

# Annual Review 2002



CSARO

Community Sanitation and Recycling Organization



Above: Mobile Outreach Team educating youth about personal hygiene.  
Cover: Young waste picker administering first aid.

# CSARO Annual Review

## 2002

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#### Community Sanitation and Recycling Organization (CSARO)

No. 71, Street 163 / 368, Sangkat Toul Svay Prey 1  
Kam Chamkarmorn, Phnom Penh, Cambodia

PO Box 2015  
Phnom Penh, Cambodia

Tel / Fax: (855-23) 211 116

[eMail: csaro@online.com.kh](mailto:csaro@online.com.kh)  
[Web: www.online.com.kh/users/csaro](http://www.online.com.kh/users/csaro)



# Director's Message

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*In 2002 CSARO continued to expand its projects, thereby increasing the number of people it is able to help. Several major expansions were organized in the outreach and waste collection areas, and educational trips were organized to expand minds and improve the solidarity of our partner group members.*

*A major milestone of 2002 was CSARO's participation in The World Summit on Sustainable Development held in South Africa. CSARO gave presentations to many different NGOs, including UNDP, UNICEF, and CORDAID. These presentations educated the audience about the programs and achievements of CSARO and resulted in the allocation of badly needed funding.*

*A serious difficulty in 2002 was the loss of funding from NORAD (previously CSARO's primary source of funding) at the completion of the neighborhood improvement. This created a multitude of management difficulties. CSARO directors did not want to cut any of the projects which were progressing so strongly, but there were insufficient funds to continue full scale. Funds had to be reallocated, and in certain areas projects had to be contracted. CSARO staff took a 40% pay cut as management continued the search for new funding. Eventually partial support was found, provided by other aid organizations. However, not all the lost funding was replaced and CSARO had to work with a reduced budget for the remainder of the year and use most of its general funding reserves.*

*Despite this set back, projects are continuing to progress and expand, benefiting more people, and continuing to improve the quality of life for waste pickers and impoverished residents of Phnom Penh.*

*Heng Yon Kora  
Program Director  
Community Sanitation and Recycling Organization*

# CSARO Profile

The Community Sanitation and Recycling Organization (CSARO) was established in 1997 by a group of development specialists who recognized the need for an organization to assist impoverished waste pickers. The goal was to improve social and economic conditions for the individuals and to facilitate the transformation of slum areas into clean, safe and healthy places to live. CSARO launched its program, working to improve the waste pickers' capacity to help themselves and raise the standard of living. Since then CSARO has helped improve the lives of thousands.

CSARO undertakes Community Organizing and Community Infrastructure (CO/CI) projects, paving neighborhood alleyways, filling flooded areas, installing sewer pipes, providing training workshops, and organizing community committees to oversee improvement projects.



The Environmental Hygiene Awareness Campaign (EHAC) focuses on educating adults and children about proper sanitation, food and personal hygiene, clean water supplies, HIV/AIDS prevention, disease education, and the dangers of drug use. The EHAC also designs leaflets, calendars, storybooks, t-shirts, videos, computer presentations, and other materials to help communicate its messages. Hygiene Education sessions are conducted with school children and urban community residents.

The Mobile Outreach Team (MOT) provides hygiene and literacy education to adult and child waste pickers through sidewalk classrooms. Paintings and handouts are used as support materials, as well as interactive activities such as games, discussions, puzzles, drawing, and singing. The MOT also provides first aid care and food for participants.

The Waste Picker Development Center (WPDC) provides recycling education, organizes employment, and access to toilet and shower facilities for adult and child waste pickers. The center promotes recycling projects, including the manufacturing of recycled paper and the reuse of vehicle tires. The WPDC conducts workshops, training members about recycling techniques and educating them about disease, domestic violence, electricity dangers, the Khmer alphabet, literacy, hygiene awareness, and other subjects.



The Waste Recycling Development Center (WRDC) oversees the collection of garbage and the separation of compost and recycling materials. This provides a steady job for waste pickers, reduces the amount of garbage going into landfills, and conserves precious natural resources. CSARO helps waste pickers organize Self Help Groups (SHGs) to oversee business management, waste collection, sorting, processing, sales, and an in-

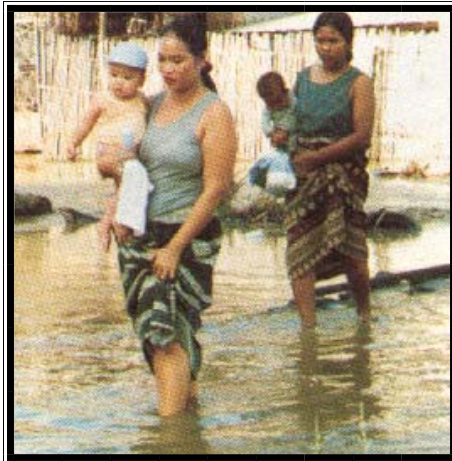


## Community Organizing Community Infrastructure

To improve the quality of life for low-income communities, CSARO assists residents with identification of issues and problems, and facilitates the organization necessary to achieve the required changes. CSARO helps organize community development committees (CDCs) with leaders and responsible residents from the community. The CDCs then discuss the issues and possible solutions. They also organize residents to collect the necessary funds and provide the labor to undertake infrastructure projects.

**Paving:** CSARO and the CDCs work together to pave community alleyways, improving the local environment, quality of life, and transportation. The paving reduces the amount of rats, mosquitoes, and flies, resulting in a reduction in disease, including diarrhea, cholera, skin disease, and dengue fever. Flooding is also prevented as drainage is improved. Two paving projects were undertaken in 2002. A total of 627.55 m<sup>2</sup> of pavement was laid, benefiting 300 people. Half the necessary funds and all the labor was provided by the community, and the remaining funds were provided by CSARO.

**Filling:** In 2002 CSARO and CDCs undertook three filling projects to raise ground level under houses,



preventing flooding in the home and street, and reducing disease. The three projects benefited a total of 1,116 people. A total of 86 truckloads (1321 m<sup>3</sup>) of soil was used.

**Sewage:** To reduce disease, bad odors, and direct contact with raw sewage, CSARO and CDCs laid 65.5 m of .3m sewage pipe with eight clean out boxes. This project benefited 104 people. Labor and half the funding was provided by the community, with CSARO provided the remaining funds.

**Electricity:** CSARO helps CDCs gain access to electricity, improving the quality of life. Fire hazards are also reduced due to proper electrical installations, and removal of the need for wood stoves, candles, and



kerosene lamps. CSARO assists with community organization, understanding formalities and contracts, the collection of money, and communication with the electricity authority. CSARO also provides half the funds required for the electricity connection. 1,100 meters of electric wire and 19 electric meters were installed in two communities, benefiting 254 people.

In 2002 three CDCs were organized in new communities. The residents discussed and prioritized issues and solutions and elected representatives to coordinate infrastructure projects. Meetings were held throughout the year facilitating the discussion of ideas and approaches between CDC members, and providing a forum to CSARO to collect information about different communities. CSARO also surveyed 26 slum areas with a total of 2,227 people. Questionnaires were used to assess the community situation and identify key issues. Maps of the 26 communities



were created and the data was entered into a computer for analysis. The purpose of this analysis was the assessment of residential areas in order to ascertain which areas require assistance.

# Environmental Hygiene Awareness Campaign

This project is designed to improve hygiene and safety, and reduce disease. Teachers and community volunteers hold workshops to educate students and community residents. CSARO facilitates this by organizing and guiding workshops and meetings, and designing and distributing educational handouts, t-shirts, and other materials.

In 2002 CSARO held 194 sessions in residential communities and 137 sessions in schools focusing on hygiene awareness. In the schools topics included proper sanitation, and garbage separation and disposal and the related benefits, reaching a total of 3464 participants. Community sessions covered sewer drainage and toilets, clean water supply, food hygiene, electricity hazards, worms and scabies, and personal hygiene, reaching 3193 participants. Role-plays, group discussions, drawings, and sing-alongs were used to facilitate learning. 6000 storybooks and 6500 leaflets were distributed as support materials.



On June 5th, 2002 CSARO organized "Clean the City Day" to coincide with World Environment Day. 750 participants came from schools

and partner communities, as well as local authorities such as Ministerial and Municipal environment officers, and NGOs including CARITAS, Mlop Baytong, and CEPA.



Wearing CSARO hats and t-shirts, the participants walked the streets collecting garbage from public parks and streets near the Tonle Sap River. Ten banners were used to inform the public about the activities. 230 T-shirts and caps bearing slogans promoting a clean environment were distributed to participants, along with gloves and aprons. Two international newspapers, three local newspapers, and three local television stations reported on the event.

To pass the message, CSARO designed several types of hygiene education materials. These included 6,000 leaflets informing about solid waste management, 500 leaflets about CSARO programs, 10 banners, 6,000 short story books, one PowerPoint presentation, and nine video presentations. The videos presented messages about solid waste management, waste separation in the home, hygiene awareness, and the benefits and techniques of composting.



## *Mobile Outreach Team*

The CSARO Mobile Outreach Team works with impoverished waste pickers, providing participants with education, first aid, and food. Evening and daytime sessions are held on the street in locations which are easily accessible for the participants. During night sessions a portable generator and florescent light are brought to illuminate the street-side classes. Painted illustrations and photo-copied handouts are used to facilitate education. Trained CSARO staff lead the sessions and lessons. Subjects covered include hygiene awareness, hazardous garbage (broken glass, hypodermic needles, etc.), drug education, HIV/AIDS prevention, and the Khmer alphabet. At the end of each session children are given food, typically rice and vegetables.



Basic first aid education and treatment is provided. Participants are taught the techniques required to administer treatment to one another. Latex gloves, cotton wool, tools, iodine, and alcohol are provided, as well as nail clippers for personal hygiene. Individuals with sever medical conditions are referred to local health clinics where they can receive free or low-cost treatment. During 2002, 1532 individual received first aid treatment and 44 were referred to medical facilities for further treatment.



In 2002 the Mobile Outreach Team held 1300 non-formal education sessions (street side classes) at fifteen different regular locations. The MOT added two new teaching sites, one for daytime and one for nighttime classes. The

night classes enable access for individuals who are unable to attend class during the day. In September 2002 the MOT purchased two generators and four florescent lights for use in nighttime teaching sessions. This increased the MOT's flexibility and provided broader choice of teaching locations.

CSARO organized three educational field trips for young waste pickers. The goal of these trips was to educate and provide exposure for the children, many of whom had never left the city, and also to increase group solidarity, improve communication, provide a chance for sharing of ideas, and have fun together.

On January 25 CSARO took 50 waste picker children to Krouthmay NGO to visit handicapped children. The children ate and played together, learning about the lives of one-another. This experience was valuable to the waste picker children because they had the chance to see the different life of handicapped children.

On February 25-27 CSARO took 50 waste picker children on a camping trip to Kompong Snang Province. During the trip the children helped clean the village's well, and learned about a different way of life, seeing the daily activities of rural farmers and villagers.

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# Mobile Outreach Team

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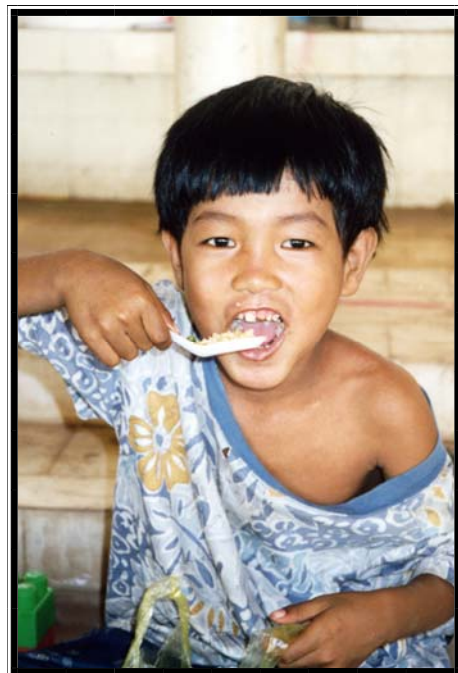
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On July 19 CSARO took 50 waste pickers, children and adults, on an exposure trip in the Komchay Mountain Forest in Kompoth Province. The participants were provided the opportunity to get out of the city and have fun, building their community identity, and also learn about life in a mountain forest, protected animals, and Cambodia's ecosystem.

In 2002 CSARO assisted 29 waste picker children to reintegrate into the formal school system. CSARO facilitated with school officials and arranged for school fees to be waived. After several months the students attendance was reviewed and it was found that 21 children remained in school, while eight had dropped out to return to work in order to provide income for their families.



In 2002 CSARO purchased a pick-up truck for use by the Mobile Outreach Team, replacing the motorbike that was used prior. This increased driving safety for staff and allowed the use of a generator and florescent light for teaching sessions, improving visibility and freedom, as the teachers were no longer reliant on public streetlights. The truck also allowed the staff to bring more teaching materials, and was used to transport waste pickers around Phnom Penh to educate them about the city, social development work, and to boost moral.



# A Morning Session with the Mobile Outreach Team

Three stories up on the roof of a large market, twelve children between six and fourteen years old met with the Mobile Outreach Team. All are poor waste pickers who spend their days sorting through garbage looking for recyclables they can sell to buy food, water, clothing, and other necessities of life. They sat on green tarps spread on the floor. It was 8:30 AM, but already the air was hot. The kids played with large Lego-type blocks. The kids happily shared together, not fighting over the toys. At one end of the tarp a development worker read to one of the boys.

The lesson started, using paintings and photo-copied illustrations the workers discussed the hazards of waste picking: broken glass, dirty hypodermic needles, rusty metal, etc. A happy looking girl about ten years old with shoulder length dark brown hair and a dirty red shirt stood before the class to answer questions,

pointing to objects in the painted illustration and speaking about associated dangers.

After fifteen minutes the subject changed to the Khmer alphabet. First the workers held large written versions of each letter before the class, saying the name of each. Again the ten year old girl came before the class, this time identifying the letters. The kids got large markers

and started writing the alphabet themselves, looking up every few seconds to check that they were correct. A few of the kids were being helped, the teachers holding their hands as they wrote.

After the lesson the first aid gear came out. There was a plastic bag of latex gloves that the students wore and then using surgical pliers

cleaned their wounds with cotton wool and iodine, carefully putting the used pieces in a plastic bag. The teachers oversaw the kids dress their own wounds and each others, changing latex gloves between each individual.

After the first aid session they played games with puzzles, identifying letters of the alphabet, and reading comics and picture books.

Finally food was handed out, about two cups of rice and vegetables in a plastic bag with a plastic spoon. The kids

ate happily as they listened to one of the teachers reading a story.

Before disappearing down the stairs the children came one by one and clasped their palms together and gave a quick bob of their head in the traditional Cambodian way of showing respect. Then with a laugh and a shout they were off, back to their life on the streets below.



# Waste Picker Development Center

The CSARO Waste Picker Development Center (WPDC) provides facilities and education to help Waste Pickers generate further income and improve quality of life. "Recycle and reuse" projects are a major focus of the center. Plastic bags are cleaned and then cut into strips and used to crochet different products including sun hats, water bottle holders, plant hangers, and table liners. Old tires are reshaped into flower pots, pencil holders, and other useful containers. Paper waste is shredded and then used to make recycled paper.

Throughout 2002, the WPDC provided sanitation facilities (toilets and showers) to an average of 50 individuals each day. During the year a total of 426 individuals also received first aid care at the center and six referrals were made for individuals to receive further treatment at health clinics.

During sixteen workshops a total of 74 participants were educated on subjects including techniques for recycling tires, paper, and plastic bag waste.

The WPDC also held non-formal education classes for adults and children. Nearly 500 classes were held during the year, one in the morning for children and one in the evening for adults, five days a week. The classes provided instruction on topics including literacy, math, typhoid fever, food hygiene, domestic violence, electricity dangers, gambling problems, and social behaviors. The WPDC used games, role-plays, and group discussions to facilitate teaching, and produced support materials and handouts.



To provide an opportunity to get out of the city, have fun, and learn about the environment, the WPDC took 32 SHG members to the seashore in Kompong Som Province. Participants had a chance to swim in the ocean and play on the seashore, as well as learn about ocean life and protected animals.

In 2002 the WPDC helped setup three new Self Help Groups (SHGs) to facilitate social and economic development for adult waste pickers. These SHGs elected leaders and participated in workshops and discussions. The workshops focused on teaching members techniques for communicating with authority, counseling skills, and organization within their SHGs. Discussions identified and prioritized problems and needs of self help group members.

A total of 21 semi-monthly meetings were held throughout the year with a total of 185 participants. The meetings discussed issues and problems in the SHGs and educated members about recycling techniques, family planning and birth control, HIV/AIDS prevention, exploitation, human trafficking, violence, and the dangers of drug use.



## Solid Waste Management Center

The CSARO Solid Waste Management Center collects solid waste from households in the pilot zone and transports it to the Waste Recycling Development Center (WRDC) for sorting. Here recyclables and compostables are removed, sorted, processed, and eventually sold. 22 workers provide service to over 30,000 people, collecting 18-20 tons of garbage daily.

Recyclables such as cardboard, plastic, metal, and glass are removed, separated, and bundled, and then sold to recycling buyers. In 2002 a total of 255 m<sup>3</sup> of recyclables were retrieved and sold.



Compostable materials, such as kitchen waste, tree leaves, and coconut husks, are retrieved and sorted to achieve an effective nitrogen / carbon ratio, and then shredded with a locally made machine to accelerate composting. The materials are then placed in specially design composting bins with ventilation tubes. When composting is complete the material is placed in a machine which sorts the product by particle size, and then it is bagged for sale. In 2002, 294.6 m<sup>3</sup> of organic waste was retrieved, yielding 9.7 tons of finished compost.

The removal of compostable and recyclable materials reduces the amount of garbage going into landfills, and acts as a source of income for waste pickers. Recycling also conserves natural resources. Self Help Groups (SHGs) also receive payment for waste collection services from the government authority responsible for solid waste management.

The sale of compost and recyclables yielded almost 9,000,000 riels (approximately \$2,300 USD) for waste pickers in 2002. A portion of this was used for equipment maintenance and other business expenses, the remainder was deposited in a group savings ac-



count and then used by the SHGs to fund their own credit scheme.

The SWMC includes two SHGs with governing committees which oversee most operations at the Waste Recycling Development Center (WRDC), as well as the employee savings & credit program. During the year, four quarterly meetings were held with a total of 116 participants. The meetings were used to collect feedback from SHGs and discuss solutions to different issues.

Three educational workshops were held during the year. One taught the elements of effective composting. Another discussed waste separation, teaching about recyclable and compostable materials. All 22 SWMC participants attended the workshops, a total of 22 individuals. The third workshop taught accounting to three SHG leaders and 3 clerks, facilitating proper management of income.



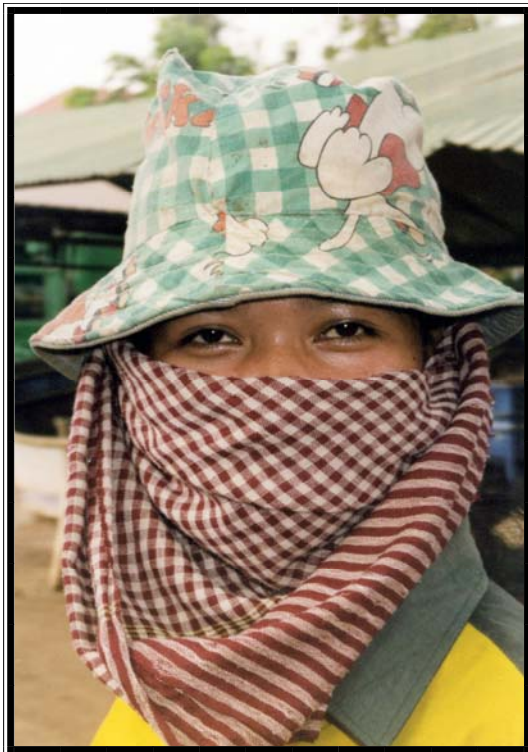
In 2002 the solid waste management program undertook garbage collection in two new areas through a partnership with the local garbage authority. Two experienced group leaders from the pilot zone began working in the new areas, providing management expertise. The new areas, Toek Thla and Toul Sangke have never previously had waste collection services, so the recent introduction of the CSARO waste collection program has greatly benefited the residents and improved their quality of life. Over 57,000 residents are served daily by 31 workers.

# Observations of the Solid Waste Management Center

*Two young men dressed in bright yellow jackets, straw hats, plastic dishwashing gloves, and cloth face masks walked down the street, one of them pulling a large hand cart behind him. Every ten feet or so they stopped, picking up plastic bags and containers of garbage and loading them into the hand cart. Soon the cart was full and they brought it back to the center, one man pulling and the other pushing. At the center the garbage was unloaded into a container for sorting, and then the cart was sent back out to the street to collect more garbage.*



*Back at the center more workers, also dressed in yellow jackets, hats, gloves, and masks, sorted through the garbage, removing compostables and recyclables and shoveling the remainder into a dumpster. The recyclables were sorted, different types of metal and plastic separated, cardboard stacked over here, and glass collected over there. The compostables were piled into a corner near the 16 composting boxes. In a box at the far end a woman with a pitch fork was lifting mature compost out of a box and putting it into a cart for transportation to the sifting machine where it would be separated by particle size and sealed in plastic bags. The air was filled with the warm, organic smell of compost.*



## Staff Development and Capacity Building

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*To expand the capabilities of CSARO staff and management, several workshops were organized and funded by CSARO during 2002. The result is improved service for waste pickers, more effective aid programs, and enhanced techniques for management, assessment, and addressing specific tasks.*

*From January 14-18, 2002 CSARO conducted a five day staff workshop focusing on the development of effective education methods and materials for use in the non-formal education of waste pickers. Eight individuals participated in the classes, improving their teaching skills. The classes totaled over 40-hours of classroom activities, plus additional time engaged in practical training with waste picker children.*

*CSARO conducted a video training course for five staff members. The class was taught in the CSARO office by professional video training consultant Mr. Perpena Conrdo Calderon. The focus of the training was the use of video cameras, filming techniques, storyboarding, and digital editing skills.*

*Nine CSARO staff participated in a 40-hour monitoring and evaluation course held at the CSARO office. The course improved the individuals' capacity to assess projects, allowing them to better respond to needs and issues and further improve the projects.*

*In 2002 CSARO's Program Director, Mr. Heng Yon Kora, attended a 240 hour course at the Royal University of Phnom Penh. The course focused on waste economics, research and analysis skills, techniques for helping waste pickers, international solutions to solid waste management, the benefits of composting and recycling, and other issues.*

*Also in 2002, two CSARO staff participated in a 30-hour course to improve their driving skills. The training was conducted at Daey Thom Private School, and paid for by CSARO. Another staff member participated in a 45 -hour class to improve his office skills. The class taught management skills, note taking, record keeping, document preparation, document filing, the purchase of supplies, and other subjects.*

# Financial Statement 2002

## Community Sanitation and Recycling Organization (CSARO) Statement of Revenues, Expenditures and Changes in Fund Balance for the year ended 31 December 2002

	2002 US\$	2001 US\$
<b>Revenues:</b>		
<b>Opening balances:</b>		
Advance account	-	0.00
Cash on hand	103	208
Cash at bank	36,713	2,379
	<b>36,816</b>	<b>2,587</b>
<b>Receipts for the year:</b>		
Funds received from donors		
NORAD	-	193,345
CORD AID	-	23,955
INTERCONSUL	28,936	-
CORD AID(A)	92,580	-
S.K.N	16,593	-
Proceeds from disposal of fixed asset	-	-
Miscellaneous receipts (plus Interest)	5,584	196
	<b>143,693</b>	<b>217,495</b>
	<b><u>\$ 180,509</u></b>	<b><u>\$ 220,082</u></b>
<b>Expenditure</b>		
Community development & Infrastructure program expense	22,001	45,751
Hygiene awareness program expense	19,739	34,271
Waste picker development program expense	14,599	22,864
Solid waste management program expense	14,559	42,394
Outreach & Non formal education program expense	27,445	19,555
Institutional development expense	7,558	8,839
Monitoring & Evaluation expense	1,210	9,194
Miscellaneous expense	150	400
	<b>107,261</b>	<b>183,266</b>
<b>Closing balance:</b>		
Outstanding Advance	950	-
Cash on hand	177	103
Cash at bank	72,121	36,713
	73,248	36,816
	<b><u>\$ 180,509</u></b>	<b><u>\$ 220,082</u></b>

Program Director



**Mr. Heng Yon Kora**

Date: January 8, 2003