

Terms of Reference

A pilot programme for improving Occupational Safety and Health Conditions in ride-sharing industry in Nepal with focus in sexual assaults and harassment

1.0 Background

Global context:

The increasing popularity of ride sharing among millennials and generation Z offers a lucrative opportunity for ride sharing market¹. This generation is tech-savvy and has greater accessibility to smartphones and the internet. As a result, they have easy access to app-based ride sharing mobility services

Ride sharing plays an integral role in enhancing the passenger experience. The global ride-sharing market depends on this factor significantly, which is expecting substantial growth during the forecast period (2018-2023), reveals Market Research Future (MRF). Ride sharing includes services such as carpooling, and car-hailing has emerged as a concept has gained much traction in the mobility market in recent years, which contributes to the market growth considerably.

Road traffic accidents are a primary safety concern for the passengers and riders of ride sharing service. According to a study by WHO nearly 1.25 million people die in road crashes every year. Road traffic accidents rank as the 9th leading cause of deaths and 2.2 percent of all deaths globally. There are 3,287 deaths on average every day.

<https://www.asirt.org/safe-travel/road-safety-facts/>

The more debated issue about traveling with a stranger is the one about passenger abuse — the headlines are filled with news about passengers experiencing violence or other trauma under such circumstances. The much less debated issue is that of driver abuse — the risks they run and the trauma they sustain are generally ignored. A study conducted in the USA showed that Drivers of taxis and ridesharing vehicles stand just as much risk of dangerous passengers (Source: Wired.com). According to Uber's first safety report conducted in 2019, there were 3045 sexual assault cases reported by Uber passengers and 58 people killed in road accidents in 2018. <https://www.nytimes.com/2019/12/05/technology/uber-sexual-assaults-murders-deaths-safety.html>

Nepal context

Traveling for people who do not own vehicles has always been a trouble in Kathmandu, esp in office hours. The rapid increase in population, improper management of routes, vehicles and roads are the main reasons for the difficult public transport. People either need to go

¹ Millennials are people who have reached adulthood in the early 21st century and were born in the 1980s, 1990s, or early 2000s. While generation Z refers to people born in the mid-1990s to mid-2000s.

through crowded and uncomfortable public buses or travel by Taxi. Taxis are not affordable for most people and you also have to do the futile bargaining. To address the aforementioned problem, Tootle a ride sharing app started in January 2017. Later Pathao joined Tootle in providing a hassle free, easy and fast travel by bike. The new mobile applications provide easy travel across the city, using the bike ride sharing or we would like to call bike taxi solution. According to an estimate, there are 50,000 riders registered with Tootle and Pathao. Around 20,000 people take Tootle and Pathao rides every day.

<https://myrepublica.nagariknetwork.com/news/how-a-startup-became-nepal-s-leading-ride-hailing-firm/>

<https://thehimalayantimes.com/opinion/dont-ban-ride-hailing-it-is-part-of-the-gig-economy/>

Now people have started embracing the digital means of getting several services and ride sharing app is one of them. Ride sharing solution, is very popular among youths for both either using it for easy travel or using it to earn some money. Since ride sharing business and industry is still new to Nepal, it is not devoid of problems. A small research conducted on the status of ride sharing industry in Nepal revealed the following scenario:

- There is a policy gap for the insurance coverage for ride sharing
- Although there have been minor incidents and accidents so far but there is there is high risk of accidents
- There is no awareness for the prevention of sexual harassment cases
- There is no grievance redresser procedure for the rider and driver
- There is no defined legal procedure to address the issues of health and safety in case of accidents or violence
- No particular standards are defined for the audit of vehicle condition

According to a study by WHO in 2017, 3 percent of all deaths in Nepal are due to road traffic accidents. Nepal is ranked in the 79th position in the world for road travel accident related deaths. Road traffic accidents was the 11th leading cause of death in Nepal. In Kathmandu valley more than 5,500 road traffic accidents happen every year with more than 3 percent death rate. Although a study of the number of sexual harassment or assault cases while ride sharing in Kathmandu is not available. There have been many cases of harassment or assault during ride sharing reported in the media.

<https://thehimalayantimes.com/opinion/road-traffic-accidents-an-ever-recurring-massacre/>

- <https://kathmandupost.com/national/2019/04/22/tootle-and-pathao-make-commute-easy-but-many-women-express-safety-concerns>

The ILO is aiming to implement a pilot programme to improve OSH conditions of drivers and to reduce sexual assaults of riders in order to help the ride-hailing service combat its own problems as well as society as a whole

2.0 Objectives

The main objective of the programme is to improve OSH conditions and culture in ride-sharing industry in Nepal for the safety of both drivers and riders. The specific objectives include:

- Improved laws and policy for good governance of the industry
- Improved OSH conditions for drivers and riders
- Positive change in the value, norms and behaviour of drivers and riders
- Improved response and reporting services for all concerned stakeholders

3.0 Beneficiaries

- Direct beneficiaries - 1500 drivers who will receive training in persons.
- Indirect beneficiaries - Approximately 20,000 drivers and 50000 passengers registered with Pathao and Tootle especially youth who will benefit from policy development interventions.
- Other stakeholders- Government regulating bodies, transport industry and public drivers.

4.0 Scope of the Work

The following are the major key expected outputs of the pilot programme:

1. Organised policy dialogues for developing appropriate laws and policy for good governance of the industry
2. Organised OSH training for drivers and riders on safety and sexual harassment
3. Awareness activities carried out for changing in the value, norms and behaviour of drivers using both social media and traditional media
4. Developed health and safety training manual for ride sharing business
5. Established a quick response team for sexual harassment and a mechanism for reporting sexual harassment, violence or any other security related cases.

(Please explain in detail strategies and activities to be adopted to achieve the above stated outputs. Accordingly prepare budget for them in the given table. Likewise, present a sustainability plan for continuing the benefits of the pilot programme after completing this programme)

5.0 Time-frame: The project period is 1 May 2020- 15 December 2020

6.0 Activities and Budget: Please fill in the attached template (Annex 1) with detail activities and budget.

Annex 1: Template for detailed activities and budget (feel free to add more activities or outputs as deemed necessary)

Programme Activities	No /Person Day	Unit Cost	Total Cost	Remarks
Output 1: Improved laws and policy for good governance of the ridesharing industry				
1.1				
1.2				
2.0 Organised OSH training for drivers (e.g 1000) and riders (e.g 500) on safety and sexual harassment				
2.1				
2.2				
2.3				
3.Awareness activities carried out for changing in the value, norms and behaviour of drivers using both social media and traditional media				
3.1				
3.2				
3.3				
4. Developed health and safety training manual for ride sharing business through consultation				
4.1 Experts Fee				
4.2 Consultation meetings				
4.3 Printing				
5.Established a quick response team for sexual harassment and other problems including a mechanism for reporting sexual harassment, violence or any other security				
5.1				
5.2				
6.0 Administrative cost				
6.1 Coordinator				
6.2 Admin Assistant (50%)				
6.3 Other expenses				