



Implemented by



BIMONTHLY NEWSLETTER SUSTAINABLE INDUSTRIAL CLUSTERS

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Dear readers,

We are delighted to share with you the third edition of our newsletter.

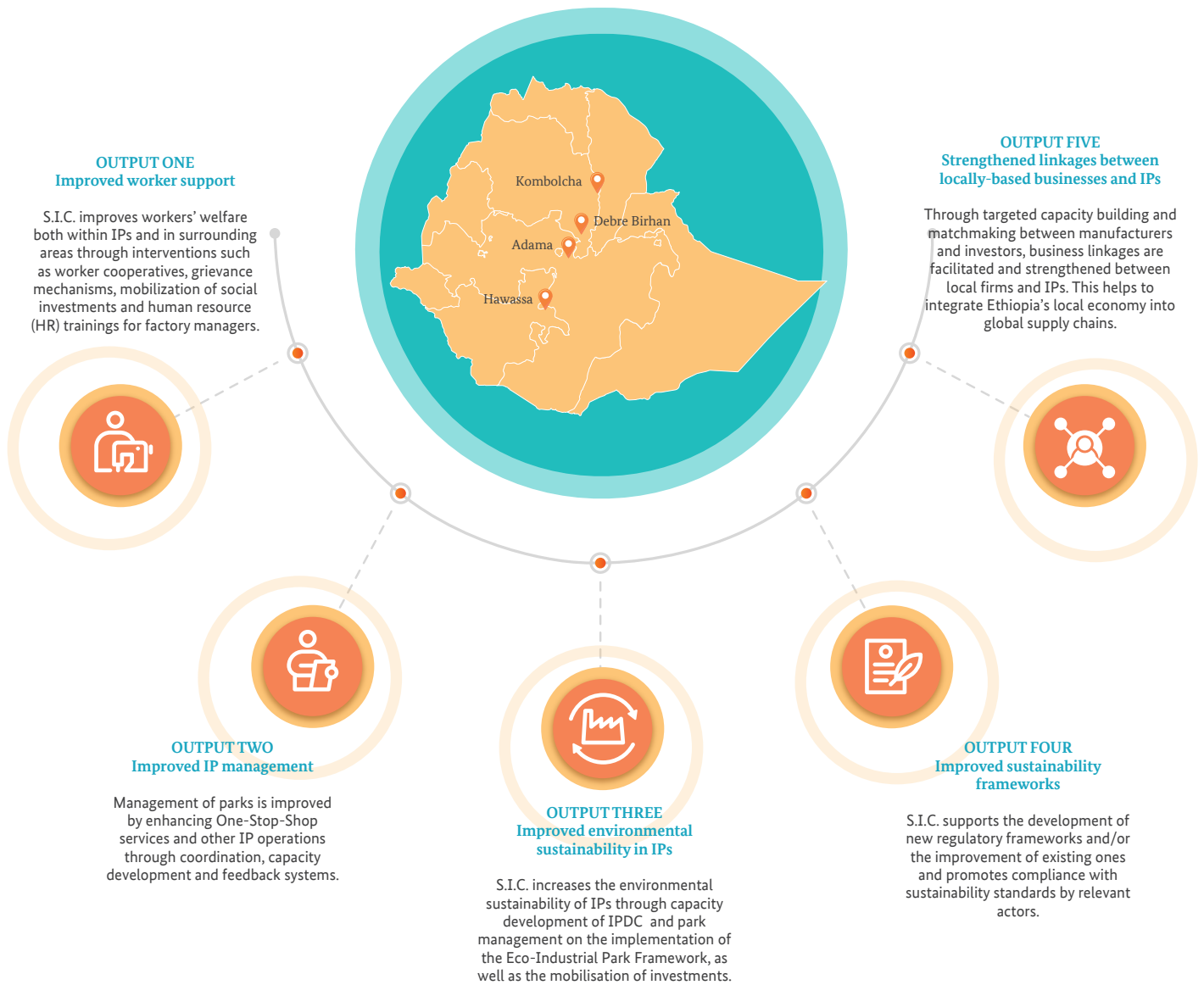
This newsletter provides highlights from all four areas of the project's intervention during the period of March, April and May 2022.

Do you want to know more about the project? Please click or scan the below QR code.

We hope you have a good read!



S.I.C. PROJECT OUTPUTS





Output one - Improved worker support



Buna Tetu stakeholders consultation workshop was held on 24 March 2022 with representatives from EIC, IPDC, MoLS, and CARE. The findings from the external assessment of the pilot project were presented and ideas for scaling up the intervention in Hawassa were deliberated. The intervention in Hawassa were collected, focusing on services and activities offered at Buna Tetu, stakeholder engagement and financial sustainability of the platform. In the next step, suggestions and input given by partners in the workshop will be included and regular review meetings on implementation with all partners will be held in designing of next phase of Buna Tetu.

Buna Tetu' Worker's Café is a social dialogue platform piloted to offer a safe space for 250 factory workers, that empowers them to network, form solidarity and advocate for themselves. The Café forms a friendly fun-filled atmosphere to equip workers with information and skills to improve their well-being.

The S.I.C. project had the privilege to host and welcome Mr. Roderich Kiesewetter, a member of the Committee of Foreign Affairs of the German Federal Parliament. He was accompanied by a member of his cabinet staff and a delegation from the Konrad Adenauer Foundation. The visit was a great success, thanks to the tireless collaboration of the project's partners.

The visit started with a reception of the team by HIP management followed by presentations highlighting HIP main features, S.I.C. interventions and challenges facing investors and manufacturers in Ethiopia. Mr. Roderich Kiesewetter made comments and queries, especially on the working conditions of workers, as well as the difficulties that the suspension of AGOA brought, and how investors are overcoming the challenge.



The Delegation next visited one of the factories in the park and made the final stop at the Buna Tetu Workers' Café where they were introduced to the concept of the platform and had an exchange session with the operators working in the IP on their major grievances and opportunities.

Output two - Improved industrial park management



At the beginning of the COVID-19 pandemic in 2019, the S.I.C. project conducted a rapid assessment on behalf of the MoI with the aim to identify the impact of the pandemic on Ethiopia's manufacturing sector.

The pandemic has shown that disease and epidemic prevention regulations and practices must be strengthened to ensure business continuity and worker safety. Based on these findings, a pandemic mitigation Standard Operating Procedure (SOP) was developed. The SOP intends to consolidate and standardise best practices on organisational and operational processes to prevent and combat infectious diseases at the workplace. S.I.C. organized two trainings for 43 staffs in Debre Birhan and Kombolcha IPs to facilitate the implementation of the SOP. Additionally, a task force including members from IP management, factories, OSS, MoLS, BoLS, zone and city health bureaus was established to mitigate future disease outbreaks in the industrial clusters.

The full economic, environmental, and social potential of IPs in Ethiopia is yet to be realized. In support of the IPDC and their objective to improve the services of the in-park systems, processes, and ultimately the ease of business for IP tenants, the S.I.C. project delivered a customer service and hospitality training to the One-Stop-Shop (OSS) stakeholders based in Adama and Hawassa IPs.

The training provided a theoretical framework and an on-the-job training. The training module focused on: adopting professional ways of communication when engaging with investors and other stakeholders; handling enquiries effectively and consistently while assuming problem-solving attitude; practicing skills to turn disappointment into a positive experience and identifying ways to add value to investors' experiences.



The objective of the training is to make the environment more conducive to investors and thereby increase volumes of business and overall exports from IPs.



Mengistu Yimer, Investor support senior expert, HIP IPDC office

IPDC is responsible for the smooth settling in of an investor entering HIP and for providing aftercare services once the investor has begun operations. Aside from external factors like security and policy related challenges, the service quality, etiquette and the overall customer service that investors receive from some of the OSS service providers is inadequate. I am convinced that the training equips the participants to identify gaps in customer handling and take actions to improve the quality of service.



Beza Chaka, project coordinator, HIP IA

HIP IA represents all investors in HIP, its main role is acting as a facilitator between the investors and both governmental and non-governmental stakeholders. Lack of service coordination, failure to provide real time support and long response times are the main challenges hampering the delivery of quality services and creating frustration among the investors. The training is a good start to improve services across the park. I have learned a lot from experiences shared by other participants about the value of collaboration and having a common goal. Personally, the training has helped me to reflect on my own experiences and identify areas for improvements.



Abebie Beyazen, Investor support senior expert, HIP EIC office

EIC is tasked with facilitating duty free service, issuance, renewal and cancellation of expat work permits and providing supervision to companies in HIP. Understanding customers' expectations and a lack of skills in handling complaints are the challenges I experienced in my daily work. The training was very insightful in understanding the elements of professionalism, service mentality and nature of customer complaints. I also learned how to communicate effectively, take decisions and create a good first impression.



Output three - Improved environmental sustainability in industrial parks

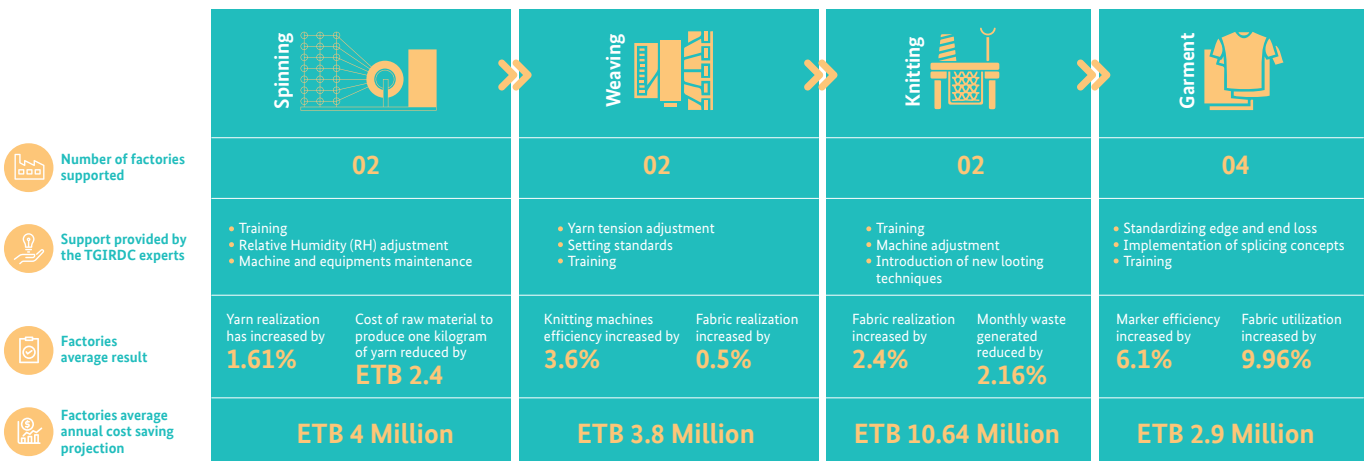
A proposal for technical support for the implementation of the Eco-Industrial Park (EIP) framework was submitted to the Investment Climate Reform (ICR) Facility by IPDC with the support by S.I.C technical staff. The objective of the proposal is to acquire the technical assistance of ICR on improving the environmental sustainability of Adama IP undertaking baseline and gap assessment, developing an action plan containing measures and activities to address major gaps identified, provision of customer tailored capacity building trainings, organization of workshops, and discussions between the public and private sector on how to enhance a sustainable business environment for the development of sustainable industries and industrial parks in Ethiopia at a national level.



Output four - Improved sustainability frameworks



Complying with national and international environmental and social standards is vital for ensuring sustainable manufacturing. In collaboration with its political partners, the S.I.C. project aims to increase compliance with sustainability standards, both through the introduction of new and revised standards, guidelines and directives, and through capacity building of the Manufacturing Industry Development Institute (MIDI, formerly ETIDI). The textile and garment industry generates substantial raw material waste at different stages of the production cycle. To manage and reduce textile waste, S.I.C. in collaboration with experts from MIDI, developed a training manual and SOP on raw material utilization. MIDI then deployed these experts in selected locally based textile and garment factories to provide trainings as well as consultancy and coaching services. This ultimately helps to reduce costs for local factories and mitigates the environmental impact of textile and garment production.



S.I.C. CROSSWORD

Looking for a refresher? Check out the S.I.C. crossword below. This puzzle features some of the most frequently used phrases in S.I.C. project. You can play it alone or with colleagues. Enjoy!

S	U	S	T	A	I	N	A	B	I	L	I	T	Y
H	S	K	R	A	P	T	R	O	P	X	E	I	D
M	A	N	U	F	A	C	T	U	R	I	N	G	I
M	I	W	P	O	H	S	P	O	T	S	E	N	O
A	S	N	A	A	I	K	A	S	U	U	N	E	A
B	A	K	D	S	D	T	A	O	M	S	I	C	Y
E	D	O	G	U	S	A	E	C	O	T	A	O	C
B	A	M	A	T	S	A	M	I	I	A	I	N	L
A	B	B	R	O	E	T	I	A	A	I	P	O	U
S	M	O	M	D	R	T	R	L	H	N	O	M	S
I	Z	L	E	C	D	P	I	I	I	A	I	I	T
D	I	C	N	F	M	G	C	D	A	B	H	C	E
D	E	H	T	T	R	I	I	O	I	L	T	E	R
A	O	A	U	U	N	Z	S	O	I	E	E	A	A

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Text

S.I.C.

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For further information please contact:

Yared Fekade
Acting Project Manager and Component Manager
yared.fekade@giz.de

Maaza Dikker Hupkes
Component Manager
maaza.dikkerhupkes@giz.de