Reflection meeting). When asked how to handle when detecting acts of sexual harassment, workers immediately thought of reporting. Workers also learned that there are many ways and channels to report SH. One worker listed some options for reporting SH that he knew.

It is advisable to talk to the head of the department (direct manager) because it will be easier to talk.... If the direct manager is the person who has such behaviour, I will report directly to SHPC. (Female worker, Truong Son)

With the knowledge acquired from the project communication activities, employees were more confident that they could be a part of the solution. One female worker explained how the improvement of her knowledge brought her more confidence and strength.

Before, people thought it was just a joke. Now that I am communicated, I feel more confident, if there is a problem, I can get help, I don't feel bothered anymore. (Female worker, Aroma)

Workers are aware that they are protected by the company, and it is their right to report to be protected. They started to understand that they have the right to work in an environment free from sexual harassment. One female worker stated her right.

...the company also said that if any behaviour occurs, it can be reported to the factory for resolution. If I don't report it, things will go further... that's my right. (Female worker, Truong Son)

Findings both quantitative and qualitative studies confirm that awareness of SHP among employees of the targeted factories had significantly improved.

3.3.2. Behaviour changes among factories' employees

Significant improvements in the awareness about SHP among the targeted factories employees had led to a number of changes in their behaviours.

a. Factories' employer discussed and shared information about SHP more often

The interventions and communication activities of the project had triggered the discussion about SHP among all factories employees. People who had the knowledge and information about SHP shared it with others during the breaks. One worker described the change in her behaviour.

In the past, people didn't talk much [about SH and SHP]... now people are communicated, people talk more during eating and drinking breaks, people talk a lot (Female worker, Aroma)

Thank the changes in attitudes, perceptions and norms about SHP, the targeted factories' employees overcame their shyness and obstructions to discuss and share information about SHP. One member of the SHPC talked about the change in employees' behaviours.

... I work as a security guard out there, so I often meet people. No one had asked me about this topic before, because they were shy. But now there's nothing to wonder about [about SH and SHP] that they share and ask (The Story of change, Truong Son)

The SHPC's members and employees who had participated in training sections and communication events used break time to communicate and educate their peers about SHP. One member of SHPC explained how she used stories to communicate about SHP to employees why she chatted with them.

After attending the training section, female workers exchanged and talked in the room... to share [about SHP]... if they read any related stories online, or tell about behaviours, stories [related to SH]... we sometimes reminded others about SH.. "ah be careful, it is SH". (Story of change, Truong Son)

The targeted factories' production team managers also integrated SHP discussion and communication about SHP into the team's meeting. Furthermore, workers also shared what they knew with others. One male worker talked about how did he convey to his teammates what is SH.

When meeting the production team, I convey to my teammates what is the behaviour of SH that should be avoided.... people can sue you.... we should also avoid... avoid words, gestures [that could be considered SH]... because this is already in the law.... people can sue you. (Male worker, Truong Son)

b. More preventive actions against SH.

There were also many positive changes in the behaviour of workers to prevent SH. Many employees reported that they had self-restrained of their behaviours if they believed that potentially lead to SH. One SHPC members described the change in employees' behaviour since the start date of the project:

When CARE (CVN) came here [to implement the project], the perception changed. For example, the teasing is also different. When workers learn a lot, they also change their perception significantly, people change their concept and also change their behaviour. Even people making jokes is limited... 60-70% of workers have changed their teasing compared to before. (FGD, Aroma)

Employees also better understand the harmful effects of SH on the factory and the employees. So they seriously take activities to remove SH and build an SH-free environment. Other people reported that with better awareness of the problem, he had changed their behaviours for a safe environment and also to protect himself against any consequence of SH.

From the day of the training, the situation was different than before. In the past, there were often joking actions... now it's reduced a lot. Because... First, it affects work, that's not acceptable... because everyone goes to work to earn money, not for fun. Second, it's in the law, don't want to go too far, affecting dignity. (Male worker, Truong Son)

More importantly, factories' employees had more activities to prevent SH event before the act is actually happening. Employees reminded others about SH and prevent activities that can lead to SH

... now if you look at someone [in a sexual manner]... someone will turn around and say "this is sexual harassment". (Female worker, Aroma)

The project communication materials became the reference for behaviour modification intervention. One employee told an example:

People also talk about this topic more often... if teasing each other is a bit too much... someone will always remind each other "look at the poster, that's harassment" (Story of Change, Truong Son)

As, workers have a clear recognition of what is SH behaviour, and the behaviours that can lead to SH are prevented, the work environment eventually becomes safer even there was no sexual harassment case was reported and no sexual harassment penalty had been issued.

c. Employees were more willing to report SH or to share SH with other

The findings from the quantitative survey show that 85% of employees will report or share the case with others when being asked if SH happens to them or if they witness the case (Figure 3.3). The percentage of female employees willing to report SH is higher than among male employers. However, this difference is not statistically significant. This percentage is higher than the percentage of workers who tend to report or share the case with others reported in the Baseline survey (65.7%)

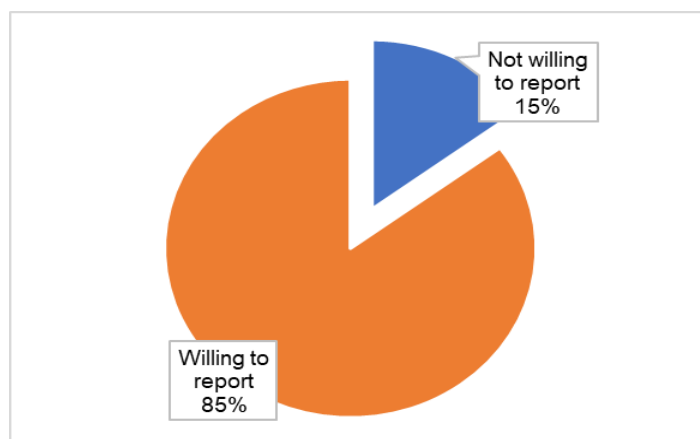


Figure 3.2. The percentage of study participants willing to report SH (n=195)

The study participant also was more willing to share their experience of SH with others. The findings from the end-line survey show that the percentage of workers who choose to tell the S.H experience with their colleagues and their family members were also relatively high (30.1% and 19.9%, respectively). Especially, 25.9% chose to report to police if SH would happen. In comparison, the baseline reported a lower percentage of workers choosing to tell the S.H experience with their colleagues, family (12% and 17%, respectively). This improvement in employees' willingness could lead to significant improvement in employees SH sharing behaviours.

Box 3.6 summarises a story shared by Ms T* in a communication event on sexual harassment prevention in Aroma Bay Candles company, Duong Kinh District, Hai Phong Province. She is in her mid-50s and has been working as a garment factory worker for her entire life. Notably, at the beginning of the event,

when the MC asked the participants if they thought they have witnessed/ experienced some kinds of sexual harassment, no one raised their hands. After the first round of public discussion about sexual harassment in the workplace, Ms T* was confident enough to stand up to openly share her experience.

Box 3.6. Story of change – Gaining confidence to share SH experience

A few years ago, when I was working at the previous factory, a security man slapped on my bottom when I was checking in at the gate. It did not happen just once, but several times. I felt uncomfortable, but I did not know that his behaviour was against the law. I did go to the HR office afterwards to report the case but they were so reluctant in solving it publicly.

If I joined this event sooner and was aware that his behaviour was unacceptable by law, I would have had been more confident. Now I know that it was not my fault to be harassed and that no one has the right to judge me for having reported it.

In addition, as presented in table 3.3, More than 80% of worker agree that if someone experiences those behaviours, they should report it and 65.7% of study participants agree that a bystander should do something if they see SH behaviours happening. More than 90% of workers disagree that no one will try to stop SH and nearly 64% of workers disagree that there is nothing that can be done to prevent sexual harassment behaviours or no one will try to stop SH.

Table 3.3. Attitudes, perceptions and norms about sexual harassment reporting and complaint handling

	Agree		Disagree	
	n	%	n	%
Nothing can be done to prevent those sexual harassment behaviours	65	36.1%	115	63.9%
No one will try to stop those sexual harassment behaviours	15	8.2%	169	91.8%
If you see those behaviours happening, you should do something about it	111	65.7%	58	34.3%
if someone experiences those behaviours, they should report it	150	83.3%	30	16.7%
Reporting to the factory/company an act of sexual harassment can be at your own risk.	85	48.0%	92	52.0%

However, nearly half of the study participants still agrees that people reporting to the factory an act of sexual harassment can be at risk.

On another hand, the majority of employees feel safe to report Sexual harassment. As present in Figure 3.4, nearly 91% of study participant feel safe if they report SH at the workplace. This percentage is equal among male and female participants.

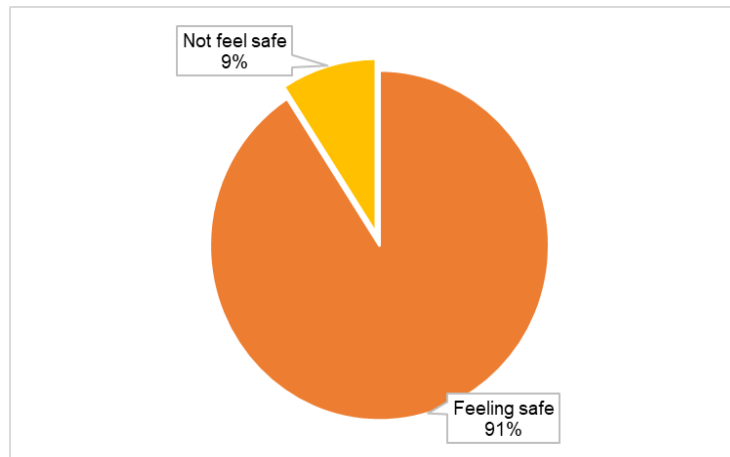


Figure 3.3. The percentage of study participants reported feeling safe if they reporting SH cases (among people who willing to report SH) (n=153)

There were only 14 people who reported that they did not feel safe if they reporting SH cases. Among them, 3 people explained that they were afraid that others will know and they will be retaliated if they report to the factories' managers. Two people reported that they feel unsafe because they don't know how to report it. Others said that they were afraid that people will not believe them or don't want many people to know about the situation.

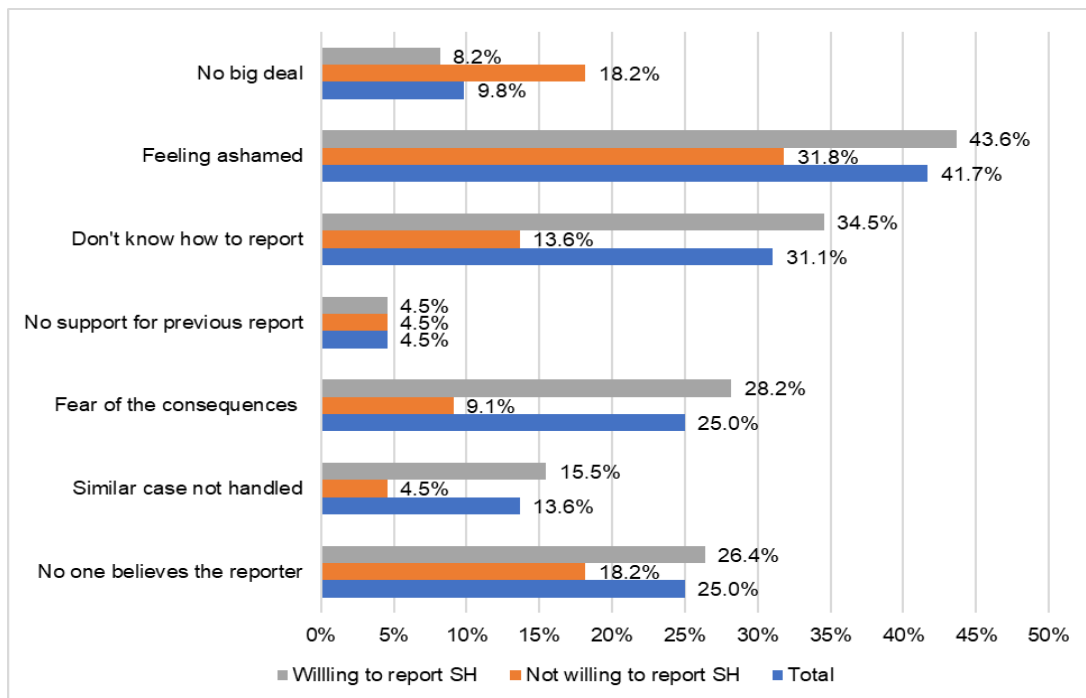


Figure 3.4. Reasons for not reporting SH at the workplace by willing to report (n= 132)

Figure 3.5 presents the summary of the responses of study participants about the factors that cause them or others to not report Sexual harassment in the workplace. The two reasons that study participants cited the most frequent as the reason for them or other people to not report SH at the workplace is feeling ashamed (41.7%) and "don't know how to report" (31.1%). Study participants also thought that the fear of

bearing the consequences (cited by 25% of participants) and the belief that “no one believes the reporter” (cite by 25%) are also the reason for the under-report of SH at the workplace.

Notably, in all of those reasons cited by employees, the percentages among people who are willing to report are higher than the percentages among people who are not willing to report. Those differences might cause by the fact that people who willing to report SH to analyse the risks of reporting SH more thoroughly.

A lower percentage of employees believed people don't want to report SH due to a similar report was not handled and supported, which reflect the fact that there had not been any reported case of SH in the targeted factories.

Those findings sound the alarm of the survivor-centred approach of the intervention of the project. More analysis on the survivor-centred SHP will be delivered in Subsection 4.2 of this report.

3.3.3. The effectiveness and appropriateness of the awareness-raising and behaviour change interventions

The communication campaign of this project used a combination of different communication methods and materials. The project organised training sections and communication events for targeted groups of employees. The communication campaign also distributed booklets, used posters and banners and developed and showed video clips for mass communication. Those methods of communication had been positively received by workers and the factories' manager. This part will discuss the appropriateness and effectiveness of the communication activities of the project.

a. Training workshops and communication events.

The targeted factories organised training courses for workers on 5 topics of SHP, conducted by SHPC members. The SHPC had been equipped with the targeted worker training package that includes Video drama series, Visual aids for interactive sessions and Training manuals with discussion guides (see Figure 3.5).

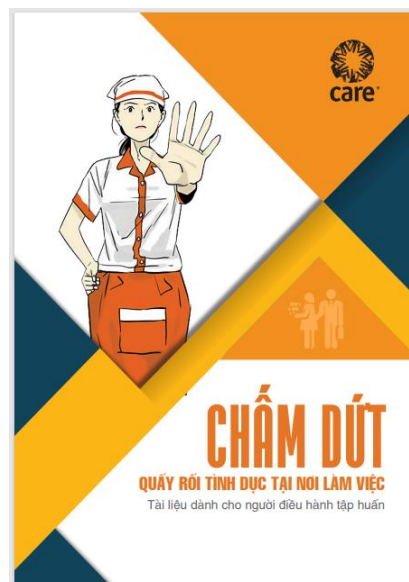


Figure 3.5. Manual for conducting a training workshop on SHP

The targeted and interactive training sections organised by the project got a good reaction from employees who participated in the education sections. One participant explained:

... all activities Care does have questions and answers to facilitate two-way communication... Other education sessions usually only have one side to speak, no interaction... only teachers communicate without any feedback from employees (FGD, Aroma)

In addition, the project had also organised communication events for 470 employees (153 male/217 female) from two factories. Participants of the communication events were very impressed with the game "Ring the Golden Bell" that was organised in the events. He said.

I remembered playing "Ring the Golden Bell" the most because that game presents a lot of situations for everyone to understand (Female worker, Truong Son)

Figure 3.6 shows the photo of the communication event when participants answering quizzes about SHP in the game "Ring the Golden Bell".



Figure 3.6. Workers answering quizzes in a communication event in Truong Son

The picture could clearly show that the participants of the game were very interested and excited to participate in answering the questions.

Table 3.4 present the percentage of study participants that participated in the SHP communication events and training sections organised by the project, aggregated by gender. Totally, 61.5% of study participants attended the training sections (63.1% in female participants and 59.3% in male participants). In addition, 54.6% of study participants attend the communication events. This percentage is 55.4% among female workers and is 53.7% among male workers.

Table 3.4. Percentage of participating in SHP communication event and training section

	Total		Female		Male	
	n	%	n	%	n	%
Sexual harassment prevention training section (n=192)						
No	74	38.5%	41	36.9%	33	40.7%
Yes	118	61.5%	70	63.1%	48	59.3%
Sexual harassment prevention communication event (n=194)						

No	88	45.4%	50	44.6%	38	46.3%
Yes	106	54.6%	62	55.4%	44	53.7%

Table 3.5 present the content of the training section and communication event that employees believed have been communicated. As the agenda of both training sections and communication events covered all of the contents listed in the table. The percentage presented in the tables show the effectiveness of the communication event and education sections on conveying SHP contents.

Table 3.5. The content of the training section and communication event that employees believed have been communicated.

Content of Communication	Training section (n=118)		Communication event (n=106)	
	n	%	n	%
SH at the workplace is against the law	90	76.3%	85	80.2%
The victim of SH is not at fault	33	28.0%	36	34.0%
The company will protect people who expose to and report SH	70	59.3%	74	69.8%
Don't be silent, report it	70	59.3%	68	64.2%
SH behaviour will be punished according to the company's policy	78	66.1%	73	68.9%

“SH at the workplace is against the law” is the content that was remembered by most of the participants in both training sections (76.3%) and communication events (80.2%).

One notable issue is the effectiveness of both communication events and training sections in communicating the message “The victim of SH is not at fault”. Only 28% of participants in the training sections and 34% of participants in the communication section mentioned that they had the message was delivered in the sections or events they attended. The method of delivering this message is recommended to be strengthened in the following communication events and training sections to promote a survivor-centred approach to SHP in this project.

Overall, both training sections and communication events were very effective in delivering the SHP messages to the audience. In all contents, communication events are slightly more effective than training sections on conveying SHP messages to participants.

Due to the effectiveness of the education sections and communication event, the factories' leader plan to organise those events periodically.

The factory also wants to continue organizing periodic communication events so that the workers are able to listen, see & acquire more information. (Reflection meeting)

b. Booklets

The targeted factories and the project had distributed around 3000 posters and booklets in the communication campaign. Booklets could provide many contents related to SHP, with a variety of references. Figure 3.7 shows a snapshot of the booklets of the project. One worker explained the usefulness of the booklets

A guide to identifying and denouncing SH behaviour, how to deal with it... with multiple-choice questions, comprehensive coverage (Male worker, Aroma)

However, the audience could easily lose interest when reading long communication material. One member of SHPC claimed:

.... the document is there, but the sense to open the document is not really there. It really has to be a combination of comfort and coercion. (FGD, Truong Son)

Therefore, booklets can only be effective when combined with other live media such as training or media events. The project communication campaign used that strategy to maximising the strength of each communication method. One female worker described how she could use the booklet as a reference for the training section.

... fortunately now after studying, I know where to find a place to ask for help. What I remember most is being sent a small illustrated notebook about the information in that communication session (Female worker, Aroma)

c. Poster and banner

One of the cost-effective methods to deliver communication messages is posters and banner. Posters and banners can continuously remind and convey media messages.

Especially, posters with images of company leaders and SHPC have created a positive effect that continuously conveys the leaders' commitments to employees. One member of the SHPC described the impacts of the poster:

... before, in the company, all regulations and rules of the Company on fire prevention, food hygiene and safety, are posted on bulletin boards at common locations... now there is the Care project [SHP project]. ... there are posters, people will assume this is the commitment of the factory... and the leaders had shown commitment to the project... then people see and follow... to implement it. (FGD, Truong Son)

Posters and banners can provide key information such as phone numbers and communication channels to report SH which could be available and easy to access to employees whenever they need. One female worker described the benefits of the poster at her factory.

In addition to the picture, there is specific contact information, if I meet [SH], I can just contact there (Female worker, Aroma)

Having specific communications helps to increase the impact of the operation. In addition to providing information about communication channels available to those in need. It is also used as a warning to prevent SH acts.

... hanging pictures is what he finds best. The company hangs it in easy-to-see places (the entrance, the cafeteria) so people pay attention. Now, if someone teases a colleague, people often remind each other, "here, have you seen anything? If you're not careful, it's harassment". (Manager, Truong Son)

The poster became a constant reminder to all employees.

One disadvantage of poster and banner is that the messages in poster and banner are often very short. Therefore, it is recommended that poster and banner should be used together with other communication methods such as communication events and training.

d. Video clips

Video clips are a very effective method to deliver communication messages to the audience. The project had developed video clips for the project's communication campaign. Figure 3.7 is a snapshot of the educational video clip on sexual harassment.



Figure 3.7. Video clip on Sexual harassment

Comparing to other types of communication method, Video is much more effective in getting attention from the audience and it is easy to consume. Video allows the project to communicate concisely and capture viewers' interest.

Another advantage of Video clips is that the project could use the video in many ways. Video clips could be presented on the TV in the common areas as a cost-effective mass communication method. Video clips were also used in the communication events and training sections as a supporting tool. Figure 3.8 shows the photo of a TOT training section when the facilitator uses video clips as training material.



Figure 3.8: Video clip in ToT training section in AromaBay Candles

Video clips could also be valuable material for self-learning and integrated into social media messages.

Another strength of video communication is that video could trigger emotion so that the messages conveyed in the video could be easier to remember. One female worker told how she felt related to the figure in the communication video.

... thing that impressed me was a short video about a female worker being harassed by her manager... I found her work related to me and I found it very easy to happen [to me]. When I watched it, I felt uncomfortable with this guy's abuse of power. (Female worker, Truong Son)

Understanding the benefits and effectiveness of short video communication, the targeted factories managers and SHPC planned to continue to show the communication clips and video on the TV at their common areas such as canteens and common room. However, developing a good communication video clip is costly and require a high level of communication experts. Therefore, the targeted factories managers and SHPC also requested CVN to modify the Video and make it into shorter clips so that the factories could use it in training and communication sections.

The positive improvements in employees' awareness and behaviour was partly attributed to the successful communication campaigns in the targeted factories. One of the key factors of the effectiveness and appropriateness of the awareness-raising and behaviour change interventions is the use of multiple communication methods with diverse type of communication materials. Using a variety of communication channels can allow the messages to fit mass media or interpersonal, small group, or community level campaigns

This strategy ensures the combination of communication events and training sections that could provide the full content of SHP and the other mass communication methods that are more availability, visibility and cost-effective such as posters, video clips and handouts. The communication campaigns were also fun and targeted. The project also used scientific evidence regarding SHP to shape materials and products and to select the channels that deliver them to the intended audience.

The lesson learned from the project communication activities is taking a positive approach is a better way to get the message across and engage employees in helping to create and nurture the desired environment. A focus on professional, respectful behaviour is more likely to engage and influence employees and managers than a focus on identifying legal violations. While it is necessary to include legal compliance content where it is required by law, be sure to balance that with additional guidance and examples that reflect a higher standard: the factory's values, policies, and culture.

The effective communication strategies that proved to work in the project should continue to be

3.4. The status of indirect experiences of sexual harassment and self-reported sexual harassment

3.4.1. Perceived status of sexual harassment among workers and leaders of targeted factories.

Since the establishment of the SH report and handling mechanism, the targeted factories did not receive complaint and report of sexual harassment. However, targeted factories' employees had a mixed opinion about the presence of SH in the factories. Some people thought that there no sexual harassment in the targeted factories. Some employees think that there was no SH in the factories because if there is SH, the case should have been reported. One male worker expressed his view.

for a long time. It [SH] hasn't happened... if it is, it has been reported to the company's SHPC... no one has been reminded. (Male worker, Truong Son)

However, others think that there were sexual harassments and they went under-reported. Company leaders anticipated that with a large number of workers there will be harassment cases, but workers did not report their cases. One senior leader reported:

Before, I thought there were no [SH cases] because I thought SH should be a big action. However, after the training, I think the company will also have this case because SH can only be very mild behaviours such as: staring, touching... But with these behaviours, people. .. don't report it either (Manager, Aroma)

Generally, the picture of sexual harassment in the companies was not fully revealed, workers and manager felt that sexual harassment was a major concern in their workplace. Most of them agreed that if all cases of sexual harassment were reported there would be many cases of sexual harassment. However, all the participants, including company managers, could not tell the full sexual harassment situation in their workplace. Company leaders realize that with a large number of workers there will be harassment cases, but workers do not report their cases.

3.4.2. Self-reported sexual harassment

The results from the quantitative survey shed some more light on the situation of SH at the factories that participated in the project.

The percentage of self-reported experiencing sexual harassment in companies participating in the project is low. Among 196 study participants, only 11 of them experienced at least one type of sexual harassment in the last 12 months (accounted for 5.6%). As presented in Figure 3.9, this percentage among male employees is 8.3% and slightly higher than it's among female employees (3.6%). However, this difference is not statistically significant. This end-line survey result is similar to the results in the baseline which reported a very low proportion of surveyed worker (3/142) reported that she/he experienced with SH.

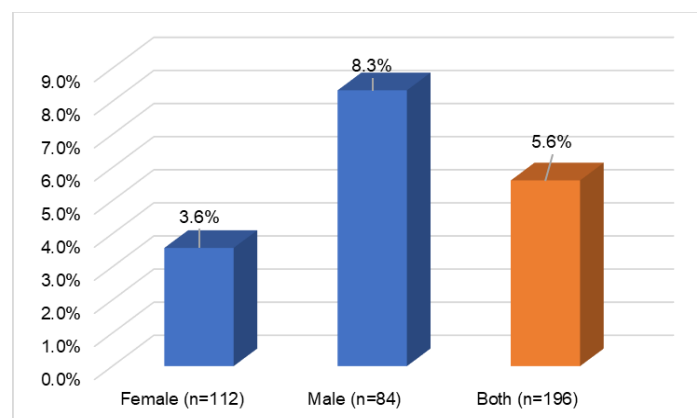


Figure 3.9. Percentage of participants experiencing sexual harassment in the last 12 months by gender

The popular S.H behaviour reported among surveyed workers is making a sexist joke (4 cases) and being whistled or stared at (4 cases). Notably, 3 workers had reported that they were touched inappropriately (1 case), sent sexually suggestive images/content (1 case) and threatened with rape (1 case). Moreover, 31 workers cited that they are unsure whether the S.H behaviours occurred.

However, due to the limitations of the end-line survey data collection method, it was difficult to get accurate data on SH incidents. All the data collection activities happened inside the factories with the help from factories managers, and the study sample is selected mostly in convenient manners. Therefore, there was a possibility that SH incidents were underreporting. The research findings are likely to underrepresent the true percentage of sexual harassment among workers.

3.4.3. Indirect experience of sexual harassment

More than 25% of employees working in companies had ever heard of someone having sexual harassment behaviours at their workplace. Notably, the baseline survey reported that the rate of study participants reporting ever heard or seen any S.H behaviours that happened within the factory was nearly 10%. Comparing to the baseline survey, the end-line survey reported a higher rate of study participants reporting that they had heard of someone having sexual harassment behaviours at their workplace.

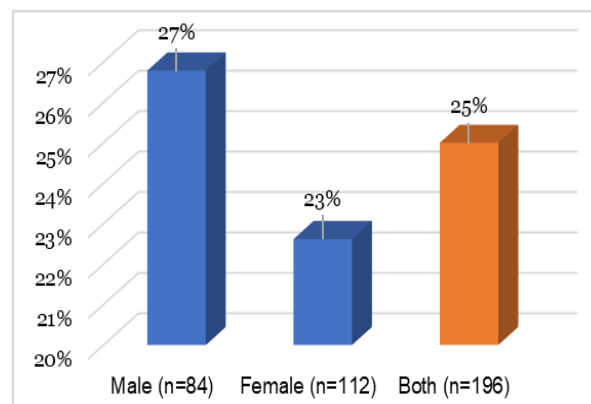


Figure 3.10. Indirect experience of sexual harassment by gender.

The proportion of female employees who reported that they heard of sexual harassment behaviours (accounting for 23%) is slightly lower than this proportion in male employees (accounting for 27%). However, this difference is not statistically significant.

Among types of sexual harassment, gender harassment and sexist hostility are the two most common types of sexual harassment that study participants heard about in their workplace. More specifically, making a sexist joke about men or women and saying another man not acting like a man or a woman are three sexual harassment behaviours that participant heard about the most. More than one in ten study participants heard of someone doing those behaviours. Some other participants also heard of people saying or doing other gender harassment and sexist hostility behaviours (see Figure 3.11).

Concerning other sexual harassment behaviours, five employees said that they heard of someone whistling at or staring at someone else in an uncomfortable, sexual way, at the company. This behaviour is the most unwanted sexual attention behaviours. Furthermore, 2 workers reported that they heard of someone threatening someone with rape, 3 people reported hearing of people being invited someone to date with a threat.

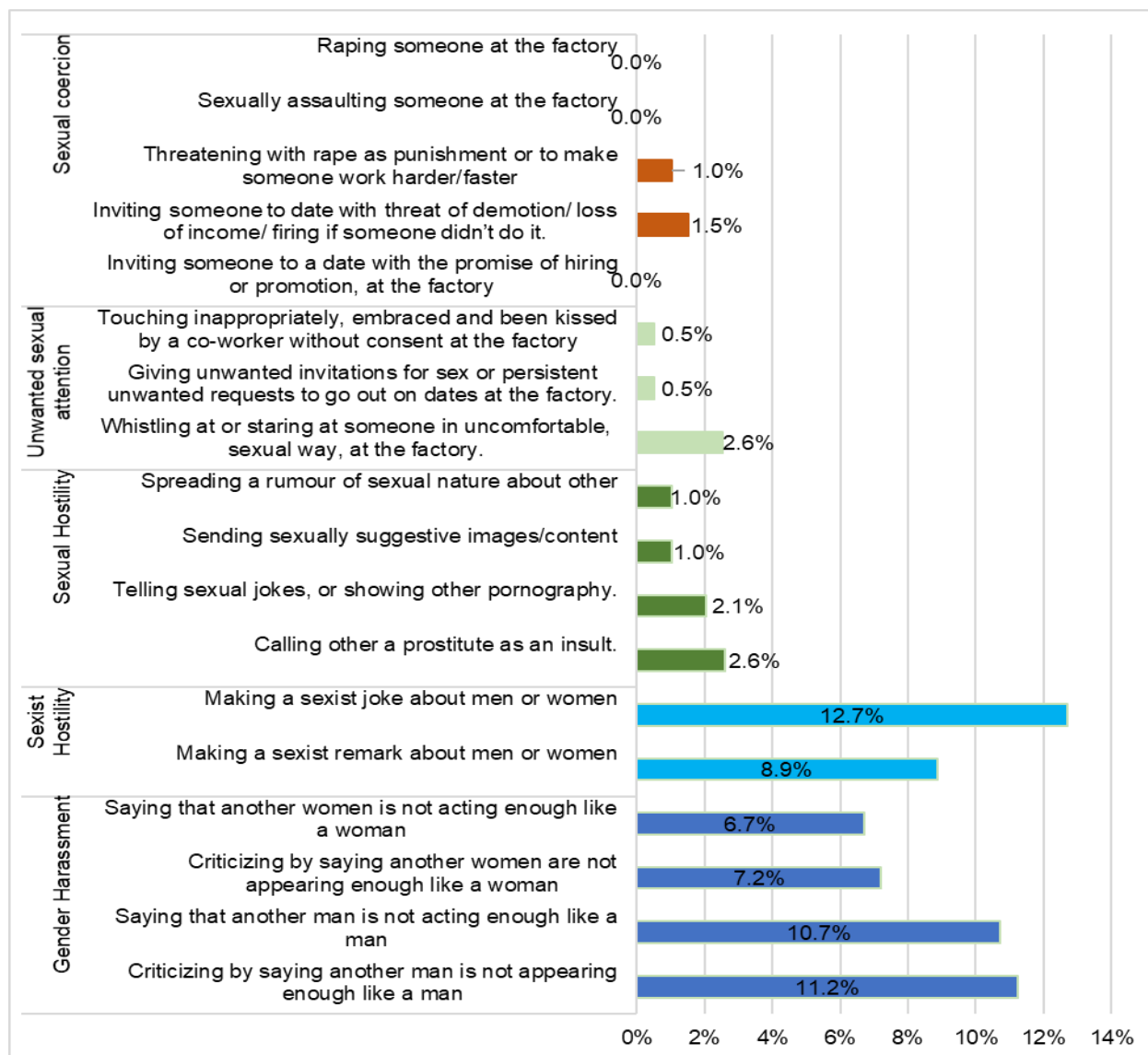


Figure 3.11. Forms of sexual harassment that were heard by respondents in their companies.

Regarding criminal actions related to sexual harassment, no one said that they heard of someone sexually assaulting a co-worker nor said that they heard of someone raping another co-worker at their company.

The results of the quantitative survey had revealed that SH still occurred in factories that participated in the project. Many employees had direct and indirect experience of SH at the workplace. There is strong evidence that witnessing or otherwise hearing about sexual harassment causes a range of negative health and occupational outcomes similar to those experienced by the victims [3]. It is important that the factories continue to encourage SH victims and bystanders to report SH. It is also critical that employers of the factories respond promptly to reports of harassment, engage in a thorough and objective review/investigation of the matter, impose meaningful consequences as appropriate, and let the reporter know that they have done so. While organizations often are not able to share specific and personal information about disciplinary actions taken, they can communicate generally about these actions and the organization's absolute commitment to holding people accountable for incidents of sexual harassment.

3.4.4. Perceived consequences of SH

As presented in Figure 3.12, nearly half of study participants thought of quitting or changing job if they experience or witness SH behaviour. In particular, 45% said “Yes” and 3% said “Maybe” when being asked the question “If you experience or witness the behaviours listed above, have you ever thought of quitting or changing your job?”. Also, among 194 study participants who responded to the question, 14% don’t want to answer. Only 38% of study participants said they would not think about changing or quitting their job if experiencing sexual harassment directly or indirectly.

In comparison, the baseline survey reported that 53.9% of workers tend to move to another factory if they are harassed or witness the S.H within the factory which is slightly higher than the rate in the end-line study.

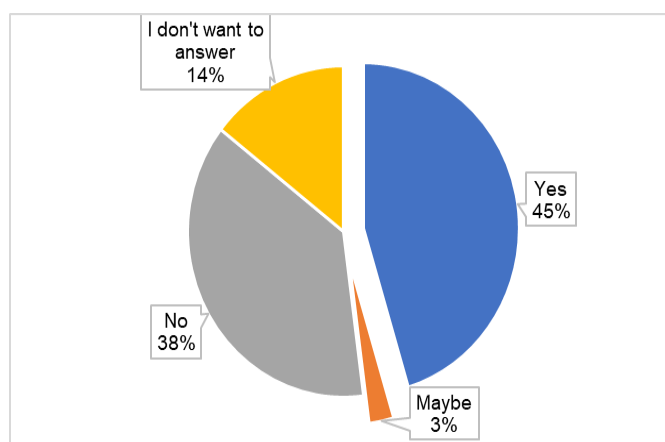


Figure 3.12. Percentage of employees that ever thought of quitting or changing job if experiencing or witnessing (n=194)

In addition, most of the study participants believed that sexual harassment causes the loss of their productivities. Two-thirds of study participants said “Yes” when being asked if they think experiencing SH could have affected their productivity and 6% of employees said “Maybe”.

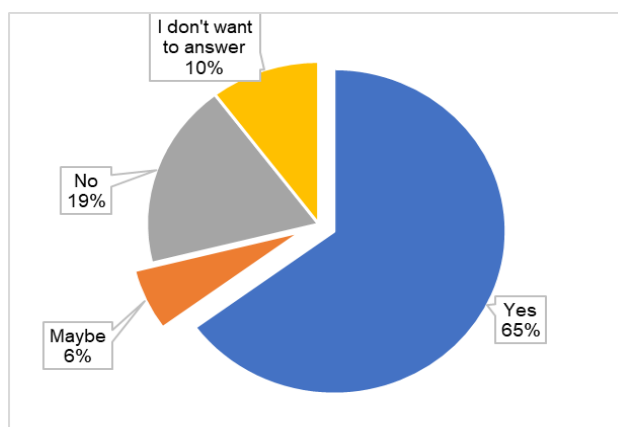


Figure 3.13. The percentage of employees who think that SH affected their productivity

As presented in Figure 3.13, a significant percentage of employees also believed that SH could cause different physical and mental health issues. Having stress and/or anxiety is the mental health issue that

employees the most mentioned as a consequence of experiencing SH at the workplace, following by fear, depression and having negative thinking (55.7%, 42%, 23.7% and 20.1% respectively).

Those findings are similar to the findings reported in the baseline report which fear and stress are the most mentioned (40.4% and 59.6% respectively).

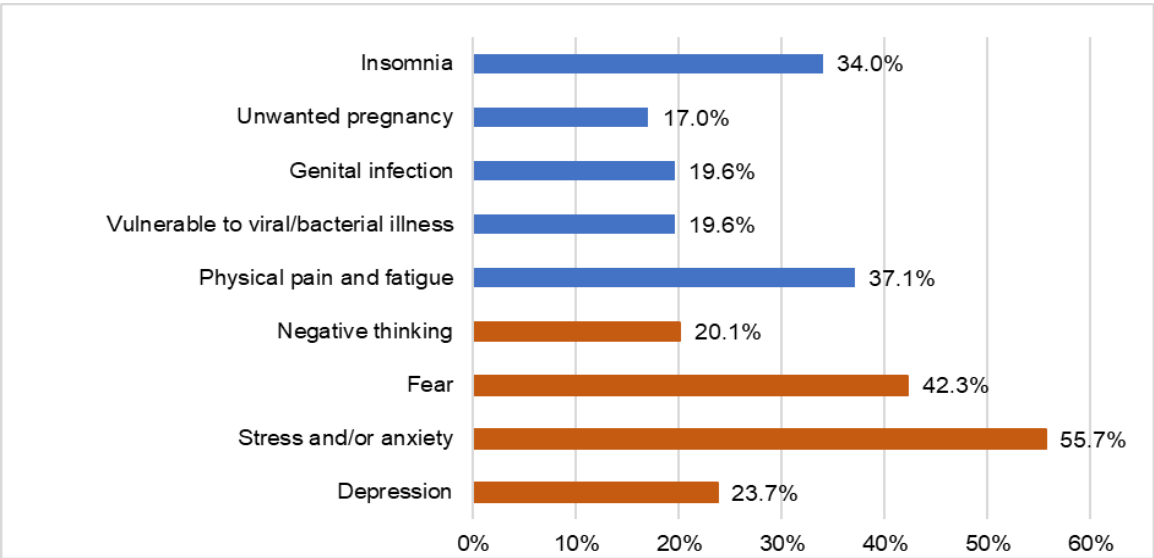


Figure 3.14. Perceive of physical and mental health issues caused by SH

Regarding physical health issues caused by experiencing SH, 37.1% of study participants believed that experiencing SH could cause physical pain and fatigue and 34% of them perceived that experiencing SH cause insomnia. A lower percentage of employees believed that SH could cause being more vulnerable to viral or bacterial infections, genital infection and unwanted pregnancy (19.6%, 19.6% and 17% respectively). Those findings are slightly lower than the finding of the baseline survey which reported that more than 20% of workers think of sexually transmitted infection and unexpected pregnancy risk.

4. THE POSSIBILITY AND LESSON LEARNT TO SUSTAIN AND SCALE UP THE SHP INTERVENTION

Despite the fact that the project had only been implemented for more than one year, Section 3 of this report highlights many improvements regarding SHP in the targeted factories. This section analyses the possibility and lessons learned that should be implemented to sustain the SHP activities in the targeted factories after the end of this project and expand the SHP initiative to other factories.

The first part of this section examines the incentives that motivated the targeted factories to actively participate in the project activities which were significantly contributed to the success of the project. The second part of this section discusses the approaches to implement SHP activities that had been employed by the project which significantly contributed to the success of the project. Those approaches are recommended to be implemented and strengthened to sustainable and scalable SHP among the factories that participated in the project and other factories proposing as the centre of the upcoming SHP activities. The final part of this section reviews the needs for external supports that had could facilitate the continuity and expansion of the SH interventions.

4.1. Motivation to implementing the project activities

4.1.1. *Reduce the economic costs of sexual harassment.*

Leaders of targeted factories had recognised that SHP activities in their factories could help increasing productivity and reducing possible costs due to SH.

...workers feel secure to work... especially female workers feel more secure to work night shifts. (Manager, Aroma)

As presented in section 3.3.2, 45% of employees thought of quitting or changing their job if they experience or witness the SH behaviours ever. Therefore, managers at the targeted factories believed that SHP could help their factories reducing possible costs due to employees quitting their jobs due to SH. One factory manager explained the positive impacts of the SHP project on employees' morale and engagement and why reducing staff turnover is important to her factory.

Employees feel secure to work and be more engaged with the factory... We need workers to work for us for longer... we commonly have only around 30% workers work at the factory for more than 3 years, 50% work for 1-2 years, and 15-20% work less than 1 year. (Manager, Aroma)

Having a sexual Harassment free environment also contributed to the increase of the factories' productivity. One worker said:

That [an SH-free working environment] is good for the company... for the company, productivity and quality will also be different (Male worker, Truong Son)

Sexual Harassment at the workplace is costly as workplace sexual harassment imposes a range of costs that include impacts on individuals – including victims, perpetrators, and bystanders – and employers.

Women who experience harassment in the workplace face mental, physical, and emotional consequences, including increased anxiety and stress, and a loss of professional confidence. Sexual harassment settlements and court damages awards can be extremely significant to employers. Harassment creates financial costs for employers even when there is no official complaint or lawsuit.

A study in 2019 showed that each case of workplace sexual harassment represents approximately 4 working days of lost output [4]. The largest loss of productivity is due to staff turnover, accounting for 32% of costs, which results in lost income to individuals and lost profits to employers [4]. There are also hidden costs of SH such as lost wellbeing for victims and bystanders.

4.1.2. *Creating a positive branding image for the factory and clients*

Reports of harassment can decrease employee morale and damage the employer's reputation and brand among employees and in the public eye. Therefore, creating a safe and SH-free working environment helps the targeted factories have a positive image in the eyes of customers and employees. The manager boards of the targeted factories well understood this link. One manager said:

... related to human rights ... and if we want to sign a contract with a brand, we need to prioritize [SHP]... to have a better profile. (Story of Change, Truong Son)

As the main client of the targeted factories, Primark understood the moral and legal obligations and also the economic and branding benefits of SHP. Therefore, the brand had actively contributed to the implementation of the project.

The brand cooperates with CVN so the factory management board also puts effort into cooperation. Without the brand's support, the factory managers may not impulse the organization of the activities, CVN will also face difficulties in time arrangement because now is the peak season for production, even though this is beneficial for the factory (Progress update, Aroma)

The company's SHP activities also have a positive impact on both the partners and vendors of the companies participating in the project.

4.1.3. *Contribution to the improvement in workplace safety culture*

Scientific evidence had confirmed that it is the organizational climate that best predicts the occurrence of sexual harassment, and building a sexual harassment-free environment will also contribute to a positive safety culture [5]. Managers of targeted factories had also agreed with it.

... the corporate culture is so much better because there are no longer [SH] problems. It's okay to report more... but if people have good awareness, people will limit what they do. (FGD, Truong Son)

As a result, targeted factories had integrated SHP activities into building corporate culture. One manager described how sexual Harassment interventions had strengthened the factory's health and safety activities.

... at the dark areas.... the area outside the toilet.... are equipped with cameras,.. and in the common areas.. we installed more lights immediately when we heard feedback from workers (Manager, Aroma).

Sexual Harassment intervention had also created positive ethical value of the SHP activity contributing to positive values of the corporate culture.

... the intervention [SHP] had shown that “What is good for the factory, for the workers, the factory does” (Manager, Truong Son).

Furthermore, as gender inequality in the workplace contributes to sexual harassment and sex discrimination, promoting gender equality was build-in into the sexual harassment prevention activities. In targeted factories, SHP intervention had contributed to the promotion of gender equality.

One manager reported how attending training courses on SHP changed his gender bias:

I understand that there are no jobs only for women, and jobs for men. For example, a female can also be a leader... being construction workers... they [women] can also do it. At home, I also had to clean and wash dishes. I think ... now there is no distinction. Attending training courses with CARE [CVN] help me to see the problem more clearly. (Story of Change, Truong Son)

Box 4.1 summarised a story of how participating in SHP activities had empowered a female employee to change her gender stereotype and also to stand up to talk about it to her family member:

Box 4.1. The story of change from Ms Nhung – SHP committee- Truong Son

Before, I still kept my old thoughts. Assign traditional girls' conceptions. After learning about gender and gender equality, my thinking becomes clearer and newer. Now when I go out on the street, I see that people are not traditional like me, it is also normal, without affecting the fine traditions and customs at all. For example, before, when I saw a girl with short hair, I felt weird, wondering why this girl is so different. Back then I even thought that if I had friends then I wouldn't want to play.

After school, when I went home, I also told my husband. My husband also heard it and was surprised. He said that he also did not know about it [gender equality]. Now, my husband and I also share more stories when he works away from home on the island. He also went to work to tell stories about this topic to his brothers and friends on the island.

In family meetings, when people discuss, if there is a chance, I also analyze with everyone, there are also people who know more, but there are still people who keep traditional thinking.

4.2. Approaches to sustain and scale-up SHP interventions

This evaluation study had found three SHP approaches that play important roles in the success of implementing the project activities, namely integrating SHP activities to the targeted factories' daily operation, promoting active bystanders to build a sexual Harassment free working environment and applying the survivor-centred approach to empower SH survivors.

4.2.1. Integrative SHP activities: A sustainable approach to SHP intervention.

In addition to the activities that were organised specifically for SHP, in the process of implementing the SHP project in the targeted factories, many SHP communication and training had been integrated into the daily business operation. This method helps the factories to maximise the impact of the communication

campaign. One manager explained how his factory integrates SHP issues to all the production team meeting:

Teams usually meet once a month to discuss production issues, social issues, labour accidents and make sure they talk about SHP issues. (Manager, Truong Son)

One factory had integrated the questions about SHP into the test for employees' performance review.

There are knowledge tests [about SH and SHP], which are a condition for considering salary increases, and passing probation (FGD, Aroma)

When planning for the SHP activities after the end of the project. The integrative approach was one of the key approaches. With support from CVN, the targeted factories had planned to integrate SHP activities more deeply into the factories' operation.

The factory currently has a dialogue activity every 3 months, union representatives, employees synthesize opinions from workers and share them with the Board of Directors, this is also an opportunity to integrate internal content. SHPC members and workers can also report on these activities. (FGD, Truong Son)

Mass communication of SHP could also be integrated into company event. For example, one company played media in the company event:

Integrating media content in the company-wide event [Truong Son] (Reflection meeting)

The targeted factories plan to include the training on SHP into the mandatory orientation training package for all new employees.

....intention to include training [on SHP] into the orientation package for workers so that they are fully aware since the beginning (Reflection meeting)

The SHP training could also be intensified by integrating it into the annual training of the factories. Regular training and updating information to employees will help strengthen the messages of SHP in all employees.

It is possible to integrate annual training in September and year-end review. Need filtered content to include in training. (FGD, Truong Son)

However, to facilitate the integration of SHP training into orientation training and periodic health and safety training, the SHP training agenda and materials need to be adapted to each type of event.

An integrative approach to SHP will be vital for the sustainability of the SHP after the end of the project. Integrating SHP activities to the targeted factories' daily operation will allow the target factories to "do more with less". Factories could still achieve the aim of building sexual harassment-free without the need of spending a large number of resources on specific communication events or training sections. In addition, integrated SHP activities are also not disruptive to the factories' normal business and operation process.

Scientific evidence also confirmed that to ensure the success of the workplace health intervention, the program strategy should be supported by the organization's authority, which indicates that the healthy workplace initiatives should be a part of the organization's business strategy [6, 7]. In addition, sexual Harassment prevention needs to be integrated into an organization's general management system and

operational plans [8] or even should be viewed as an issue of strategic importance for an organization that is closely linked to business processes and human resource management [9].

4.2.2. Active bystanders approach: Actively preventing SH from a safe working environment

As presented in section 3, the SHP intervention in the targeted factories had build safer workplaces and improved working conditions due to the reduction in sexual harassment. The active bystander approach that promotes positive attitude and behaviours and actively prevented SH violations had significantly contributed to those achievements.

Bystanders could support strengthening work preventing SH, promoting gender equity and challenging sexist, discriminatory, SH-supportive attitudes and behaviours in peer groups, organisations and communities. Examples might include challenging a co-worker on their use of sexist slang, expressing discontent with a colleague for telling a sexist joke.

Conscious workers would prevent even small acts of SH to prevent the occurrence of larger SH behaviours. One female worker explain why everyone is responsible to prevent SH at the workplace to build a safe environment for all;

I see it as an important issue... we're in a collective place. I need to completely deal with the small things so as not to cause big ones... don't ignore the small ones, because ignoring means it will continue. (Female worker, Truong Son)

Be aware of preventing SH, workers were well aware that failure to report will make SH more serious. Building a safe corporate culture, preventing sexual harassment.

If there is a [SH] behaviour, in all cases, it must be reported, if you have learned, you should report it, so that it does not become a big deal. It's better to prevent it in the first place (Female worker, Aroma)

Bystander approaches focus on the ways in which individuals who are not the targets of the conduct can intervene in violence, harassment or other anti-social behaviour in order to prevent and reduce harm to others. Bystanders may provide effective assistance in extending efforts to eliminate sexual harassment at work. Their support could be enlisted to intervene during or following an actual event, or to report the behaviour through organisational channels.

Therefore, many workers had reported having more interventive acts against SH, warning and reminding any potential act of SH

In the past, in my department, there was a brother who used to tease people... when I wasn't on the board, I didn't understand it was harassment. After that, I shared more with everyone. By the time he heard about it, he said "uh, I'll learn from it" (FGD, Aroma)

There are many opportunities for a bystander to prevent sexual Harassment which includes intervening to stop an incident of sexual harassment that is occurring; supporting the SH victims physically and mentally, or recognising and addressing a situation where the heightened risk of SH is present.

Employees are also willing to help each other to report SH cases. Everyone feels responsible for the operation, wanting to build a safe workplace.

... When I see suspicious behaviour around me, when I take a lunch break I can confide so that person can speak out and I can also help. I think it's everyone's responsibility (Female worker, Aroma)

The evidence of the success of bystander approaches in this project suggests that they may also be highly effective in raising awareness of sexual harassment in the workplace. Accordingly, they may also be effective in changing cultures of tolerance towards sexual harassment and, ultimately, eradicating the problem

HR leaders, managers, and supervisors can't be monitoring harassment 24/7. But, by enlisting the aid of employees themselves, companies can boost the odds that incidents or warning signs of harassment will be seen, reported and acted upon—and even prevented.

Education about bystander intervention is a potentially invaluable element for preventing sexual harassment in the workforce. Bystander education can teach people to interrupt incidents of sexual harassment or the situations which lead to harassment. It can also teach them to challenge perpetrators and potential perpetrators, to provide support to potential and actual victims and to speak out against the social norms and inequalities supportive of sexual harassment.

Employees have an important role to play as active bystanders. Letting employees know that they play this role, and providing them with training and resources to help them take action, are important steps in leveraging the power of the masses to create a culture of safety and respect. There are other steps they could take, though, including interrupting or distracting the individual who is acting inappropriately or reporting the issue to HR or management.

4.2.3. A survivor-centred approach: empowering the survivor

A survivor-centred approach is defined by the United Nations as one which seeks to empower the survivor by prioritizing their rights, needs, and wishes. This includes ensuring that survivors have access to appropriate, accessible, and quality services. Provide survivor-centred assistance and support that is timely, predictable, sustainable and adequately resourced. This mechanism could provide support and assistance to staff who experience sexual harassment including confidential ethical advice and guidance; protection from retaliation; counselling; mediation or alternative dispute resolution; medical services; and security support.

The key elements of a survivor-centred approach existed in the project. As presented in section 3.2.2, the new Internal Working Regulation had set up the regulation standard for significant improvement in survivor-centred practices. The rights of whistle-blowers, complainants and victims are clearly and fully stated. The survivor-centred approach had also been communicated in training workshops and communication events.

Some employees and leaders of the targeted factories had also understood the vital role of the survivor-centred approach. One female worker had emphasised the need of SH victim on privacy, confidentiality and protection.

Many people are afraid... because someone who hasn't been married will feel a loss of purity, they will feel embarrassed if someone says they have been harassed, then we should handle it delicately. (Female worker, Aroma)

The project's training courses and intervention activities have emphasized and played a large role in creating the survivor-centred approach. It is the members of SHPC who have also made great changes in

awareness, taking and moving towards a survivor-centred approach. A member of SHPC stated his changes thanks to the knowledge from the training course:

... after attending the training course, I myself feel more sympathy, sharing, and sympathy with the workers and victims, I may have heard the story before that I doubted whether it was true or not. (FGD, Aroma)

However, training, communication and understanding about survivor rights and handling mechanism had not enough to ensure a survivor-centred approach. Some research participants were not deeply aware of the survivor-centred approach. The victim-blaming attitude still existed. One male worker distinguished SH and activities that are not SH:

people reacted violently, directly slapped the... or said to the face... it was SH. But laughing, joking, and following along is not called SH (Male worker, Truong Son)

Clearly, his definition of SH presented many opportunities for misinterpretation and could lead to victim-blaming on SH cases.

Most of the employees did not fully aware that survivor-centred approach requires a report handling mechanism that sensitive and respect the right and the wish of the survivor. A female worker described what she thought will happen after the SH report:

After reporting..., SHPC will come in, call both parties to confirm if it is SH's behaviour.... because it can't be heard from only one side... With just words and light actions, you can call both of them to explain... say that it is wrong behaviour and then remind. (Female worker, Aroma)

One worker even thought that the survivor should also be reminded about his/her behaviour because he/she was a part of the problem. He said:

It is possible to remind those who have been teased by SH.... the sufferer also sometimes has the fault of the sufferer... or joking, joking... sometimes creating opportunities for the person to actively harass. Not one side, sometimes both sides. (Male worker, Truong Son)

Those negative attitude and lack of understanding could pose major risks to the survivor-centred approach in the targeted factories.

As mentioned in this report, due to the fact that there had not been any SH report to the SHPC, the SH handling mechanism had not been tested. All the questions related SH handling mechanism which are “How did the company receive and process sexual harassment report? What were the results? How did harassers and whistle-blowers protected? How did people who cause sexual harassment handled?” were unanswered. One manager reported:

Since then, there have been no reported cases, so the company has no practical experience. (Manager, Truong Son)

As a result, some workers were still unclear about how the complain and handling mechanism work in practice. One worker raised his concern:

... I also want to know more about SHPC's processing process, by making it public in writing, so that workers understand step by step... through whom... so that workers

know better. [information from] the media is just general... not factual, clear. (Male worker, Aroma)

As discussed in section 3.4, it was highly likely that SH in the targeted factories were under-reported. The end-line survey findings presented in Section 3 showed that more than 25% of employees working in companies had ever heard of someone having sexual harassment behaviours at their workplace. In addition, 15% said that they will not report or share the case with others when being asked if SH happens to them or if they witness the case. Nearly half of the study participants still agrees that people reporting to the factory an act of sexual harassment can be at risk.

Those findings had indicated that many had to be done regarding ensuring the survivor-centred approach of the SHP activities in the targeted factories to encourage and empower survivors and bystanders to come out and report SH.

The scientific evidence also showed that most sexual harassment at work goes unreported, in Vietnam and internationally. Survivors and victims are not going to come forward if they do not think they will be helped, supported, and listened to by people in power. And if survivors and victims don't come forward, harassment will continue. Evidence from other studies showed that more survivor-defined sexual violence prevention practice predicted greater changes in empowerment [10].

To conclude, although the a survivor centred approach was integrated into many of the project activities, project and factories need to do more to ensure the survivor-centred approach in the targeted factories. The survivor-centred approach was emphasized in all project's materials, activity plans and related stakeholders, especially SHPC members were introduced of this principle. This was shown in the SHP model policy, facilitation plan for SH complaint handling training, IEC materials with one of the key messages is no victim-blaming. However, SHP activities are still new to the factory and takes time for this approached to be fully mainstreamed in SHP at work. Although the Labour Code 2019 and the 145 Decree have slightly implicitly considered/mentioned this in SHP chapter, more comprehensive national guidance is needed for the local authorities (DOLISA) and businesses to be aware of this approach. To get survivors and victims to come forward, the factories have to continue to strengthen the policies that support survivors and victims and building the reporting processes that survivors and victims are comfortable using. The factory also needs to designate financial and human resources to get victims the support, healing, and protection that they need, want and deserve. Once SHP package is integrated in regular action plan of targeted factories, SHPC members and related stakeholders would be able to gradually strengthen survivor-centered approach.

The SH reporting and handling mechanism in the targeted factories had not been tested. However, if there is any report of SH, the factory should be transparent about the incidences of harassment and how the factory handled them to show that the factory takes it seriously. The factory needs a way for the people who have institutionally less power in the workplace to hold the people at the top accountable for their responsibilities as leaders. In other words, throughout each of these stages, the factory must prioritize the needs and voices of survivors and victims.

In addition, it is recommended that an in-depth investigation regarding "what else should be we be doing?" for a survivor-centred SHP in the garment factories in Vietnam should be conducted to provide evidence-based recommendation for survivor-centred SHP interventions in Vietnam.

4.3. Needs for supports in implementing SHP after the project

The factories had expressed their needs for supports for sustaining and scale-up the SHP activities after the end of the project.

4.3.1. Continued support for capacity building for the resource persons in SHP

The targeted factories plan to continue organizing training with more specific contents on SHP to improve the capacity for SHPC. SHPC members recognised that they still had gaps in their knowledge about SHP. One member of the SHPC suggested:

After training for SHPC, Care [CVN] can send a questionnaire... about knowledge. Then summarize and share back to everyone in the committee so that everyone knows what knowledge they are lacking. We want Care to train more on that knowledge. (FGD, Truong Son)

Especially, targeted factories plan to strengthen the capacity for the resource persons on more advanced skills regarding SHP such as how to investigate and handle SH case in the workplace. The factories need external technical support for those capacity building activities.

4.3.2. Adapt media and communication material to suit the audience

To support diversify communication to factories employees, more type of communication materials is needed. For example, one member of the SHPC expressed the need for communication materials that could be used in short communication events:

.... communication materials need to have many different contents... limited time allowed so as not to affect factory production... so need documents, brief video tutorials on SHPC... need support from CARE about these products (Reflection meeting)

Similarly, communication messages and posters need to be concise, easy to understand and attractive. A member of SHPC raised a need for a media product:

Previously, the Company also had content about SH but many words... had to summarize the message for everyone to remember and understand.... posters create strangeness, people will notice the words in them (FGD, Truong Son)

Especially, short videos and clips were very effective communication channel. They want to have shorter versions of the videos to play in the common areas for mass communication. One SHPC member suggested:

...Play short videos for workers during cafeteria breaks (Aroma Bay Candles)... with media product support... CARE summary video (Reflection meeting)

Breaking up lengthy sexual harassment training courses into multiple small communication sessions has several benefits. For one, it only tears employees away from work for minutes at a time, rather than hours. This approach also gives you more flexibility within the course itself, allowing the SHPC to administer different approaches to different issues of sexual harassment at different times. Finally, the most significant impact that breaking up sexual harassment training sessions is repetition. Key ideas and messages about respectful behaviour, retaliation, and policies need to be communicated multiple times to stick with employees.

Developing those communications and media needs specialities that are not available in the factories. The factories need supports from the organisation which had substantial and up-to-date knowledge on SHP and approaches of SHP intervention and also had the communication specialities for those tasks.

In addition, it is recommended that short communication video should not be used to replace communication events or training. Short communication video should be used together with communication events or training sections to ensure all the messages could be communicated to employees.

4.3.3. *Continuing to research and advise on the law and regulations on SHP*

The revision of the Internal Working Regulations was based on Workplace Sexual Harassment Prevention and Handling Policy framework provided by CVN. This approach to regulation development was very effective. However, with the rapid development of legal regulations, the Internal Working Regulations may have to be adjusted

During the policy & regulation changing period, we want CVN to advise more on the legal aspect of the regulations to ensure its legality. Probably will register the new regulations at the end of this year. (Progress update, Aroma)

However, the time to apply SH measures and mechanisms is still short and companies have not encountered any cases of SH reporting so these mechanisms have not been tested.

...no SH cases have occurred yet, so we don't know if there is any need to change the policy. I will coordinate with human resources and consult leadership to integrate into the company's activities at an appropriate time. (FGD, Truong Son)

There were some new developments in the legal standards regarding SHP at the workplace. The New Labour Code stipulates the four levels of labour discipline which can apply to any offence, involving sexual harassment: (i) reprimand; (ii) delay of a wage increase for up to six months or removal of the offender from his/her position; (iii) demotion and (iv) dismissal from employment. Each factory should specify clearly which disciplinary sanction can be imposed depending on the gravity of the sexual harassment. Sexual harassment, like other forms of unacceptable behaviour, permits the application of discipline to the offending employee. Of course, to apply labour discipline, the factory must be sure there is a prescribed disciplinary process in place in the factory's internal working regulations. Decree 167/2013/ND-CP of the Government dated November 12, 2013, provides that the Government can apply an administrative sanction in a case of "public harassment". In practice, some acts of workplace harassment have been considered as "public harassment" and have been resolved in accordance with this Decree. If harassment is more serious and actually constitutes a crime as set out in the Penal Code 2015

5. CONCLUSIONS AND RECOMMENDATIONS

The intervention package of the project had 3 major domains of activities which included training and advocacy to leaders and managers of the factories participating in the project on SHP, supporting the factories to develop and implement SHP mechanisms, and awareness-raising and behaviour change campaigns.

The domain of the project's activities that focus on training and advocacy for the targeted factories' leaders and managers had promoted them to proactively participate in address sexual harassment in their factories. The project had organised training courses and also provided ongoing coaching for leaders and key resource persons of the two target factories in Vietnam on gender equality and identification of SH at the workplace. The members of SHPC were equipped with knowledge and skills to deliver worker SHP training sections and communication events.

Those activities had brought significant improvements in the commitments and participations of the targeted factories' leaders and managers. Firstly, the factory management board had actively and publicly shown their commitment to implement the established SH prevention policies. The leaders of participating companies had openly demonstrated that they stood up and took the responsibility to create and maintain an environment that prevents SH in their workplace. To strengthen the impact of their commitments, leaders and members of SHPC of the targeted factories had also appeared in the project posters to communicate their commitments to all partners and employees. The shift in behaviour among senior leaders of the targeted factories had rippled through the organization in a positive way.

In addition, the targeted factories' leaders had actively participated in implementing all the project activities and creating role models at the forefront of good practice performance. Many factories' leaders and managers actively participated and provided leadership to SHP initiatives. They were the shining example of factories manager who proactively stood up for sexual harassment prevention. The active leadership in SHP had strengthened the organisational culture of prevention and deterrence of workplace SH. In the cases of the two targeted factories, the top-down approach where leadership played a key role in developing, implementing, empowering staff and modelling sexual misconduct prevention had been critical to effecting changes in the factories. Line managers and unit managers were also mobilized to participate in communication about SHPC to their supervisees.

The findings of this evaluation also show significant improvements in behaviours and the capacities of SHPC members and resource persons regarding implementing SHP activities and SH case handling. They were confident and capable to conduct training and communication sections. They had demonstrated a significant improvement in facilitating a group discussion on real-life situations of sexual harassment at work and boosted the workers' confidence when talking about this so-called sensitive subject. The members of SHPC also claimed that they were confident and prepared to handle the SH case if there is a report. By participating in the project activities, members of the SHPC had improved their skills and learning new skills that they could apply to their daily work. The members of SHPC reported that the investigation and communication skills acquired when working with the project helped them to solve their daily work tasks. SHPC's members also reported that learning to work in a team transformed their work style and significantly improved the outcome of SHP activities.

Regarding the second domain of SHP interventions, all two factories had demonstrated progress in implementing sexual harassment prevention mechanisms in the workplace including the implementation of reporting mechanisms that are safe and trusted and empower and support individuals and workers to feel safe to report violations. The project adapted and provided each factory with a set of tools for SHP. In addition, to support the implementation of the SHP activities, the project had advocated for the setting up of a multi-disciplinary SHPC which had been the centre of all the SHP activities. With the implementation of the SHP mechanism, sexual harassment prevention became mainstream and bonded with the factories official regulation. In addition, factories had also set up multiple reporting channels for SH reporting. Employees could report SH case to many levels of manager in the factories or report SH directly to the SHPC and factories' management board.

Additionally, with support from the project, the targeted factories have continued to strengthen additional structural measures to have a better mechanism for SH declaration and treatment. The two companies have revised their internal working regulations, supplementing the contents of prevention of SH at the workplace in accordance with CVN's advice and related legislations. The revised labour regulations have very strict and specific provisions on sexual harassment and sexual harassment reporting and handling procedures. The SH's victim protection mechanism is also emphasized and there are clear regulations. CVN's inviting lawyers with expertise in labour law helped the factories trust the recommendations from the project and provided the factories with the most up-to-date legal advice.

The results of the quantitative survey also confirm the qualitative finding of the effectiveness of the SHP mechanism. A high proportion of surveyed workers believe in the availability and the effectiveness of the SH complaint handling mechanism in the factory. In addition, the majority of employees trusted the factories' SH resolving mechanisms. When asking about what will happen following an SH report, 60.4% of surveyed workers think that an investigation will happen if an SH case reported, and 38.4% of surveyed workers think that the perpetrator will be punished. Furthermore, 38.4% of surveyed workers think that the information of the handling process will be reported/shared to reporters. The finding from quantitative data also demonstrated that employees know many report channels and could report to various level of managers. Factory leader is the most favourite reporting channel (68.7%), followed by HR and Trade Union (44.6% and 42.2%, respectively). Compared to the finding from the baseline survey, the end-line survey findings showed a higher percentage of employees choosing to report SH to leader, HR and trade Union.

The third intervention domains, the awareness-raising and behaviour change campaign, had significantly improved the knowledge and awareness on SH and SHP. Most factory workers had positive attitudes, perceptions and norms about Sexual Harassment identification. Nearly 90% of employees agreed that sexual harassment could happen to both men and women, and 80% of employees thought that sexual harassment could happen between members of the same sex. Those percentages of employees having positive perceptions regarding SH identification are higher than the percentages of the same categories reported in the baseline survey. In addition, 17.5% of study participants believed that sexual harassment is only physical, which is lower than the percentage reported in the baseline survey (20%).

Regarding the attitudes, perceptions and norms about and SH consequences, more than 80% of study participants verbal harassment is serious. In addition, 81.1% of employees participating the end-line survey don't think SH is a private business which is higher than the percentage of workers who disagreed with the same statement reported in the baseline survey. This improvement could be attributed to the employee engagement campaigns of the project.

On another hand, the attitude toward victim-blaming in sexual harassment was still present. A little more than 40% of the end-line survey participants (41.4%) agreed that if someone gets sexually harassed, they

must be at least partly responsible for it. However, this percentage is significantly lower than the rate reported in the baseline survey (which reported a high proportion (79.2%) of workers own the wrong perception of victim-blaming). This result showed that the awareness and behaviour change campaign had a positive impact on the targeted factories' employees.

The qualitative study also shows that the targeted factories had better awareness and positive changes in perceptions and attitudes regarding SH. Workers were aware of their rights and mechanisms to support addressing sexual harassment. Employees also know the factory has a process, know when, and where to report SH. Also, many workers are aware that they are protected by the company, and it is their right to report to be protected. With the knowledge acquired from the project communication activities, employees were more confident that they could be a part of the solution.

Significant improvements in the awareness about SHP among the targeted factories employees had led to a number of changes in their behaviours. The interventions and communication activities of the project had triggered the discussion about SHP among all factories employees. Thank to the changes in attitudes, perceptions and norms about SHP, the targeted factories' employees overcame their shyness and obstructions to discuss and share information about SHP. The SHPC's members and employees who had participated in training sections and communication events used break time to communicate and educate their peers about SHP. The targeted factories' production team managers also integrated SHP discussion and communication about SHP into the team's meeting.

There are many positive changes in the behaviour of workers to prevent SH. Many employees reported that, with better awareness of SH, they had self-restrained of their behaviours if they believed that potentially lead to SH. More importantly, factories' employees had more activities to prevent SH event before the act is actually happening. Employees reminded others about SH and prevent activities that can lead to SH.

Employees were more willing to report SH or to share SH with others. The findings from the quantitative survey show that 85% of employees will report or share the case with others when being asked if SH happens to them or if they witness the case which is higher than the percentage of workers who tend to report or share the case with others reported in the Baseline survey (65.7%). The study participant also was more willing to share their experience of SH with others. The percentage of workers who choose to tell the S.H experience with their colleagues and their family members were also relatively high (30.1% and 19.9%, respectively). Especially, 25.9% chose to report to police if SH would happen. In comparison, the baseline reported a lower percentage of workers choosing to tell the S.H experience with their colleagues, family (12% and 17%, respectively).

The majority of study participants have positive attitudes, perceptions and norms about sexual Harassment reporting and complaint handling. More than 80% of worker agree that if someone experiences those behaviours, they should report it and 65.7% of study participants agree that a bystander should do something if they see SH behaviours happening. More than 90% of workers disagree that no one will try to stop SH and nearly 64% of workers disagree that there is nothing that can be done to prevent sexual harassment behaviours or no one will try to stop SH. Nearly 91% of study participant feel safe if they report SH at the workplace. This percentage is equal among male and female participants.

However, nearly half of the study participants still agrees that people reporting to the factory an act of sexual harassment can be at risk. Among 14 people who reported that they did not feel safe if they reporting SH, 3 people explained that they were afraid that others will know and they will be retaliated if they report to the factories' managers. Two people reported that they feel unsafe because they don't know how to report it. Others said that they were afraid that people will not believe them or don't want

many people to know about the situation. Regarding the factors that cause employees to not report Sexual harassment in the workplace, two reasons that study participants cited the most frequent as the reason for them or other people to not report SH at the workplace is feeling ashamed (41.7%) and “don’t know how to report” (31.1%). Study participants also thought that the fear of bearing the consequences (cited by 25% of participants) and the belief that “no one believes the reporter” (cite by 25%) are also the reason for the under-report of SH at the workplace. Those findings sound the alarm of the survivor-centred approach of the intervention of the project.

The communication campaign of this project used a combination of different communication methods and materials. The project organised training sections and communication events for targeted groups of employees. The communication campaign also distributed booklets, used posters and banners and developed and showed video clips for mass communication. Those methods of communication had been positively received by workers and the factories’ manager.

The positive improvements in employees’ awareness and behaviour was partly attributed to the successful communication campaigns in the targeted factories. One of the key factors of the effectiveness and appropriateness of the awareness-raising and behaviour change interventions is the use of multiple communication methods with diverse type of communication materials. Using a variety of communication channels can allow the messages to fit mass media or interpersonal, small group, or community level campaigns

This strategy ensures the combination of communication events and training sections that could provide the full content of SHP and the other mass communication methods that are more availability, visibility and cost-effective such as posters, video clips and handouts. The communication campaigns were also fun and targeted. The project also used scientific evidence regarding SHP to shape materials and products and to select the channels that deliver them to the intended audience.

Since the establishment of the SH report and handling mechanism, the targeted factories did not receive complaint and report of sexual harassment. However, the results of the quantitative survey had revealed that SH still occurred in factories that participated in the project. The percentage of self-reported experiencing sexual harassment in companies participating in the project is low. Among 196 study participants, only 11 of them experienced at least one type of sexual harassment in the last 12 months (accounted for 5.6%). In addition, more than 25% of employees working in companies had ever heard of someone having sexual harassment behaviours at their workplace. Among types of sexual harassment, gender harassment and sexist hostility are the two most common types of sexual harassment that study participants heard about in their workplace. More specifically, making a sexist joke about men or women and saying another man not acting like a man or a woman are three sexual harassment behaviours that participant heard about the most.

In addition, majority of study participants believed that experiencing SH (direct or indirect) could pose significantly effects on their work and health. Nearly haft of study participants thought of quitting or changing job if they experience or witness SH behaviour. Two-thirds of study participants believed that sexual harassment causes the loss of their productivities. A significant percentage of employees also believed that SH could cause different physical and mental health issues. Having stress and/or anxiety is the mental health issue that employees the most mentioned as a consequence of experiencing SH at the workplace (55.7% and 42% respectively). Regarding physical health issues caused by experiencing SH, 37.1% of study participants believed that experiencing SH could cause physical pain and fatigue and 34% of them perceived that experiencing SH cause insomnia.

The success of SHP initiatives at the targeted factories demonstrates the possibility and lessons learned that should be implemented to sustain the SHP activities in the targeted factories after the end of this project and expand the SHP initiative to other factories.

Leaders of targeted factories had recognised that SHP activities in their factories could bring incentives and advantages to the factories and the employees. Creating a safe and SH-free working environment helps the targeted factories have a positive image in the eyes of customers and employees. Building a sexual harassment-free environment also contributed to a positive safety culture at the targeted factories. Sexual Harassment intervention had also created positive ethical value of the SHP activity contributing to positive values of the corporate culture. Also, an SH-free and safe working environment in their factories could help increasing productivity and reducing possible costs due to SH. Managers at the targeted factories believed that SHP could help their factories reducing possible costs due to employees quitting their jobs due to SH.

The analysis of the project implementation strategies also reveals three SHP approaches that play important roles in the success of implementing the project activities, namely integrating SHP activities to the targeted factories' daily operation, promoting active bystanders to build a sexual Harassment free working environment and applying the survivor-centred approach to empower SH survivors. SHP communication and training had been integrated into the daily business operation. This method helps the factories to maximise the impact of the communication campaign. With support from CVN, the targeted factories had planned to integrate SHP activities more deeply into the factories' operation. Furthermore, the active bystander approach that promotes positive attitude and behaviours and actively prevented SH violations had significantly contributed to the reduction in sexual harassment. The evidence of the success of bystander approaches in this project suggests that they may also be highly effective in raising awareness of sexual harassment in the workplace. Accordingly, they may also be effective in changing cultures of tolerance towards sexual harassment and, ultimately, eradicating the problem. Those approaches are recommended to be implemented and strengthened to sustainable and scalable SHP among the factories that participated in the project and other factories proposing as the centre of the upcoming SHP activities.

Furthermore, key principles of a survivor-centred approach were implemented in this project. the new Internal Working Regulation had set up the regulation standard for significant improvement in survivor-centred practices. The rights of whistle-blowers, complainants and victims are clearly and fully stated. The survivor-centred approach had also been communicated in training workshops and communication events. However, training, communication and understanding about survivor rights and handling mechanism had not enough to ensure a survivor-centred approach. Some research participants were not deeply aware of the survivor-centred approach. The victim-blaming attitude still existed and SH was under-reported. Those findings had indicated that many had to be done regarding ensuring the survivor-centred approach of the SHP activities in the targeted factories to encourage and empower survivors and bystanders to come out and report SH.

Finally, study participants had expressed the needs for external supports that had could facilitate the continuity and expansion of the SH interventions. The targeted factories need external technical support to strengthen the capacity for the resource persons on more advanced skills regarding SHP such as how to investigate and handle SH case in the workplace. The factories also need support in adapting media and communication material to suit the audience. Because developing those communications and media needs specialities that are not available in the factories, they also need supports from the organisation which had substantial and up-to-date knowledge on SHP and approaches of SHP intervention and also had the communication specialities for those tasks. Lastly, with the rapid development of legal

regulations, the factories also need supports in adjusting the Internal Working Regulations and legal advice in handling SH reports.

Based on the findings of the evaluation study, key recommendations for sustainability and scale-up SHP activities are includes

i. Continue to motivate factories and employees participating in SHP activities which include the following recommended activities

- Direct intervention to the factories with connection from buyer/brands improves the feasibility and effectiveness of the intervention. The project should continue to work with brands to adopt the Standard Operating Procedures, including adapting their policies and compliance systems
- Acknowledge the achievements of factories and key persons.
 - o Supporting targeted factories on SHP compliance by incorporating SHP mechanism into their auditing to sustain the SHP mechanism and rolling out to all employees
 - o The project/CVN should advocate for the local government to acknowledge the achievement of factories and key persons on SHP.
 - o The target factories should also acknowledge the achievement and contribution of key persons that had significant

ii. Advocacy for active participation of Leaders in SHP activities: Leadership commitment and support is the key to the implementation of the SHP package. Therefore, advocacy for leadership support and active involvement in SH prevention should be integrated into all project activities.

iii. Building capacity for resource persons for SHP:

- Seeking potential candidate for resource persons and provide essential training.
- Capacity building for SHPC should be intensive regularly
- The factories should allocate LOE for resource persons to work for SHP as an official duty
- Encourage targeted factories and workers to take ownership of the program

iv. Improving the sustainability of SHP activities by

- Applying the integrative approach to all SHP activities
 - o Integrating SHP training to new workers orientation training and worker regular training.
 - o Making SHP training a part of compulsory health, safety and safeguarding training
 - o Developing online training modules on SHP for regular training of all workers
- Continue and promoting the Active Bystanders approach.
- Strengthen the survivor-centred approach.

v. Continue to focus on effective interventions

- Continue to revise Internal Working Regulations with the clear content of SHP and enforce the Internal Working Regulations
- Diversify the approach/materials to improve the effectiveness of the intervention.

In addition, Support from CVN needs for sustaining and scale-up activities to other factories. It is recommended for CVN to focus on the following areas to strengthen the SHP intervention package:

- Advocacy for leadership support and active involvement in SH prevention
- Building capacity for the team working in SH prevention, ongoing coaching and support to the SHPC

- Building support tools for SHP: communication materials, tools for SH prevention, video and visual aids for interactive communication
- Enhancing training courses on sexual harassment and providing documentation or guidebooks on the prevention of sexual harassment at the workplace.
- Developing a package of online or offline training course to integrate into the employees' orientation and periodic training.
- Assist the development of codes of conduct/practise for the prevention and addressing sexual harassment at the workplace or including this issue into collective agreements or enterprise's internal rules or regulations.
- Developing Lesson learnt/story of changes are utilised for scaling up of the SHP package to other factories

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APPENDIX

Appendix 1. Sociodemographic characteristics and employment of the quantitative survey participants

Demographic characteristics of study participants.

Totally, 196 study participants, 29 participants from Truong Son and 167 participants from Aroma, who were conveniently selected from the companies' employees and managers, had answered the Questionnaire for Garment Company Employees.

Table 0.1. Study sample distribution by the factory, age, marital status and disability status

	Total		Female		Male	
	n	%	n	%	n	%
Factory (n=196)						
Truong Son	29	14.8%	16	14.3%	13	15.5%
Aroma	167	85.2%	96	85.7%	71	84.5%
Age (n=191)						
Average age	32		33.32		30.34	
Min	19		19		19	
Max	51		50		51	
Median	32		34		30	
Marital status (n=193)						
Single, never married	39	20.2%	8	7.3%	31	36.9%
Widowed	2	1.0%	1	0.9%	1	1.2%
Living with wife/husband/partner	147	76.2%	95	87.2%	52	61.9%
Divorced	4	2.1%	4	3.7%	0	0.0%
Other (Husband living far)	1	0.5%	1	0.9%	0	0.0%
Disability (n=193)						
No	182	94.3%	103	93.6%	79	95.2%
Yes	11	5.7%	7	6.4%	4	4.8%

The study participants had an average age of 32 years, ranging from 19-51 years old, responded to the survey questionnaires. The average and median age of female workers are slightly higher than the average and median age of male workers (see table 6.1)

Of the total, 76.1% of study participants (147 employees) were married. Notably, 87.2% of female study respondents were married, much higher than this rate in male counterparts (61.9%). The rest of the male respondents (31 males, 36.9%) were single or widowed (1 male, 1.2%). While the rest of the female workers (14 females) were single, divorced, widow or separated.

Generally, the percentage of self-assessment disability among study participant was very low. Only 11 people (7 female and 4 male) reported having some difficulties in morbidity, seeing or hearing.

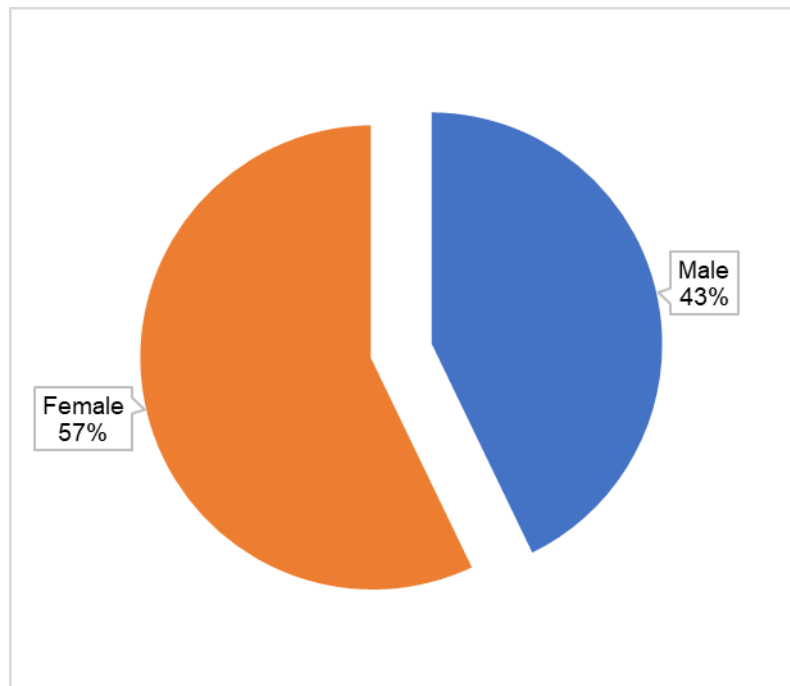


Figure 0.1. Gender distribution of the study sample

Among study participants, 84 employees (42.9 %) were male and 112 (57.1%) were female. Gender distribution in the two companies that participated in the study is the same.

The majority of respondents (53.6%) belonged to Kinh ethnic groups, which is the largest ethnic group in Vietnam. The rest of the participants belonged to other ethnic groups (Muong, Thai, Hmong, Tay and other ethnic groups) (see table 6.2).

Table 0.2. Socio-demographic characteristics of the sample

	n	%
Education status (n=196)		
No Schooling	1	0.5%
Not yet completed primary school	9	4.6%
Completed primary school	11	5.6%
Completed secondary school	75	38.3%
Completed high school	84	42.9%
Completed vocational training, colleague	11	5.6%
Completed university or higher degree	5	2.6%
Ethnic group (n=196)		
Kinh	105	53.6%
Other ethnic groups	91	46.4%
Tay	12	6.1%
Muong	26	13.3%
Thai	21	10.7%
Hmong	15	7.7%
Nung	4	2.0%
Dao	9	4.6%
Phu La	1	0.5%
Tho	3	1.5%
Hometown Province (n=194)		
Hai Phong	60	30.9%
Other Provinces	134	69.1%
Living Province (n=194)		
Hai Phong	188	96.4%
Other Provinces	7	3.6%

Childcare and other responsibilities

The majority of study participants completed secondary school (38.3%) or high school (42.9%). Only 1 participant reported having no schooling, 9 participants did not complete primary school and 11 people completed primary school. On the other side, 11 had completed vocational training or colleague. Only 5 participants reported completed university or higher degree

Only 30% of study participants had a hometown in Haiphong. However, the majority of them (96.4%) live in Haiphong where their factories located.

Table 0.3. Percentage of employees having children by gender

	Total		Female		Male	
	n	%	n	%	n	%
Having children (n=196)						
No	43	21.9%	9	8.0%	34	40.5%
Yes	153	78.1%	103	92.0%	50	59.5%
Pay children care (n=153)						
No	103	67.3%	70	68.0%	33	66.0%
Yes	50	32.7%	33	32.0%	17	34.0%

As presented in table 6.3, around four in five employees have children. The rate of having children is more than 90% among female workers, statistical significantly higher than the rate in male workers (59.5%) (with p-value <0.001). One-third of survey participants having a child/children had to pay for childcare. The study participants pay for childcare from 800,000 VND/month (35 USD) to 8,000,000 VND/month (350 USD), with the median of 1,500,000 VND/month (65 USD).

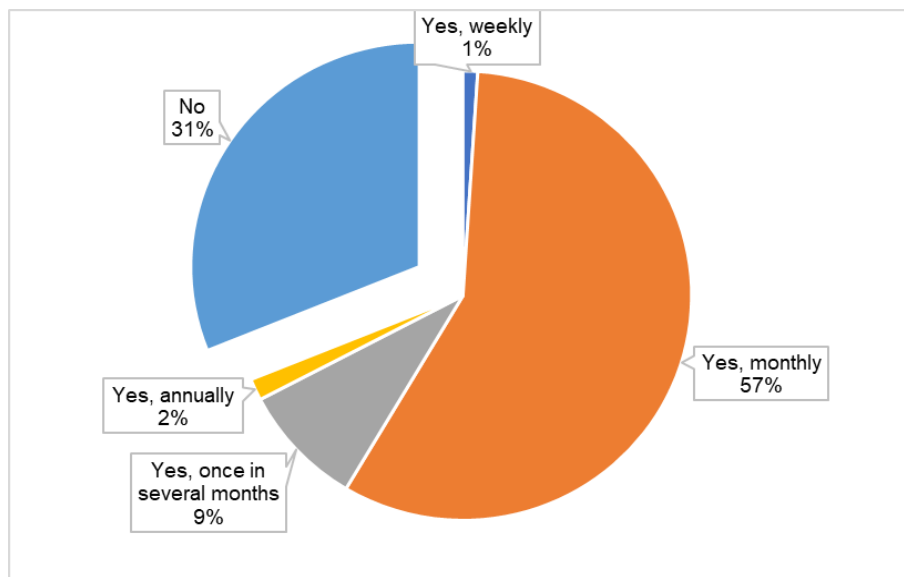


Figure 0.2. The percentage of study participants who send money home

More than two-thirds of study participants also sent money to support their family members (see figure 6.2). The majority of them (57%) sent money monthly to their families.

Work characteristics and working conditions.

As shown in Table 6.4, the majority of study participants are at working positions as production workers (43.4%) and packing workers (39.8%). Only 7 production line managers and 1 unit manager participated in the study. There is very little difference in the distribution of the working positions of the study

participants between male and female. However, among 8 participants who worked in manager positions, there was only 1 male participant.

Table 0.4 Work positions of study participants by gender.

		Total		Female		Male	
		n	%	n	%	n	%
Working position	Production worker	85	43.4%	35	31.3%	50	59.5%
	Production checker	12	6.1%	11	9.8%	1	1.2%
	Packing worker	78	39.8%	49	43.8%	29	34.5%
	Other workers	13	6.6%	10	8.9%	3	3.6%
Manager position	Line supervisor	7	3.6%	6	5.4%	1	1.2%
	Department managers	1	0.5%	1	0.9%	0	0.0%

More than half of the employees participating in the survey worked for their companies for two years or less. The percentage of employees working for their companies for 2 years or less is higher in male, compared to its in female employees (see table 6.5). However, the difference is not statistically significant.

Table 0.5 Work characteristics of study participants.

	Total		Female		Male	
	n	%	n	%	n	%
Working duration at the current factory (n=196)						
Less than 6 months	48	24.5%	24	21.4%	24	28.6%
6 months - 1 year	39	19.9%	20	17.9%	19	22.6%
1-2 years	24	12.2%	15	13.4%	9	10.7%
>2-5 years	28	14.3%	11	9.8%	17	20.2%
5-10 years	28	14.3%	18	16.1%	10	11.9%
More than 10 years	29	14.8%	24	21.4%	5	6.0%
Monthly income (n=192)						
Min	800,000		800,000		4,000,000	
Max	10,000,000		10,000,000		8,500,000	
Average income	6,486,667		6,281,724		6,724,400	
Median Monthly income	7,000,000		6,000,000		7,000,000	
Having a work contract (n=185)						
No	8	4.3%	2	1.9%	6	7.7%
Yes	177	95.7%	105	98.1%	72	92.3%

Average working hour (n=191)						
Less than 8 hours	12	6.3%	6	5.5%	6	7.3%
8-12 hours	167	87.4%	100	91.7%	67	81.7%
More than 12 hours	3	1.6%	0	0.0%	3	3.7%
I don't want to answer	9	4.7%	3	2.8%	6	7.3%

Study participants had their average monthly range from 800.000 VND (35 USD) to 10.000.000 VND (435 USD) with a median of 7.000.000 VND (305 USD). The average monthly income among male participants (6,724,400 VND/month) is slightly higher than female participants (6,281,724) (Wilcoxon rank-sum test with p-value = 0.01827 <0.05).

Most of the study participants reported that they have employment contracts from their companies. Only 8 people (2 female participants and 6 male participants) said that they did not have employment contracts.

The majority of study participants (87.4%) reported that they worked on average from 8 to 12 hours per day in the last 12 months. Only 3 male participants reported that they had worked for more than 12 hours per day in the last 12 months.

In addition, in the last 12 months, the majority of study participants worked for 6 days per week. Only 19 people said that they had to work for 7 days a week.

Table 0.6. Overtime work duration during off-peak and peak season

Overtime work duration	During off-peak season (n=193)		During peak season (n=194)	
	n	%	n	%
=<15 minutes	8	4.1%	1	0.5%
=< 30 minutes	12	6.2%	8	4.1%
=< 1 hour	60	31.1%	42	21.6%
> 1 hour	42	21.8%	113	58.2%
I don't work overtime	57	29.5%	15	7.7%
I don't want to answer	14	7.3%	15	7.7%

Most of the study participants had to work overtime, especially during the peak season. As presented in Table 6.4, 29.5% reported that they did not work overtime during the off-peak season, and only 7.7% of study participants said that they did not work overtime during the peak season.

In addition, study participants also reported having to work overtime longer in the peak season. During the off-peak season, only 21.8% of workers had to work overtime for more than 1 hour per day. However, during peak season, nearly 60% of study participants had to work overtime for more than 1 hour per day.

The majority of study participants (83.7%) said that they had the right to refuse to work overtime. However, 25 employees (13 females and 12 males) had reported that they did not have the right to refuse to work overtime and 8 others did not want to answer the question.

Appendix 2: KII guidance for evaluation

1. Why did the company management board agree to implement this S.H prevention project? How do the managers see the project/ results of the project? What kinds of activities should be continued to mobilize the support of the management boards?
2. What activities should be changed so that S.H prevention activities can be organized more effectively?
3. Have the S.H. prevention activities been included in the factory's meetings? If yes, what are the main purpose of those meetings?
4. What are the advantages during the implementation of the project activities at the factories?
 -
5. For the factory managers/the factory itself:
 - Arrange the production & work for the participants
 - Productivity
 - Factory's reputation to the brand, government authorities, and customers
 - Policies, law & regulations of management units
 - For the S.H prevention committee members and factory workers in arranging time to participate in the project, influencing on their daily work
6. Which documents/ tools in the project are considered:
 - Most effective
 - Can be used during periodic activities: annual training, communication, and factory's regular meetings? Why?
 - Can only be used in the project? What should be changed to make these documents applicable to the annual work of the factories?
7. Which activity in the project is considered
 - Most effective
 - Can be used during periodic activities: annual training, communication, and factory's regular meetings? Why?
 - work of the factories?
 - Can only be used in the project? What should be changed to make these documents applicable to the annual training, communication, and factory's regular meetings?
8. What should CVN do to make the project activities more effective?

Appendix 3. Participants' consent form

CONSENT FORM

Survey Introduction

My name is I am collaborating with CARE International in Vietnam and Primark, to conduct a baseline survey for the project "Prevention of sexual harassment in the workplace".

This survey is one of the project activities that aims to understand the attitude and knowledge of factory workers about sexual harassment. The results of the survey will be used as a basis to study the interventions' effectiveness to address sexual harassment at the factory.

Consent confirmation

You are randomly selected to participate in the survey. Your participation is voluntary. Your sharing will be very helpful for the project and for other women in the factory.

I want to assure you that all your answers will be kept confidential. I will not save your name or address. You have the right to stop the interview at any time or to skip any questions you do not want to answer. You can also choose to retract the answers that you provided earlier. There is no right or wrong answer. Some topics can be difficult to discuss, but many people may find it helpful to have the opportunity to talk about them. At the end of the interview, we will inform you of the related support services you need.

Do you have any questions?

(It takes 30-45 minutes to complete the interview). Do you agree to do the interview?

☐ NO ☐ YES.

Is now a good time to talk?

It is important that we have privacy when talking. Is this a good place to conduct the interview, or do you want to move to another place?

If you need to reflect/give feedback on any content during the study, please contact us at 0934.466.598

FOR THE INTERVIEWERS

I CONFIRM THE INTERVIEWEE'S CONSENT CONFIRMATION

Name:

SIGNATURE:

Phone number:

Interview time:h..... -h.....

Appendix 4. Questionnaire for Garment Factory Employees

1. Date:	
2. Interviewer:	
3. Factory name/ID:	
4. Questionnaire no.:	

SECTION 1: Sociodemographic characteristics and employment	
First, we want to ask you some questions about your age, your education and residence.	
QUESTIONS AND FILTERS	CODING CATEGORIES
1.1 Which year were you born?	Year — — the last two numbers of your born year
1.2 What is your gender?	1. Male 2. Female 3. Other (specify)
1.3 What is your marital status?	1. Single, never married 2. Widowed 3. Living with husband/partner 4. Divorced 5. Other (specify)

<p>1.4 What is the highest standard or grade you have completed at school?</p>	<ol style="list-style-type: none"> 1. No schooling 2. Not yet completed primary school 3. Completed primary school 4. Completed secondary school 5. Completed high school 6. Completed vocational training, colleague 7. Completed university or higher degree 8. Other (specify).....
<p>1.5 Which ethnic group do you consider yourself?</p>	<ol style="list-style-type: none"> 1. Kinh 2. Tay 3. Nung 4. Dao 5. Thai 6. Cham 7. Other (specify).....
<p>1.6 Where is your hometown? (hometown can be different from current living place)</p>	<p>District.....</p> <p>Province.....</p>
<p>1.7 Where are you now living?</p>	<p>District.....</p> <p>...</p> <p>Province.....</p> <p>.....</p>
<p>1.8 If their hometown is different from current living place: How long have you been living here?</p>	<ol style="list-style-type: none"> 1. < 6 months 2. 6 months – 1 year 3. 1 – 2 years 4. > 2 years
<p>1.9 Who are you living with here? [You can choose more than one option]</p>	<ol style="list-style-type: none"> 1. Alone 2. With partner 3. With family 4. With friend(s)/colleague(s) 5. Other (specify).....
<p>1.10 Do you have children?</p>	<ol style="list-style-type: none"> 1. Yes 2. No → [Go to 1.13]

1.11 Do you pay your children's caregiver?	1. Yes 2. No → [Go to 1.13]
1.12 If yes, how much per month?vnd
1.13 Do you send a regular amount of money to support any of your family members? How often? •	1. Yes, weekly 2. Yes, monthly 3. Yes, once in several months 4. Yes, annually 5. No
1.14 Do you have difficulty seeing, hearing, moving?	1. No 2. Yes, a bit 3. Yes, a lot

SECTION 2. Work experience

I would like to ask about your current position and work history

2.1 Which position do you hold in the factory?	<p>No people management responsibilities</p> <ol style="list-style-type: none"> 1. Cleaner 2. Production worker 3. Maintenance worker 4. Product checker 5. Packing worker <p>Positions with people management responsibilities</p> <ol style="list-style-type: none"> 6. Line supervisor 7. Department managers (HR, Admin, finance, production...) 8. Other (specify).....
2.2 How long have you been working here?	<ol style="list-style-type: none"> 1. Less than 6 months 2. 6 months-1 year 3. 1 - 2 years 4. >2 - 5 years 5. >5 - 10 years 6. More than 10 years
2.3 On average, how much do you earn per month? (VND)
2.4 Do you have an employment contract from the factory or a written letter of appointment?	<ol style="list-style-type: none"> 1. Yes 2. No
2.5 In the last 12 months, on average, how many hours per day do you work, including overtime? [Choose one option]	<ol style="list-style-type: none"> 1. Less than 8 hours 2. 8-12 hours 3. More than 12 hours 4. Other (specify):_____ 5. I don't want to answer
2.6 In the last 12 months, on average, how many days per week do you work? [Choose one option]	<ol style="list-style-type: none"> 1. 4 days 2. 5 days 3. 6 days 4. 7 days 5. I don't have a fixed number 6. Other (specify): 7. I don't want to answer
2.7 In the last 12 months, on average, how many overtime hours per day do you work during low season ? [Choose one option]	<ol style="list-style-type: none"> 1. =< 15 minutes 2. =<30 minutes 3. =< 1 hour 4. > 1 hour 5. I don't work overtime 6. I don't want to answer
2.8 In the last 12 months, on average, how many overtime hours per day do you work during high season ? [Choose one option]	<ol style="list-style-type: none"> 1. =< 15 minutes 2. =<30 minutes 3. =< 1 hour 4. > 1 hour 5. I don't work overtime 6. I don't want to answer
2.9 Can you reject working overtime?	<ol style="list-style-type: none"> 1. Yes 2. No 3. I don't want to answer

SECTION 3. Sexual harassment status in the factory In the next section, I want you to tell if you have witnessed or heard about someone say or do the following things to others in the factory			
	Yes	No	Not sure
3.1. Criticise a man by saying he is not appearing enough like a man.	1	2	99
3.2. Say that a man is not acting enough like a man.	1	2	99
3.3. Criticise a woman by saying she is not appearing enough like a woman.	1	2	99
3.4. Say that a woman is not acting enough like a woman.	1	2	99
3.5. Make a sexist remark about men or women.	1	2	99
3.6. Make a sexist joke about men or women.	1	2	99
3.7. Call someone a prostitute as an insult	1	2	99
3.8. Tell sexual jokes, or showing pornography.	1	2	99
3.9. Send messages with sexually suggestive images/content	1	2	99
3.10. Spread a rumour of sexual nature about someone.	1	2	99
3.11. Whistle or staring at in uncomfortable, sexual way, at the factory.	1	2	99
3.12. Make unwanted invitations for sex or persistent unwanted requests to go out on dates at the factory.	1	2	99
3.13. Touch inappropriately, embrace or kiss a co-worker without their consent at the factory.	1	2	99
3.14. Invite someone to a date with the promise of hiring or promotion, in the factory.	1	2	99
3.15. Invite someone to date with threat of demotion/loss of income/firing if they didn't do it.	1	2	99
3.16. Threaten someone with rape as punishment or to make you work harder/faster.	1	2	99
3.17. Sexually assault someone at the factory	1	2	99
3.18. Forcing someone at the factory to have sex.	1	2	99
3.19. In the last 12 months, how often do these behaviours happen? (Don't answer if you have never witnessed any sexual harassment behaviours at the factory)	1. Rarely 2. Occasionally 3. Often		
3.20. In general, according to your experiences – <u>who was the perpetrator of the harassment?</u> (Don't answer if you have never witnessed any sexual harassment behaviours at the factory)	1. Male colleague 2. Female colleague 3. Male line supervisor 4. Female line supervisor 5. Male manager 6. Female manager 7. Other (specify).....		

SECTION 4. Sexual harassment experiences

Next, I am going to ask if you **have experienced any of these following behaviors** in the factory in the last 12 months.

	Yes	No	Not sure
1.1 Being called a prostitute as an insult	1	2	99
1.2 Being told sexual jokes, or shown pornography.	1	2	99
1.3 Being sent messages with sexually suggestive images/content	1	2	99
1.4 Being spread a rumour of sexual nature about you	1	2	99
1.5 Being whistled or stared at in an uncomfortable, sexual way, at the factory.	1	2	99
1.6 Being unwantedly invited for sex or persistent unwanted requests to go out on dates, while at the factory	1	2	99
1.7 Being touched inappropriately, embraced or kissed without your consent at the factory?	1	2	99
1.8 Being invited to a date with the promise of hiring or promotion, at the factory?	1	2	99
1.9 Being invited to date with threat of demotion/ loss of income/ firing if they didn't do it.	1	2	99
1.10 Being threatened with rape as punishment or being made work harder/faster	1	2	99
1.11 Being sexually assaulted at the factory	1	2	99
1.12 Being forced to have sex at the factory	1	2	99
1.13 In the last 12 months, how often do these behaviours happen? (Don't answer if you have never experienced any sexual harassment behaviours at the factory)	1. Rarely 2. Occasionally 3. Often		
1.14 In general, <u>who was the perpetrator of the harassment?</u> (Don't answer if you have never experienced any sexual harassment behaviours at the factory)	1. Male colleague 2. Female colleague 3. Male line supervisor 4. Female line supervisor 5. Male manager 6. Female manager 7. Other (specify).....		

4.15 If experiencing or witnessing any of the above behaviours, do you think about changing your job/workplace? **[Choose one option]**

1. Yes
2. Maybe
3. No
4. I don't want to answer

4.16 If any of the above behaviours happens to you, do you think it may affect your work productivity? **[Choose one option]**

1. Yes
2. Maybe
3. No
4. I don't want to answer

4.17 If any of the above behaviours happens to you, do you think it may affect your physical health? **[You can choose more than one option]**

1. Physical aches
2. Viral or bacterial illnesses
3. Genital infections

4. Unexpected pregnancy
5. Insomnia
6. Other (specify).....
7. I don't want to answer

4.18 If any of the above behaviours happens to you, do you think it may affect your mental health?
[You can choose more than one option]

1. Depression
2. Pressure
3. Fear
4. Negative thinking
5. Other (specify).....
6. I don't want to answer

4.19 If experiencing or witnessing any of the above behaviours, did/would you share or report it to others? **[Choose one option]**

1. Yes
2. No => **Go to 4.24**

4.20 If yes, whom did/would you tell? **[You can choose more than one option]**

1. Factory leader
2. Trade union officer
3. Colleague
4. HR manager
5. Police
6. Family/friends
7. Other (specify):

.....

4.21 If you report/share, please tell us what happened/would happen **[You can choose more than one option]**

1. An investigation was/would be conducted
2. There was/would be an adequate punishment for the perpetrator
3. I am informed about my case's handling process
4. Nothing happened/would happen
5. Other (specify).....

4.22 In general, after reporting/sharing of your story, whose support were you satisfied with? Please give a score of 1 to 5 on how satisfied you are with the support of those who have supported you, you can give scores depending on your own evaluation. Number 1, 2, 3, 4 and 5 directly into the corresponding boxes

[Only answer if you have reported an actual sexual harassment]

[Please number and related boxes]

Objects	Appropriately score from 1 to 5 (1 is the lowest and 5 is the highest)	No comment
	Number 1, 2, 3, 4 and 5 directly into the corresponding boxes	99
Colleague		
Manager		
HR officer		
Trade union		
Police		
Family/friends		
Other - specify		

4.23 Do you feel safe reporting sexual harassment? **[Choose one option],**

1. Yes

2. No - **Reasons:**

.....
.....
.....

4.24 **What causes you or others NOT to REPORT** Sexual harassment in the workplace? **[Select all that apply]**

1. No one would believe it

2. A lot of similar cases are not handled thoroughly

3. Fear to suffer the consequences

4. Had reported but there was no support

5. Do not know how to report

6. Feel ashamed and I think I will not be able to overcome that feeling

7. Think it is no big deal to report

8. Other (specify)

.....

SECTION 5. Attitudes						
I want to ask whether you agree or disagree with the following statements						
		Strongly disagree	Disagree	Agree	Strongly	Not sure
5.1	A male and female from the same workplace who are dating in consensual relationship is sexual harassment.	1	2	3	4	99
5.2	Verbal harassment is hardly ever serious and is mostly just joking.	1	2	3	4	99
5.3	If you dress/act properly you won't be the target of sexual harassment.	1	2	3	4	99
5.4	Sexual harassment is only ever physical .	1	2	3	4	99
5.5	Sexual harassment is only between members of the opposite sex .	1	2	3	4	99
5.6	Sexual harassment only happens to women	1	2	3	4	99
5.7	Women should tolerate sexual harassment to keep their job	1	2	3	4	99
5.8	Telling someone about sexual harassment makes you a troublemaker	1	2	3	4	99
5.9	Sexual harassment behaviours are a private business.	1	2	3	4	99
5.10	Nothing can be done to prevent sexual harassment behaviours.	1	2	3	4	99
5.11	No one will try to stop those sexual harassment behaviours.	1	2	3	4	99
5.12	If you see those behaviours happening, you should do something about it.	1	2	3	4	99
5.13	if someone experiences those behaviours, they should report it.	1	2	3	4	99
5.14	Speaking up will cause more troubles.	1	2	3	4	99

SECTION 6. Policies and Systems of Reporting and Prevention

Next, I want to ask you about what you know about **policies and systems to protect** you from any of the sexual harassment behaviours we have talked about. I will read a statement and please tell me if you strongly agree, agree, disagree or are not sure.

		Strongly disagree	Disagree	Agree	Strongly	Not sure
6.1	Sexual harassment in the workplace is currently against the law.	1	2	3	4	99
6.2	In my factory, there are policies about sexual harassment that protect workers from it.	1	2	3	4	99
6.3	In my factory I know who the person or people are that I would go to if I experienced sexual harassment	1	2	3	4	99
6.4	The factory has clear regulations about reporting sexual harassment cases	1	2	3	4	99
6.5	There are services available for people to get help if exposed to sexual harassment at my factory.	1	2	3	4	99
6.6	The sexual harassment perpetrator in my workplace isn't punished	1	2	3	4	99
6.7	Your leaders implements policies against sexual harassment in the workplace	1	2	3	4	99

7. Have you ever participated in any training on sexual harassment prevention in the workplace?
 1. Yes
 2. No → **[Go to 10]**
8. If yes, who was the facilitator?
 1. Factory officer
 2. External consultant
 3. Other (specify):
9. If yes, what were you taught about sexual harassment prevention?
 1. Sexual harassment in the workplace is against the law
 2. The person being sexually harassed is not at fault.
 3. The company will protect whistleblowers and those experiencing sexual harassment at work
 4. Don't be silent, report sexual harassment
 5. Sexual harassment in the workplace will be handled according to the factory's policies and regulations.
 6. Other:
10. Have you ever participated in a factory forum/communication event on sexual harassment prevention?
 1. Yes
 2. No → **[End the interview]**
11. If yes, when was it?

Month.....Year.....
12. What was mentioned in this event/activity?
 1. Sexual harassment in the workplace is against the law
 2. The person being sexually harassed is not at fault.
 3. The company will protect whistleblowers and those experiencing sexual harassment at work
 4. Don't be silent, report sexual harassment
 5. Sexual harassment in the workplace will be handled according to the factory's policies and regulations.
 6. Other:

Thanks for spending time for the interview!

For those who report sexual harassment, please make sure they are provided direct support to connect to support services.