



« Faire le choix d'un monde plus juste »

Phu Nu 2

Improvement of living and working conditions for migrant women workers through empowerment and access to rights



EXTERNAL EVALUATION

June 2018

Terms of reference

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1. Brief presentation of BATIK International

In general

Since 1998, BATIK International has been a French NGO with at the centre of its work the creation, the coordination and the management of projects adopting equity and reciprocity principles in its partnerships. The gender approach and capitalisation (lesson learnt) is at the centre of the actions developed with our local and international partners.

Projects lead by BATIK International aim to develop the capacity to act and choose of vulnerable persons and communities who can become actors of change, capable to reveal their talent and to build a better future, and this in various countries: France, Algeria, Tunisia, Egypt, Morocco and Vietnam. Thus, projects are expected to answer to people's needs in the domains of:

- access to socio-economic rights (sessions of sensitisation, of information, etc.),
- socio-economic integration (support to income-generating activities, trainings, etc.).

BATIK International also brings technical support to our peers (civil society actors) to allow them to be of better help to their audience (women, youth, migrants, etc.) by proposing trainings, experiences sharing sessions, and personalised support depending on their needs.

Our team is composed of 4 full-time employees based in the headquarter in Paris (France), 1 employee in Alger (Algeria) as well as 2 volunteers and 2 projects officers in Hanoi (Vietnam).

In Vietnam

Since 2002, BATIK International has been present in Vietnam and has developed projects in the North, in partnership with stakeholders from the civil society, the public and private sectors to reinforce their capacities and to foster the socio-economic integration of vulnerable people. For instance, Mobil'Hanoi was an international mobility project enabling young French citizens to take up a 6-months internship in different economic sectors of Vietnam to develop their skills, knowledge and acquire professional experiences. Another project was focused on ethnic minorities and handicraft with the aim to work with ethnic minority women from Northern Vietnam, to empower them and improve their lives while preserving traditional skills and knowledge thanks to technical support and organisational skills as well as expanding their markets access to ensure their inclusion in responsible value chains.

Since 2014, our main project is called Phu Nu (which means *women* in Vietnamese), with the objective to improve the living and working conditions of Vietnamese migrant women workers in two industrial areas in Vinh Phuc (Nam Sachs industrial zone) and Hai Duong (Khai Quang industrial zone), provinces which are located in the outskirts of Hanoi.

2. Phu Nu project

Origin of the project and evolution

The beginning of the project resulted from a diagnosis conducted between BATIK Int., Gret (Groupe de Recherche et d'Echange Technologique) and CDI (Centre for Development and Integration) to determine the typology and the characteristics of the women workers which make them the most vulnerable in those two provinces on various aspects of their lives: at the workplace (overtime working hours, low wages, lack of ability to negotiate, etc.), in their living areas (sanitary issues in their rooms, absence of common spaces), and the lack of knowledge and power to act on topics such as labour regulations, social protection, health as well as the lack of coordination between stakeholders to provide to the women workers the adequate support on those issues.

The Phu Nu project in the North of Vietnam fits in the context of an emerging state characterized by a strong export-oriented economic growth, urban development and accelerated industrialization. Vietnam is in transition, both socially and economically, resulting in the gradual disappearance of agriculture in rural areas

and significant internal migrations to urban and industrial centres. Young women represent the vast majority of internal migrations: about 75% of migrants are young women aged 16 to 29 years and the majority of them are between 18 and 25 years old.

These women migrant workers are vulnerable at three levels: as women, they face discriminations, violence and abuses by employers but also by society in general; as migrants, they face social isolation, tough living conditions in collective housing and difficulties in accessing public services; as workers, they are subject to extremely precarious working conditions and lack knowledge of labour law and the available procedures in case of a violation of their rights. Thereby these female migrant workers, with a vast majority of whom are young, are in a vulnerable situation due to low socio-economic integration. These difficulties are closely linked to their limited knowledge of their social rights, their weak negotiating ability and their poor knowledge of existing mechanisms to improve their living and working conditions. In addition, the context in Vietnam's industrial zones accentuates this vulnerability: public services are not well adapted to migrant women workers' needs, social dialogue mechanisms within companies are almost inexistent and the authorities fails to take into account their vulnerable situation.

In this context, the Phu Nu project aims to contribute to the transformation of the socio-economic situation of women migrant workers in industrial areas. The objective is not only to improve their living and working conditions, but also to give them means to be actors of their own lives, capable of deciding for their own future and being active in the decisions which concern them.

The Phu Nu project started in 2014 with the collaboration of BATIK Int., Gret and CDI. The first phase of the project lasted 3 years, until 2017 and then, was renewed for another 3 years. The actual phase will end in January 2020 and is planned to be re-conducted for another 3 years in the same areas with the objective to contribute to the sustainable improvement of the socio-economic conditions of women migrant workers through their empowerment and an autonomous synergy between the different stakeholders involved in the project.

The second phase of the Phu Nu project has begun in February 2017 and will end in January 2020. The project is being implemented in two industrial areas located in neighboring provinces of Hanoi: Khai Quang Industrial Area in Vinh Phuc province and Nam Sachs Industrial Area in Hai Duong province. The project is carried out by three partner organizations: BATIK International, which is responsible for the overall coordination and activities related to gender and improving living conditions, Gret, responsible for activities in Vinh Phuc, and CDI, responsible for activities in Hai Duong.

This phase is dedicated to strengthening the empowerment of women leaders to act as an intermediary group in order to facilitate multi-stakeholders' dialogues and the representation of their interests in front of local actors. The project supports the structuring of these groups and assists them in the preparation and animation of negotiation spaces with public services and private actors, aimed at improving their living and working conditions as well as the access to their rights. The project aims at using basic infrastructure development in the housing areas and at the workplace as a lever to facilitate dialogue between migrant women workers, landlords and companies. This second phase also focuses on combating gender-based violence and discrimination by developing networks at the provincial level, in order to ensure that vulnerabilities are taken into account in a comprehensive manner.

The direct beneficiaries of the project are:

- 600 female migrant workers from the two targeted industrial zones,
- 60 women leaders,
- 80 resource persons in local public and private services (community health centres, social services, local administrations, local police, legal information centre, etc.) in localities including members of the Women's Union and the workers' union,

- 20 owners of rental housing,
- 8 Human Resources managers of companies (4 companies per zone).

The indirect beneficiaries are:

- Approximately 12,000 women working in the factories living in the two ZI (Khai Quang and Nam Sach) of Vinh Phuc and Hai Duong,
- 3,200 tenants of renovated workers' housing,
- Companies and owners present in both ZI.

Partners

The work is realised jointly by several organisations: Gret, a French NGO with a representation in Hanoi with an expertise on adopting a human-rights-based approach and social protection. CDI, a Vietnamese NGO which has an expertise on labour rights. Each of these two organisations work in one province, respectively in Vinh Phuc and Hai Duong. We are also working with VGCL (Vietnamese General Confederation of Labor) at the provincial level in Vinh Phuc and Hai Duong, as well as VWU (Vietnamese Women's Union) in Vinh Phuc, which have been included in the project since 2017.

Our wish is to integrate the local organisations at the provincial level to hold the project in order to make it more sustainable. With Gret, CDI and Batik, VGCL and VWU coordinate the implementation of activities, participate in the meetings and to steering committees in order to adapt the actions conducted in accordance with the reality of the context of the province.

The project also involved private companies installed in the industrial areas and where the women included in the project are working. We also gathered the Electric Vietnam company (EVN) and water companies to involve them in the negotiation to guarantee an improvement of the living conditions by reducing the prices of electricity and water. The landlords of the housing areas where the women are living are also integrated actors as they have been consulted to understand which renovations are required in the houses and how to review the internal rules which apply to the residents. Other stakeholders are also included as they have a role within the province: village chief, police, legal aid centres, health centres, trade unions within companies.

The project is financially supported by the French Development Agency (AFD, Agence Française de Développement), as well as the Abbé Pierre Foundation, RAJA/Danièle Marcovici Foundation, Weave Our Future Foundation and Oxfam for a total budget of 638,054€.

Strategy of intervention

The Phu Nu project (cf. below for more details) is based on the action of various stakeholders and their implication on issues identified by migrant women workers in the industrial areas. The best way to durably and positively impact the lives of women workers is to initiate multi-stakeholders' dialogue with the relevant stakeholders to bargain for concrete results.

The dialogues are about the working conditions within the private companies where the workers work. Hence, social dialogue should be conducted to insure the proper identification of workers' needs and interactions with Trade Unions and companies' representatives. About the living conditions, the project fosters the direct discussion between the women workers living in housing areas and the individuals and/or organisations involved in the issue identified. For example, for the reduction of the electricity price, the negotiation has gathered the women, the landlords, the VGCL, VWU in Vinh Phuc and the EVN. With this format of multi-lateral discussion, the women can expose their issue in front of everyone and others can share their opinions, their role and power of action on this issue.

The aim is to put at the centre of the discussion the women who have identified a common issue shared by most of the housing area residents during the women's club meetings. When they build up a collective proposal which can be use during the discussion with the local organisations, the project team organise a

dialogue gathering all the organisations involved. Several dialogues are required to obtain a concrete and feasible action which is responsive to women workers' needs.

A support is provided to women leaders (women migrant workers who are elected during the women's club and act as spoke-persons and representatives of women workers during the meetings) through transversal and thematic trainings.

Phu Nu's objectives

General objective

To contribute to the improvement of living and working conditions of migrant women workers of industrial zones of Vietnam by developing their capacities to negotiate and advocate for the respect of their rights in a favourable multi-stakeholders' environment.

Specific objectives

- To strengthen the capacity to act and choose of the women leaders to develop and defend collective proposals for the respect, protection and implementation of their social and economic rights,
- To improve living conditions of migrant women in 30 common housing areas in the industrial zones of Vinh Phuc and Hai Duong, through dialogue and consultation with stakeholders (social, legal and union actors),
- To improve the working conditions of the migrant women workers in 6 companies of the industrial zones of Vinh Phuc and Hai Duong, through dialogue and consultation with stakeholders (legal, union and economic actors).

Activities and results expected

Result 1: migrant women are organized; they develop and defend autonomously collective proposals for the respect, protection and implementation of their social rights

Activity 1.1: Implementation of women leaders' groups in each province

- 1.1.1 Creation and management of the groups
- 1.1.2 Capacity building of women leaders
- 1.1.3 Steering and coordination of the groups' activities

Activity 1.2: Facilitation of women's clubs in the two provinces

- 1.2.1 Women's clubs' meetings
- 1.2.2 Creation of information and facilitation tools

Result 2: public and private social actors establish dialogue mechanisms – in cooperation with the migrant women workers – meant to find specific measures and support to improve the living conditions and protection of women's rights

Activity 2.1: Improvement of living conditions in the common housing areas

- 2.1.1 Engineering of renovation works and creation of collective spaces
- 2.1.2 Improvement fund for common housing areas (renovation works and creation of collective spaces)
- 2.1.3 Collaborative definition of internal rules of the common housing areas

Activity 2.2: Networking and consultation among women leaders and local actors to improve the access to and the protection of the social rights of women migrant workers.

- 2.2.1 Providing support to women leaders' involvement in local talks on access to social protection
- 2.2.2 Networking, at provincial level, of stakeholders operating directly or indirectly on gender-based violence, discrimination and harassment

Activity 2.3: Annual multi-stakeholders' meetings at each province level and at interprovincial level

Result 3: economic and legal actors implement, in cooperation with the migrant workers, measures and dialogue mechanisms for fair and decent working conditions (including the fight against harassment).

Activity 3.1: Dialogue on working conditions between women leaders and companies

Activity 3.2: Improvement of working conditions fund

Activity 3.3: Dissemination of minimum standards regarding working conditions and social rights

Activity 3.4: Annual multi-stakeholders' meetings at provincial level and at interprovincial level

3. Action to assess

Preliminary information

Women leaders' groups and clubs

Inside each housing area (25 in total, 10 in Hai Duong and 15 in Vinh Phuc), women's clubs were created during the first phase of the project and have been maintained during this one. Those clubs meet regularly (around once every 4 to 6 weeks) and are an important factor of the communication, sharing of their claims, training and sensitization of women migrant workers. In addition of having important and useful knowledge for their daily lives, they became aware of their potential and what they could change or improve: knowledge of procedures to claim their rights, contact of people who can support them or improvements in their housing conditions.

The organisation of clubs' meeting have been placed under the responsibility of women leaders. These women are elected by the clubs' member and have four main roles:

- Logistics and organizational: facilitate a meeting, know how and when to organize it, how to motivate members to participate, etc.,
- Information and sensitization: clubs allow a wider transmission of knowledge and skills to women workers, migrant or not. New topics will be introduced, such as the issue of gender violence or the identification and the fight against discrimination,
- Collection of information: clubs are valuable vectors for the collect of information on the daily lives of women workers in industrial zones. Women leaders need to know how to collect information, identify issues and use that information for the implementation of collective strategies,
- Representation: groups are spokespersons of women's expectations to local partners, authorities and competent actors. They must therefore know how to define a collective strategy, how to conduct a discussion and negotiation, how to develop an awareness message.

Multi-stakeholders' dialogues

Several multi-stakeholders dialogue have been held since the beginning of the project. Those have included different local organisations on different topics. For example:

- Dialogues between residents of the common housing areas and the landlords to agree upon common internal rules for the housing areas.
- Dialogues between representatives of the electricity company, local authorities, landlords and migrant workers regarding electricity prices.
- Dialogues between representatives of the water company, local authorities, landlords and migrant workers regarding electricity prices.
- Dialogues between companies, labor unions and workers regarding the improvement of working conditions in the factories.

In the project team's vision, the improvement of the living and working conditions of migrant women workers, in the industrial zones of Vietnam, must be defined by them. Furthermore, it is essential for the participants to the project to be involved as much as possible in the dialogues which could have a direct

impact on their daily lives, to insure that the proposals carried to the local actors, and more globally the implemented actions, answer to their concerns.

Thanks to this approach, several achievements have been fulfilled and others are ongoing:

- The renovation of all the housing areas included in the project framework,
- A reduction of the electricity price in some housing areas,
- The identification of the specific issues at the provincial level on water and the initiation of the concertation with the relevant stakeholders,
- The involvement of private companies to improve the working conditions inside the factories.

Justification about the external evaluation

The evaluation of the project is internally conducted at three different levels. At the beginning of the project, the project team has set up a matrix for the internal monitoring and evaluation based on the indicators of the logical framework to collect periodically the information related to the progress of the project in each province, for each activity and result. Furthermore, the project team regularly meets during steering and coordination committees to share the experiences of each in the provinces and the existing limits in the implementation of activities in order to establish new action plans, as well as the good experiences, unexpected effects, etc. Then, during this phase, an internal evaluation is ongoing to determine the effect of the project on the empowerment of women leaders and their ability to produce collective proposals and to bargain with the relevant stakeholders of the project.

Now, it is important to identify in the general framework of the project to understand the logic of intervention and the unfolding activities which we will need to implement during the last 3 years of the project thanks to an external point of view.

Topic to assess

The evaluation will intend to measure the effects and impacts of the multi-stakeholders' dynamic on the sustainable betterment of the socio-economic conditions of women and on the sustainability of women leaders' groups.

The assessment will have to develop a concrete analysis by:

- Examining the accuracy of the multi-stakeholders' dialogues and its process from the identification of an issue by workers, the consideration and the follow-up of the claims by the provincial organisations to the negotiation held amongst various organisations with a focus on the concrete results achieved thanks to it, their durability in the long-term and their effect/impact on migrant women workers,
- Determine the evolution of the perception of the stakeholders on this type of concertation and their effects/impacts on those organisations,
- Identify the conditions for the durability and entrenchment of the women clubs' and women leader' groups as key resource actors to involve in the decision-making process in relation to migrant women workers' issues,
- Identify new ways of collaborating with the provincial organisations and all aspects that will nourish the reflection on the actions to prioritise as well as the new orientations to bring to the current actions.

It will also be expected to formulate recommendations emanating from the identified limits to ensure the durability of the actions conducted.

Means

Human

The consultant will have to:

- Demonstrate experience in the assessment of capacity-building projects with a gender approach in relation to access to rights,
- Knowledge on multi-stakeholders' concertation and its stakes,
- Knowledge on the conditions in industrial areas as well as on their main stakeholders (notably provincial organisations and private companies),
- Demonstrate listening, synthesis and analysis skills as well as a, methodological rigor and open-mindedness.

Budget

The total budget for the external evaluation is up to 7,000€, including various and unscheduled costs, per diem and travels fees for the consultant.

It is required that the consultant submits a detailed budget proposal as well as specifies the number of working days between the different steps of the evaluation (linked to her/his methodological proposition).

Calendar, steps and restitutions expected

The main stages of the evaluation will be:

- A scoping meeting with the project team in Hanoi to exchange deeply about the project, the methodology, calendar, budget,
- A documentation review (concept note, M&E, reports and minutes of meetings, etc.),
- Fieldwork including different types of interviews with women workers, provincial organisations and the project team with an intermediary meeting at the middle of the fieldwork period with the Phu Nu project team to review the work achieved so far,
- The presentation of strategic recommendations and their operationalization into an action plan.

Calendar

The following calendar is indicative and can be adapted depending on the time required for the fieldwork:

Topic	Deadline
Publication of the terms of reference	Monday 24 th June 2019
Last reception of offers	Friday 12 th July 2019
Selection of the consultant	Friday 26 th July 2019
Scoping meeting	Wednesday 31 st July 2019
Intermediary meeting	Monday 16 th September 2019
Submission of the report to the project team	Monday 7 th October 2019
Feedbacks from the project team on the report	Wednesday 9 th October 2019
Submission of the pre-final and feedbacks from the project team	Monday 14 th October 2019
Final report and restitution	Thursday 17 th October 2019

For the expected reports

Evaluators are expected to produce:

- A brief intermediary note on the 16th September 2019 on the achievements realised so far on the evaluation,
- A provisional final report on the 7th October 2019 and a pre-final version amended with the feedbacks made by the project team on the 14th October,
- A definitive final report, amended with the feedbacks of the project team on the intermediary report, and including a synthesis of the report (6 to 8 pages maximum),
- A presentation of the findings of the evaluation by the end of October 2019.

If you wish to express your interest, please send:

- A note (10 pages maximum) presenting the understanding of the terms of reference, the proposed methodology, the calendar and the detailed budget (the candidates can consult the documentation related to the project before the selection if necessary),
- Consultant's CV.

These documents must be sent by e-mail no later than the 12th of July jointly to:

- Nguépelbbé TOKINON: ntokinon@batik-international.org – Project coordinator.