

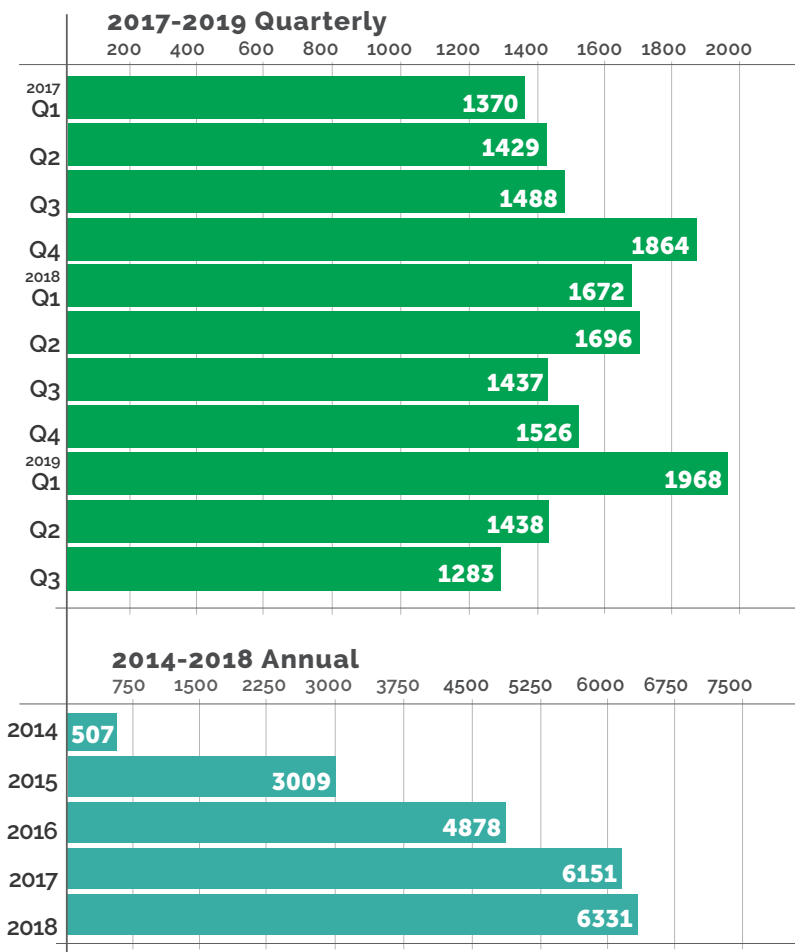


Q3 2019 HELPLINE HEADLINES

The Amader Kotha Helpline was available to approximately 1.5 million workers in 1,091 factories since the Helpline's inception. In the third quarter of the year, 1,283 substantive issues were shared with the Helpline from workers, of which 189 were related to safety.

Workers continue to have access to a toll-free number that is available nationwide. Worker satisfaction with the Helpline remains high.

SUBSTANTIVE ISSUES REPORTED TO HELPLINE



IN FOCUS: REVIEW OF COMMON ISSUES

Compensation, termination and verbal abuse were the most frequent substantive calls received in Q3 2019. In all cases, Helpline officers worked closely with workers and managers in order to resolve issues. In many cases, the Helpline served as an advisor or coach to workers for how to make best use of internal factory grievance handling channels. For each of the issues reported by workers, the case was closed when workers were satisfied with the factory response.

A sampling of Q3 2019 call summaries follows.

Annual Leave Payment

A worker expected to receive her earned leave payment when it was due. However, when the payment was not received, the worker called the Helpline for assistance. Management listened to the complaint and, after checking the status of the annual leave payment to workers, responded by committing to paying the money shortly. The information was passed to the worker and the case was closed. As a precaution, the Helpline advised the worker that if she does not receive payment in the coming weeks, the Helpline will reopen the case and alert management right away.

Physical Abuse

A worker called to say that several colleagues had been beaten by a supervisor in the factory. The workers had not informed management but wanted the Helpline to obtain justice. After the factory was informed by Helpline staff, the factory management undertook an investigation that included speaking with a

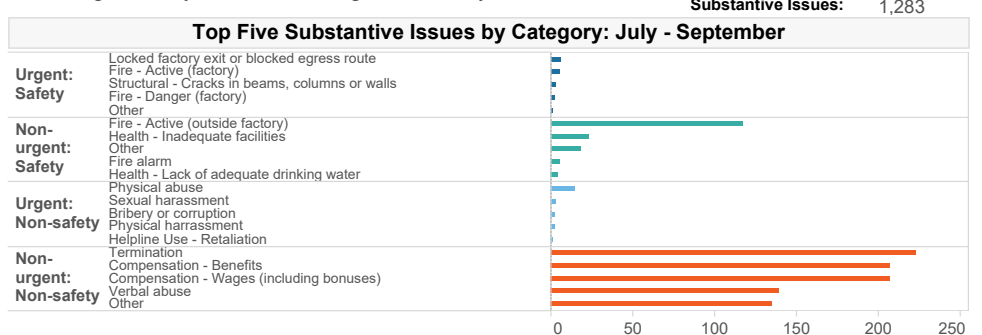
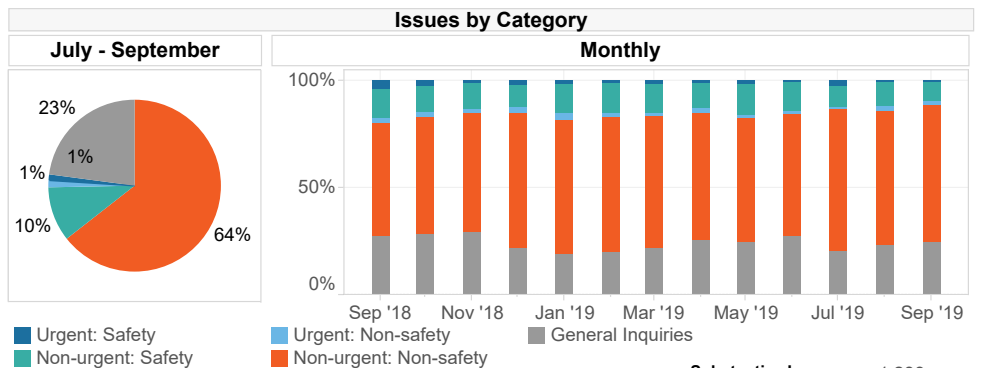
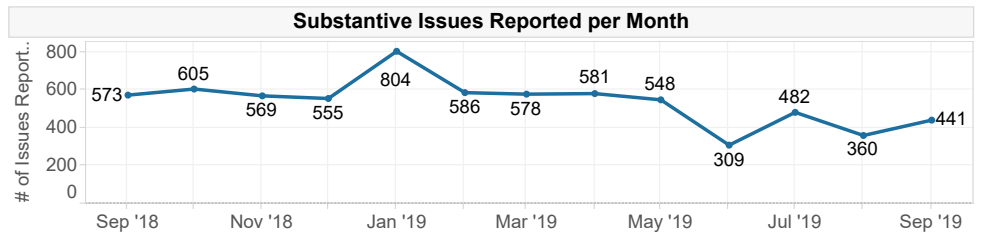
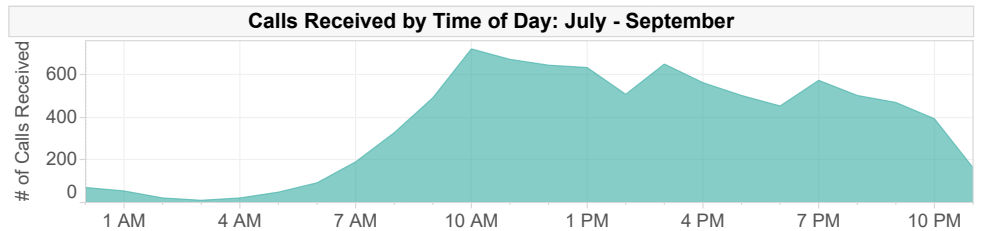
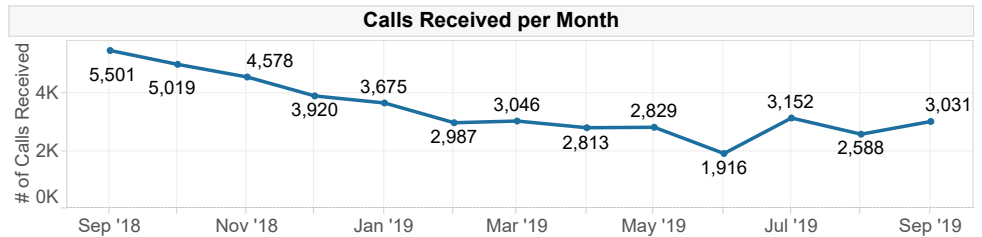
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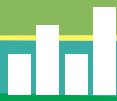


THIRD QUARTER 2019 FINDINGS

KEY FINDINGS INCLUDE:

- **8,771 calls were placed to Amader Kotha this quarter from July through September**, for a total of 280,927 calls received to date. Call volume was lower this quarter due to Eid.
- **The peak call times this quarter were between 10am and 10pm**, suggesting workers are more comfortable calling throughout the day now.
- **189 safety issues were reported to Amader Kotha this quarter**, of which 18 were urgent and 171 were non-urgent. Among safety issues reported by workers, those most frequently mentioned were fires outside factories, inadequate facilities, and other reasons.
- **General inquiries comprised 23% of issues this quarter**, disregarding missed or test calls. The majority of these inquiries pertained to Helpline support capabilities and labor laws.
- **1,283 substantive issues were shared with the Helpline** from workers at participating factories this quarter. The most commonly-reported issues were related to compensation, termination, and verbal abuse.





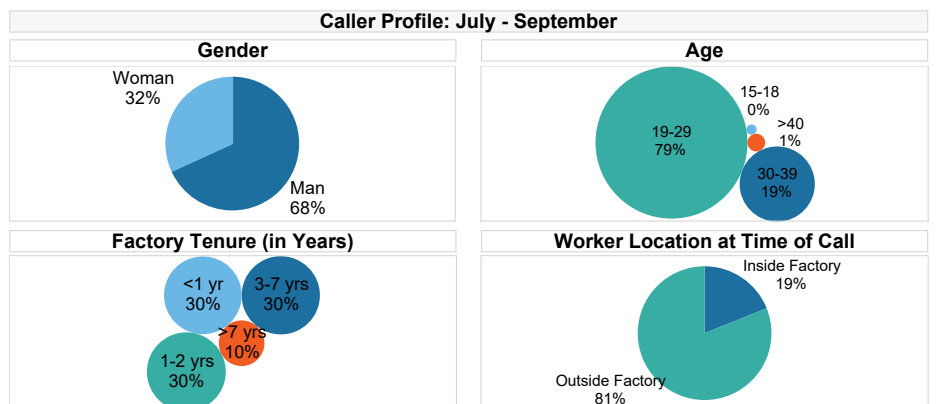
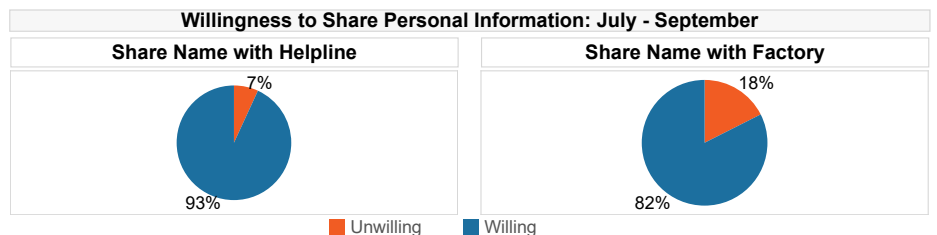
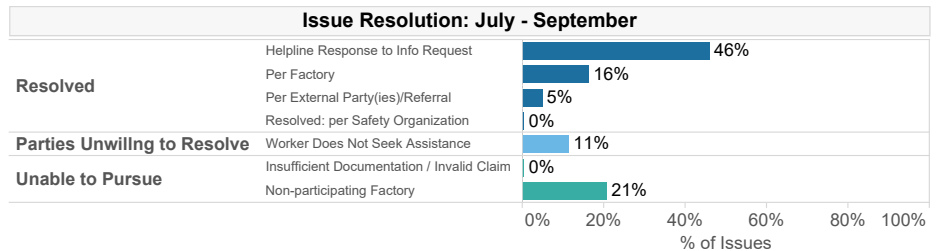
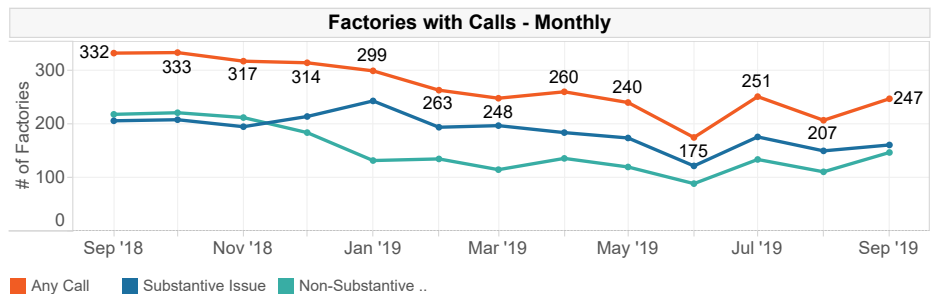
THIRD QUARTER 2019 FINDINGS

KEY FINDINGS CONTINUED:

- Among the substantive issues reported by workers from any factory this quarter, 68% were resolved. The remainder were unable to be resolved due to workers not seeking resolution assistance or to the Helpline not being able to pursue issues further.
- 93% of workers who called to report a substantive issue this quarter were comfortable sharing their name with the Helpline, but only 82% would allow their name to be shared with the factory.
- Of the more than one thousand factories that have received training on the Helpline, workers from 420 factories (38%) placed calls to the Helpline between July and September 2019. Workers from 323 Helpline-launched factories (30%) reported substantive issues this quarter.
- Workers from 121 non-participating factories called the Helpline this quarter.
- 94% of the safety issues reported this quarter from workers at factories were resolved and closed by the end of September. All remaining open issues are in the process of being closed in accordance with Amader Kotha protocol.

NOTE:

Detailed call data is provided to brands after factories have had the opportunity to verify and respond to information provided by workers.



Progress to Date (from July 2014 onward)		
Total Calls	Substantive Issues	Helpline Launched Factories
Inbound	280,927	27,554
Outbound	214,552	19%
		Factories: 1,091
		Workers: > 1.5 million

Notes:

- Graphs do not include calls from "General Inquiry", "False", or "No category" issue categories, except graphs on calls received and calls by time of day and where otherwise stated.
- Calls have been received from non-participating factories. These calls are included in the call volume and call time and factories with calls graphs above, but not included in the issue or caller profile visualizations.
- Substantive issues per month graph may not match historical newsletters due to changes in issue categorization over time.

HELPLINE FOCUS

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number of workers on the production floor. Management was able to identify the supervisor without revealing the names of the caller or the other victims who had asked to remain anonymous. A formal disciplinary warning letter was issued, in conformity with factory policy and the caller thanked the Helpline for its intervention. No further abuse has been reported.

Unresponsive complaint system

A worker called to say that a suggestion/complaint box had been set up on the 3rd floor of the building, but management never opened the box to read and respond to the complaints. As a result, if the workers submitted a complaint or a suggestion they do not get proper attention. The Helpline notified management of the worker's observation and requested a prompt response. Management took steps to improve the grievance handling system and, after repeated attempts by the Helpline to reach the worker again, the worker informed the Helpline that the concern about the lack of management responsiveness had been resolved.

Request for leave

A sewing operator called to report that her request for two days personal leave had been denied and that only one day would be permitted. The worker did not want to reveal her name and so in this case it was not possible for the Helpline to raise her specific request with factory management. The Helpline officer did, however, encourage the worker to communicate with the human resource department directly. Later that day, the Helpline officer was informed that the worker was granted two days leave and the case was closed.

Resignation

A worker called to report that he wished to resign; however, the factory refused to accept his resignation letter. Without factory acceptance of his letter of resignation, the worker would not be able to receive certain benefits. The Helpline officer recommended that the worker approach management again and then report back to the Helpline to determine if any progress had been made. Two days later, the worker was able to successfully submit his resignation letter. After several attempts to reach the worker, the Helpline officer confirmed the good news and the case was closed.

Termination

A sewing operator called to say that her supervisor treated her badly because of pending work issues. When the operator returned from lunch one day, she was verbally terminated and not allowed to resume her duties. The worker wanted her unpaid wages. The Helpline officer advised the worker to approach the human resource department and formally request the unpaid wages. The Helpline officer passed the name and contact information of the human resource department head for easy reference. If that did not work, the Helpline officer advised, then the Helpline would intervene with management. Fortunately, the worker's intervention was successful and the case was closed.

As always, we look forward to your questions and comments.

-Doug Cahn, Amader Kotha Project Director



WHO ARE WE?

Amader Kotha, or "Our Voice" in Bangla, is a unique collaboration among three project partners—Clear Voice, a project of The Cahn Group that operates hotlines and builds effective grievance mechanisms in supply chains; Phulki, a respected civil society organization working to improve the lives of workers and their families in Bangladesh; and ELEVATE, the parent company of Laborlink, a leading business risk and sustainability solutions provider. Each partner brings years of experience building innovative, best-in-class labor compliance programs in supply chains.

