

Terms of Reference

Terms of Reference for Enhancing and Optimizing Database Implementation for the General Trade Union of Workers in Textile, Garment and Clothing Industries

Background

The General Trade Union of Workers in Textiles, Garment & Clothing (referred to as the union) is the worker representation body for Jordan's garment sector. The union is responsible for safeguarding and promoting the rights and interest of workers in the sector. This applies for both members and non-members of the union. Under Jordanian Labour Law, only one union is allowed to exist in each industry, and workers cannot freely join the union of their choosing. In addition, only Jordanians are allowed in union leadership positions per the Unified Trade Union Bylaw, while migrant workers make up three-quarters of all workers in the sector. This has caused a disjoint between the union and the workers they represent.

In recent years, Better Work Jordan has worked with the union to bridge this gap and identify solutions within the parameters of the current labour law. While more work remains to be done, important steps have been made in collaboration with the union to protect and promote the rights of all workers. For instance, the union has negotiated four CBAs with employers—the first CBA was in 2013 and they are re-negotiated every other year. The most recent Collective Bargaining Agreement was signed in December 2019 and featured the most inclusive process of any CBA to-date. Worker representatives from multiple different nationalities were consulted in this process and key issues facing workers were addressed head on during the CBA negotiations.

The union has expended considerable effort in establishing several channels to communicate with garment workers. These include both face-to-face activities, as well as the use of printed and social media to reach a wider audience. However, despite these achievements, there is considerable scope for improvement. The union mostly interfaces with worker members to the Union Labour Committee (ULC) who are representatives of the workers in their factory. The union does not have contact information or up-to-date information on members in the union. Per the union numbers, there are 18,500 members in the union (roughly 25% of the workforce). However, per BWJ data gathered from factory management, there are an estimated 58,000 members in the union (roughly 80% of the workforce). This basic discrepancy in numbers makes it difficult to support union engagement with workers.

There is also a lack of awareness among workers about the union and its activities. In a recent survey conducted by union organizers of 600 workers, 45% of workers indicated that they were in the union, 33% said they were not, and 22% did not know. Increasing worker awareness of the union and of their own membership status is a key goal of the union in the coming years, and BWJ supports the union towards these efforts.

The union recently formalized a [five-year strategy](#) which focuses on equitable access to fair wages and a safe, healthy working environment for all workers. There are three main outcomes which contribute to this long-term objective: 1) Improve communication and engagement with

garment workers, 2) Advance industrial relations in Jordan's garment industry and 3) Strengthen the organization's governance and organizational capacity. Key Performance Indicators (KPIs) were developed to measure the progress of this strategy.

In pursuit of these goals, an initial database has been developed with the aim of tracking worker data and union membership information, as well as recording activities delivered to workers, such as trainings and seminars. The database plays a vital role in achieving the union's strategy by systematically monitoring and improving engagement, communication, and overall worker well-being in the garment sector.

Objective

The objective of this consultancy is to ensure the effective implementation and utilization of the union's recently developed database. The consultant will work closely with the union, factory management, and other stakeholders to support, monitor, and evaluate the database throughout its lifecycle.

Duties and responsibilities:

The consultant will be responsible for the following:

Deliverable 1: Comprehensive Database Evaluation Report.

Task: Conduct a thorough assessment to ensure the database's functionality aligns with the System Requirements Specification (SRS). Simultaneously, evaluate challenges associated with the current version of the database. Provide a detailed report on the database's performance, highlighting any areas of non-compliance and challenges. Propose a comprehensive improvement plan with actionable recommendations for enhancements or modifications.

Deliverable 2: Data Collection Oversight and Verification Report.

Task: Engage with trade union staff to monitor and ensure the timely collection of data from factories, using tools provided by the IT company. Accompany trade union staff on field visits to factories to verify the accuracy and completeness of the data collected. Provide a detailed report on the status of data collection, field visit observations, and feedback. Extract reports from the database, covering 80% of union members' data and activities. Develop a detailed workplan for data collection, outlining specific tasks, timelines, and responsibilities for trade union staff.

Deliverable 3: Technical Assistance Log and Coordination Documentation.

Task: Provide ongoing technical assistance to trade union staff involved in the data collection process. Maintain a log of assistance provided, including the nature of the queries and solutions offered. Act as a focal point between the trade union and the database development company. Maintain documentation of communications to ensure a smooth flow of information between the two entities.

External collaborator qualifications

- Bachelor's degree in computer science or relevant field.
- Experience with gathering data from a diverse stakeholder group
- Good written and verbal English communication skills
- Fluency in Arabic

Timeline

This consultancy is expected to take 30 working days, from the period February 1 2024 – July 30 2024 as per the below table:

Deliverable	Expected Number of Days	Expected Delivery Date
Deliverable 1: Comprehensive Database Evaluation Report	3	February 29 2024
Deliverable 2: Data Collection Oversight and Verification Report	19	June 31 2024
Deliverable 3: Technical Assistance Log and Coordination Documentation	8	July 30 2024

Supervision

The consultant will report to Better Work Jordan's National Project Coordinator.

Payment Schedule

The consultant will only be paid upon satisfactory completion and approval of deliverables and upon receipt of signed invoices as follows:

Deliverable	Expected Delivery Date	Payment percentage
Deliverable 1: Comprehensive Database Evaluation Report	February 29 2024	20%
Deliverable 2: Data Collection Oversight and Verification Report	June 31 2024	55%

Deliverable 3: Technical Assistance Log and Coordination Documentation	July 30 2024	25%
---	--------------	-----

Submission

All applicants must send their technical and financial proposal at jordan@betterwork.org. The deadline to submit your application is January 31, 2024, at midnight (Jordan time). Only selected applicants will be contacted for an interview.