



STREET VENDOR

manual

2014

TABLE OF CONTENTS

| | PAGE |
|--|------|
| 1. WHAT IS THIS MANUAL ABOUT? | 3 |
| 2. NOTE TO THE FACILITATOR | 4 |
| 3. WHO IS THIS MANUAL AIMED AT? | 6 |
| 4. CHALLENGES FACING INFORMAL TRADERS | 8 |
| 4.1. <i>ACTIVITY 1 : The Challenges you face</i> | 11 |
| 5. UNDERSTANDING YOUR RIGHTS | 12 |
| 5.1. <i>ACTIVITY 2 : Understanding the By-Laws</i> | 18 |
| 6. USING THE LAW TO PROTECT YOUR RIGHTS | 19 |
| 6.1. <i>ACTIVITY 3: How can municipal regulations protect your rights?</i> | 20 |
| 7. ORGANISING STREET AND MARKET VENDORS | 22 |
| 7.1. <i>ACTIVITY 4 : Organising in the informal traders' sector</i> | 23 |
| 8. NEGOTIATION SKILLS | 24 |
| 8.1. <i>ACTIVITY 5 : Developing a negotiation strategy</i> | 26 |
| 9. RESOURCES | 27 |

1. WHAT IS THIS MANUAL ABOUT?

In 2007, the Women in Informal Employment: Globalising and Organising (WIEGO) network launched a project on Law & Informality as a pioneering way to meet an increasing demand from informal workers for support to engage with the law. The project began as a pilot in India and was then expanded, to Ghana, Peru, Thailand, South Africa and Columbia. The project was supported by grant funding from the Dutch Government under the FLOW Project.

OVERALL PROJECT OBJECTIVES

- a. Women leaders of membership-based organizations (MBO) in the informal economy in three occupational groups, domestic workers, home-based workers, street vendors will be empowered to:
 - know and share information about their legal rights,
 - defend themselves against punitive laws and legal practices, and
 - demand fair laws and their effective implementation.

- b. In each sector the relevant local legal community and other mainstream observers will better understand:
 - the reality of informal work for these sectors,
 - the gap or mismatch between existing legal frameworks and this reality,
 - the need to reform existing laws and legal practices to protect and support the working poor, and
 - the need to involve the working poor in the legal reform process

2. NOTE TO FACILITATOR

This manual has been written so that it can be used in a flexible way. Informal traders or those who are interested in the issues can read it for the information it contains. But it can also be used by educators to run workshops, or run education sessions in meetings.

Here are some ideas about how the material can be used:

1. If you have a half or a whole day, you can put together a workshop using the activity sheets in this manual. These activity sheets are aimed at getting the participants to think about the issues and how they would deal with them. You will also need to make sure that participants understand the information contained in this booklet. You can share the information in many different ways. For instance:

- you can make an input
- you and the participants can take turns reading sections out loud and then discussing them
- you can use a poster to discuss important information with the participants

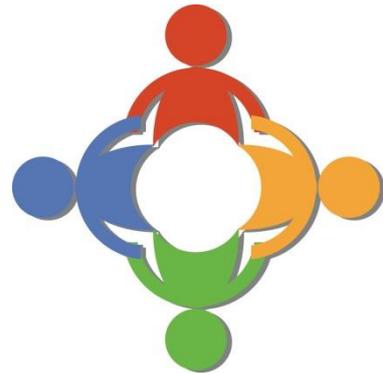


2. If you only have a half hour or so in another meeting to raise the issues, you can choose one or two worksheets to use. Or you can identify important information that you want to share and use one the ideas outlined above to get it across.

Most of the activities suggest breaking participants up into groups of four or five each. This is a good size group that allows everyone to feel comfortable and able to participate. But it might not be practical if you have a large number of participants in your workshop and limited space for breakaway groups. Then your groups might need to be larger. Or if you have a very small number of participants in the workshop, it might not make sense to break into groups. You will need to make a decision based on the particular circumstances facing you.

Before the participants break into groups:

- Make sure that they understand the activity and what they are meant to do;
- Ask them to elect a facilitator for the group who can guide discussion, as well as a scribe who can report back.
- Make clear how much time the groups will have for the activity.



3. WHO IS THIS MANUAL AIMED AT?

Thembi is a street vendor in Delft. She sells food. Her biggest problem is that she must pay a very high rent for the space that she uses, but she doesn't sell enough food to cover the rent.

Xoliswa also sells food. She has a problem because she doesn't have enough money to buy in bulk. This means that she must pay more money for buying in little bits and pieces. She also has a problem of theft of her goods. She says that the police are there when it comes to checking who is trading legally, but when there is a crime problem they are nowhere to be seen. They are particularly scarce over the weekend, which is her busiest time for trading.

Feroza is a street vendor in Manenberg. She makes and sells clothes. For her, a big problem is the lack of cheap and secure storage close to where she sells her goods. Without access to this storage, Feroza has to pay a lot of money transporting her goods in and out.

Claudia is a trader in food at a flea market. For her a big problem is that the police confiscate goods, sometimes without a valid reason, and to get it back she must pay a big fine. But by then the food has gone off and she can't sell it. So she makes a big loss and it sets her back a lot.

All of these women say that a lack of support from the authorities for their informal business is a big stumbling block. Not only do the authorities not help informal traders, but they often put policies and measures in place which make it more difficult for informal traders.

Do the stories of these women sound like your story? Stories like these were told by participants at a workshop held for informal traders in February 2014. The workshop was held in Cape Town, but it could have been held in Johannesburg, or Durban – the experiences and problems facing informal traders are similar across the country. But it is also important to recognize that informal traders who are involved in different types of

informal trading might have specific problems that are not the same as problems experienced by other traders. Some of the different types of informal traders include:

- Trading in the street
- Trading in malls or markets
- Mobile traders
- Special events traders

This manual is meant to help you as informal traders to understand your rights, and to develop strategies for protecting and advancing those rights.

4. CHALLENGES FACING INFORMAL TRADERS

As informal traders, you face many challenges every day in trying to sell your goods. Some of these challenges arise because of the way the law is written. Sometimes the law does not help informal traders, but makes your lives more difficult. But sometimes the problems are there because of the way the laws are implemented. For example, sometimes police confiscate goods when they shouldn't. Or they treat different traders differently, which is unfair. Sometimes it is not clear what the cause of the problems facing you are, and then it is easy to blame the wrong thing. This can make the problem even worse.

Here are some of the major problems and challenges facing you as informal traders:

- **Difficulty of accessing resources to start up and to keep going**

It is generally very difficult for informal traders to borrow money from a bank because you have nothing to put up as security for your loan. So you might end up borrowing from money-lenders or family members. The problem with this way of borrowing is that it often carries very high interest rates.

Even once you have started operating as a street vendor; money can be a big problem. You need money to buy goods to sell, but how do you get that money before you've sold anything?

- **Lack of skills to take business further**

Many informal traders, particularly women, lack the skills to put together a business plan or other proposals that would help you to develop and grow your businesses. You don't have easy access to the institutions, resources and networks that make it easier to find your way through all the legal and financial requirements that are needed to take your business forward.

- **Limited political support for informal trading**

The government often talks about the importance of the informal sector and the need to support it. But their actions, and the actions of police and other law enforcers, are often part of the problem. The government does little to make sure the right infrastructure is in place for informal traders – infrastructure like electricity, telephones, water, and ablution facilities.

- **Competition**

Sometimes competition between informal traders for space, customers and goods can be intense. It can mean that you end up earning very little.

- **Police harassment and confiscation of goods**

Informal traders frequently complain of police harassment against traders who are legitimately going about their business. Often this results in goods being confiscated. To get them back, you have to pay a fine. If the confiscated goods were food items, then by the time you get them back they will have gone off so you will have lost money twice – you can't sell the goods and you must pay a fine.

- **Safety**

Criminal activity or drug trading in the area you are trading in can cause you huge problems.

- **Storage space**

It can be difficult to find storage space close to where you trade, and sometimes the cost of transporting your goods there and storing it can be more than you can afford. Storage for food stuffs is a particularly big problem because it needs cold storage.

- **Range of laws and by-laws which affect informal traders**

As a street vendor you are often confronted by a range of different regulations and by-laws that you are meant to comply with. But it can be difficult to know all the ones that impact on you, and it can be very difficult to make sure you are compliant with them all. Some of the by-laws that might impact on you include:

- Health Department regulations on health standards if you are involved in the preparation and selling of food
- Zoning Scheme Regulations which say where informal trading is allowed
- By-laws relating to streets, public places and the prevention of nuisances.

All of these can affect where and how you are able to trade. But to try and understand and comply with these regulations and by-laws can mean trying to understand document after document using highly technical and legal language and filling in many forms.

- **Difficult to defend charge that you have broken a by-law**

It is very difficult for you as a street trader to oppose any allegation that you are in breach of the by-laws. If it is alleged that you have broken a by-law, your goods can be confiscated. Even if you wanted to fight the allegation that you are breaking the law, your goods have been confiscated and you cannot trade. This means that you cannot earn money during this time.



ACTIVITY 1

The challenges you face

AIM

- To share your experiences of the challenges facing you as informal traders
- To begin to identify collectively ways of overcoming these challenges

TASK

Work together in groups of four or five.

FIRST STEP

On your own, make a list of the five biggest challenges you face every day as a street vendor.

SECOND STEP

Share your list with others in your group.

Now, as a group, make one list of the five biggest challenges that you all face.

THIRD STEP

Discuss the following questions:

1. What do you think are the causes of these challenges?
2. What do you think can be done to overcome these challenges?

5. UNDERSTANDING YOUR RIGHTS

One important way of trying to overcome the challenges facing you is to have a good understanding of the laws and regulations that govern how, when and where you can trade.

As a street vendor, you are covered by national law, but also by local by-laws which are put in place by each municipality. The national law is called The Businesses Act 71 of 1991. This Act says that you don't need a licence to trade, but it does give local authorities the power to make by-laws that apply to traders. These by-laws cannot prevent trading in general, but they can regulate where and how you can trade and under what conditions. For instance, the municipality can make you pay for a permit or licence, and without that permit or licence you cannot trade. So in practice, you know from your experience that the restrictions and regulations they put in place, and the way they are implemented, often makes street trading very difficult or even impossible.

It is important that you are familiar with the laws and by-laws that impact on you as a street vendor. You need to find out as much information as possible about the specific by-laws for your municipality.



How can you get access to the by-laws in your municipality?

Your municipality must make available a copy of the by-law that affects street trading if you ask for it. You can go to the Council offices and ask to see a copy.

You can also go to the municipal library and ask to see their copy of the by-law on informal traders.

If you have access to the internet, the by-laws should also be available on the webpage of your municipality.

The main areas that by-laws cover include the following:

- They confirm that you have the right to trade;
- They provide for the creation of areas where informal trading can happen, as well as for the closing down of these areas;
- They grant trading permits or licenses;
- They regulate the conduct of informal traders;
- They set out health and safety measures and requirements;
- They set out penalties if the by-laws are violated.

In this section we highlight the main provisions of the by-laws in two cities- Johannesburg and Cape Town, and one local municipality, Breede Valley Municipality. This will give you a sense of the issues covered by by-laws and some of the challenges these cause for informal traders.

JOHANNESBURG BY-LAWS

Any member of the community can become a street vendor, as long as you comply with the by-law and other applicable laws.

The Council can set aside specific areas, called designated areas, where you can trade. You can then apply to the Council for allocation of a stand in this area. Once you have been allocated a stand, you must enter into a lease agreement with the Council to trade from that stand. You are then issued with a token to show that you have the right to trade, and you must be able to produce that token at any time to show an official of the Council.

The City may increase or reduce the size of an area demarcated for informal trading, or even decide that it can't be used for informal trading any more. It can also restrict trading in areas where stands have already been let or allocated by the council. How will you know that the City has made changes to the area that you are trading in? It just needs to put up a general notice at the trading site.

Your goods can be removed and impounded if you are trading in an area where trading is not allowed. If your goods are removed, you must be given a receipt for any property that is removed, giving precise details of what has been taken away and setting out where and how you can claim your goods back.

AN EXAMPLE OF CHANGING INFORMAL TRADING AREAS Operation Clean Sweep

The City of Johannesburg took a resolution in 2013 to move traders from the designated areas that they had been trading in. This decision was made without any consultation with the street traders. Traders were then evicted from their trading area in an operation called Operation Clean Sweep.

The street vendors took the matter to the Constitutional Court, and won. The Court said that the City of Johannesburg could not stop the evicted street vendors from returning to their places of work.

The City of Johannesburg was then forced back to the negotiating table where a new process of consultation with the street traders was started.

CAPE TOWN BY-LAWS

Informal traders in Cape Town must have a valid permit from the City and you are only allowed to trade on one site at a time. In other words, if you have a permit to trade on one site, you cannot get a permit to trade on another site at the same time.

To be eligible for a permit, you must be

- an informal trader (in other words, you mustn't have a shop anywhere else)
- a South Africa citizen or have a valid work permit or refugee permit
- must not employ more than 25 people.

The City also says that you will be given preference for getting a permit if you operate for at least 45 weeks of the year, and are unemployed.

To get a valid permit, you might have to pay a trading fee, a fee for the application and fees for any services provided. But the City can also agree that you don't have to pay these fees.

The City has the power to temporarily move you to another trading spot. They can also suspend your trading permit, as long as they give 'reasonable' notice.

The Council can confiscate your goods if you contravene any provision of the by-law or any other law. If you break the terms of the permit, if you are convicted of trading in illegal goods, or if you deliberately giving false information to the Council, then the Council can suspend or revoke your permit. But before they do this, they must already have issues two written warnings, given you reasonable notice, and an opportunity to make written representation.

The by-laws also make provision for a permit to be temporarily or permanently transferred under certain circumstances.

If an officer of the Council thinks that you have been trading in contravention of the by-law, then:

- They can issue you with a written warning
- They can confiscate your goods, if you have been given two written warnings already, but continue to repeat the contravention you got the warning for. If they confiscate your goods they must give you a written list (an inventory) of all the property they are removing.

You can only get your goods back if you present the Council with the inventory you have been given, and pay the costs of impounding your goods and/or a fine.

Your goods can be immediately confiscated if an officer suspects that you are trading in illegal goods.

BREDE VALLEI MUNICIPALITY

The allocation of areas where you can trade should be decided through a process of consultation between the municipality and the recognized structures of the informal business sector.

You must pay a rent to the Council for using a stand in an area that has been designated for informal trading by the Council.

Your goods can be confiscated if:

- you refuse to comply with a written request to move your property
- you leave our goods unsupervised for more than 8 hours.

If your goods are confiscated you must be given a receipt detailing exactly what is being taken.

You can only get our goods back once you have paid reasonable expenses to the municipality.

GENERAL TERMS OF A BY-LAW

Most by-laws contain a list of things that you must do as a street vendor, as well as a list of things that you mustn't do.

What are some of the things you must do?

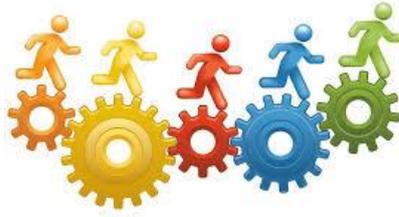
- Keep the area where you are trading clean by throwing away any waste.
- Make sure that no smoke or fumes or liquid escapes from your trading activity and pollutes the surrounding area

What are some of the restrictions on what you can do?

- you cannot sleep overnight at the place where you trade
- you cannot put up a structure to give shelter, unless it has been approved by the Council
- you mustn't obstruct a public road or public place
- if you are trading on the pavement you must leave enough space for people to walk around you
- you mustn't create a nuisance or damage public property
- you can't make an open fire on a public road or public place
- you can't obscure a shop window and traffic signs

There are also certain areas where you cannot trade. For instance, you can't trade in front of a fire hydrant, or the entrance or exit to a building. You cannot trade directly alongside a place of worship, a police station, or an auto teller bank machine. You also cannot trade next to a building where the same kind of goods as you are selling, are being sold.

These are just some of the provisions that you will find in the by-laws. You need to get a copy of the by-laws in your area and check exactly what they say.



ACTIVITY 2

Understanding the by-laws

AIM

- To give you an opportunity to explore the by-law in your area
- To share your understanding of what the implications of the by-law are

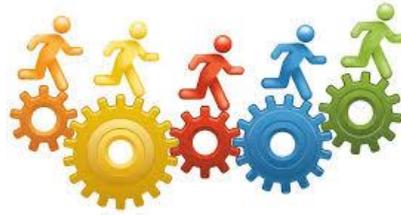
TASK

- You need to have a copy of the by-law for informal trading from the municipality where you are trading. Make sure that you have got a copy of this at the workshop.

Work in groups of 4 – 5. Discuss the following questions:

1. According to the by-law, what steps must you follow in order to be able to trade in your municipality?
2. Draw a poster, which highlights the main steps and the conditions under which you can trade. Design the poster in a way that will help you explain the steps and conditions to another street vendor.
3. Which of these steps and conditions do you think help you and which make it more difficult for you to trade?
4. What changes would you like to see in the by-laws?

6. USING THE LAW TO PROTECT YOUR RIGHTS



ACTIVITY 3

How can municipal regulations protect your rights?

AIM:

- To explore ways in which municipal by-laws can help you protect your rights

TASK:

- Work in groups of 4 or 5

Discuss the following questions:

1. Look at your copy of the by-laws from your municipality. What does it say about the Council's right to confiscate your goods or suspend your permit?
2. What has been your experience of how confiscation and suspension of the right to trade have happened? Is this experience in line with what is in the by-law?
3. Do you think any changes should be made to the provisions in the by-law for confiscating your goods or preventing you from trading?
4. What does the by-law say about your right to appeal against any measures taken against you in terms of the by-law?
5. Do you think any changes should be made to these provisions?

It is important that you know under what conditions your goods can be confiscated from you, or your permit to trade taken away. Then, if the Council takes action against you that is contrary to the regulations you have a strong case to fight for your rights.

The provisions vary from municipality to municipality.

In Johannesburg, the by-law says that your goods can be confiscated if an authorized official finds your goods at a place where informal trading is restricted or prohibited.

In Cape Town, the by-law is much more detailed. It says that an authorized official can confiscate your goods if he or she believes you are trading in goods or providing a service which goes against the by-law. But you must have had two written warnings about this situation before your goods can be confiscated. If, however, you are suspected of trading in illegal goods, then your goods can be confiscated without any written warnings being in place.

In both the Cape Town and Johannesburg by-laws very little is said about how you can appeal against any action taken against you in terms of the by-law.

The Cape Town and Breede Vallei municipality by-laws say that you can appeal against the action in terms of section 62 of the Systems Act. This means that you have to submit a written appeal within 21 days. For many informal traders writing up an appeal will not be an easy process.

In the Johannesburg by-law there is no direct mention of what a street trader can do if you believe you are being unfairly or wrongly treated.

What does section 62 of the Systems Act say?

If you want to appeal against a decision of an official of the municipality you must put the appeal into writing, and submit it to the municipal manager within 21 days.

The municipal manager in this case would consider the appeal. He or she must do this within six weeks.

The municipal manager must decide whether to confirm the original decision, change it or remove it completely. The municipal manager's decision on the appeal must be made within a reasonable time period.

As you can see, from just looking at the appeal procedures in three municipalities, your opportunities to appeal against action taken against you are very limited. And where there are clear appeal processes, they will take a long time.

Some examples.....

If you are a street trade in Cape Town, and the metro police confiscate all your goods one day because in their opinion you have broken the by-laws, what can you do?

- You can pay the confiscation costs and a fine to get your goods back. That means that you have to have the money available to do this.
- If you want to appeal against the confiscation you must submit the appeal in writing within 21 days to the City Manager, who must consider it within 6 weeks.

If you want to trade on a stand in a designated trading area in Johannesburg, and the City Council turns down your application, there is no indication in the by-law of how you can appeal against this.

7. ORGANIZING STREET AND MARKET VENDORS

Many of the problems faced by informal traders cannot be solved by the law. In fact, sometimes it is the law that has created the problem. And sometimes the problem is created by the law being badly applied.

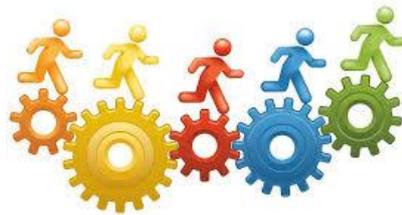
The most effective way of protecting and strengthening the position of informal traders and your right to trade is by organising collectively. It is not enough to participate in the municipally-established forums – these are run by the municipalities. You need to be organized separately in your own organizations. This will allow you:

- To go into municipal forums and other formal interactions with government officials from a position of strength, carrying a mandated position
- To collectively defend the rights that you do have in the law and challenge arbitrary actions by municipalities and policing officials
- To effectively challenge regulations that discriminate and restrict your ability to trade
- To mobilise and organise around the demand for policies, regulations and by-laws that will effectively strengthen the position of informal traders

The South African Informal Traders' Alliance (SAITA) was established in May 2013. This is a national structure. But there are also many informal traders' organizations that operate at a local level. For instance, in Johannesburg there is South African National Traders Retail Alliance (SANTRA), SAITF (South African Informal Traders Forum), One Voice Traders, GIDA, and Kiptown Hawkers. While in Cape Town there is the Cape Town Informal Traders Coalition.

There is no employer for informal traders' organisations to negotiate with. But you still need to negotiate and engage with government officials, formal business representatives and other bodies that impact on your ability to trade. The stronger your organisation is, the stronger your voice in these negotiations will be. Strong organisations are also important for building solidarity and support for each other.

Unfortunately very few traders belong to any informal trader's organisations at all. Look around in the area that you trade in – is there already an organisation of informal traders? If there is, strengthen it by joining it. If there isn't, start one. It is also important that you organise together on a national level. A national organisation means you can engage government from a much stronger position of unity and solidarity.



ACTIVITY 4

Organizing in the informal traders' sector

In groups of 4 – 5 people, discuss the following questions:

1. What are the key issues that you think it is important for informal traders to organise around?
2. What have you won or what do you hope can be won when informal traders organize collectively?
3. What are the challenges that informal traders face in organizing collectively?
4. How do you think you can overcome these challenges?
5. What do you think municipalities could do that would make it easier for you to organise together as informal traders?

8. NEGOTIATION SKILLS

There are many times when you need to negotiate as a street or market vendor. Negotiations can be formal or they can be more informal.

An example of informal negotiations could be when a Council Official might give you an instruction to move from where you are trading, but you feel that you are not infringing the by-law and have a right to trade where you are. You need to negotiate with that Council Official to reach an agreement that you are both satisfied with. You could also engage in negotiations for a better price with the wholesaler who sells you the goods you sell.

You might be a representative of your traders' organisation. The municipality has agreed to meet your organisation to negotiate over better conditions for informal traders. This would be an example of formal negotiations.

An important principle of our organisations is that collective negotiations must be done democratically. Here are some of the principles of democratic collective negotiations:

- You must get the mandate of your members before you go into any negotiations. You are representing the views of your members, not your own views.
- You must report back honestly to your members after the negotiations.
- In your members' meetings where reports are being given and mandates prepared there must be full participation by all. You need to make sure that the voice of women in particular is being heard and not silenced.
- The mandate for the negotiators must be developed on the basis of what is in the collective interests. Decisions must be made by the majority. It is important that unity of your organisation is maintained during the process of negotiations.
- You must never make a deal without the agreement of your members.

When you go into negotiations always go in as a team, never on your own. Make sure you are clear on exactly what the problems are that you want dealt with, and what you are demanding as the solution. You also need to go into the meeting prepared with research and evidence and arguments to back up your position.

You need to make sure that your members are involved in the negotiations process at every step of the way. This means that you must have regular report back meetings where you report honestly and openly. Actions on the ground by your members are an important way of strengthening your negotiating position and of building the organisation.

| A 10 POINT CHECKLIST FOR NEGOTIATORS | |
|---|---|
| <input checked="" type="checkbox"/> | 1. Are you ready for the negotiations, do you know what you are aiming for, and have you got a clear mandate? |
| <input checked="" type="checkbox"/> | 2. Is your side fully briefed and have you agreed on your main arguments and tactics? |
| <input checked="" type="checkbox"/> | 3. Have you thought about what the arguments of your bargaining counterpart are likely to be and how you can counter them? Have you thought how you can use the strength of your members? |
| <input checked="" type="checkbox"/> | 4. Are you clear about the procedures that will be followed, and of any clarifications that you will need at the start of the meeting? |
| <input checked="" type="checkbox"/> | 5. Do you need to present any written evidence, and have you read any materials from the other side carefully? |
| <input checked="" type="checkbox"/> | 6. Have you decided who will speak, and the role that others will play during the negotiations? |
| <input checked="" type="checkbox"/> | 7. Have you remembered that you can ask for an adjournment to have a caucus? |
| <input checked="" type="checkbox"/> | 8. Is a member of your team taking careful notes so that you can report-back what the other side has said and what they are offering? |
| <input checked="" type="checkbox"/> | 9. Are you remembering to stay calm, and not to allow yourselves to be provoked or forced into making statements that are unhelpful? |
| <input checked="" type="checkbox"/> | 10. Have you thought about how you will report-back to the members, and keep them up to date with developments during the negotiations process? |



ACTIVITY 5

Developing a negotiating strategy

AIM:

- To help you prepare a negotiation strategy

TASK:

- You will work in groups of 4 or 5.

You are part of the negotiating team of the local traders association. You are about to go into negotiations with the Council Officials in your municipality. You want them to change some of the provisions of the by-law to make it easier for your members to trade. To help you prepare for the negotiations, discuss the following:

1. What are the key demands that you want to put forward? How can you formulate them in a way that is clear?
2. What are the arguments you could make in support of these demands? Make a list of the information and documents that you will need to make your arguments.
3. What do you think the municipality will say in response to your arguments?
4. What plans will you put in place to make sure that your members play an active role in the negotiating process?

9. RESOURCES

| | |
|---|---|
| NATIONAL INFORMAL TRADERS ORGANISATION | South African Informal Traders' Alliance (SAITA) Contact on : prodicon57@yahoo.com Or Jerry Tlhopane (Secretary) on 0836859109 |
| GAUTENG | South African National Traders Retail Alliance (SANTRA) http://santra.wozaonline.co.za |
| NORTH WEST PROVINCE | African Cooperative for Hawkers and Informal Business North-West (ACHIB) tsatsistoffel@webmail.co.za 0839959221 |
| LIMPOPO | Limpopo SMME and Hawkers' Association Contact: Samuel Madikoto on 0724607668 |
| FREE STATE | Mangaung Hawkers' Association Contact: Thabiso Pita on thabiso.pita@vodamail.co.za Or 0797687143 |
| KZN | South African Self Employed Women's Association (SASEWA) Contact: Thandiwe Xulu, General Secretary x.thandiwe@gmail.com 0822248509 |
| | Ubumbano Traders' Alliance (UBUTA) Contact: Jabulani Ntsele (chairperson) ubumbanotradersalliance@gmail.com 0734961670 |
| EASTERN CAPE | Eastern Cape Alliance of Street Vendors (ECSVA) Contact: ecapealliance@gmail.com 29 Nelson Mandela Road, eMthatha President: Fundile Jalile (0835741129) |
| | African Cooperative for Hawkers and Informal Business, East London (ACHIB) Contact: 07436852418 |
| | African Cooperative for Hawkers and Informal Business, Uitenhage (ACHIB) Contact: 074 19771525 (Elizabeth Sahlulo) |

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| NORTHERN CAPE | Kimberley Hawkers' Front Contact: mmodise@solplaatje.org.za Or 0724272071 |
| WESTERN CAPE | Cape Town Informal Traders Coalition |
| | Mitchell's Plain Progressive Hawkers Association Contact: Farieda Hansen on 021 33 5964 |
| INTERNATIONAL ORGANISATIONS | WIEGO: Women in Informal Employment: Globalizing and Organizing www.wiego.org There is very useful information on this website. This link http://wiego.org/publications-resources will take you to many publications and resources that you can use. |
| | Streetnet International http://www.streetnet.org.za/index.php |
| GOVERNMENT | Ministry of Small Business Development 0861 843384 (select option 2) |
| | COSATU http://www.cosatu.org.za/index.php Tel: 011 339 4911 COSATU has set up a committee to look at issues of organizing vulnerable workers |

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