

Q4 2021 HELPLINE HEADLINES

Welcome to the Q4 2021 edition of *Our Voice*, the newsletter of the Amader Kotha Helpline. In Q4 2021, we continued to provide workers in the Bangladesh readymade garment sector with a trusted communication channel to report and help resolve workplace issues before they escalate into major concerns.

Since the Amader Kotha Helpline's inception in July 2014, the Helpline had been launched in more than 1,000 factories reaching greater than 1.5 million workers.

In this edition, call data and analysis confirm significant call volume with a high rate of calls closed after receiving satisfactory solutions resulting in safer and fairer workplaces. In the next edition of *Our Voice*, look for revised reporting that enhances the ability of Helpline data to inform stakeholders on the risks of harm to people and property.

As always, we look forward to hearing from you with comments and suggestions at: info@amaderkothahelpline.net.

SUBSTANTIVE ISSUES REPORTED TO HELPLINE

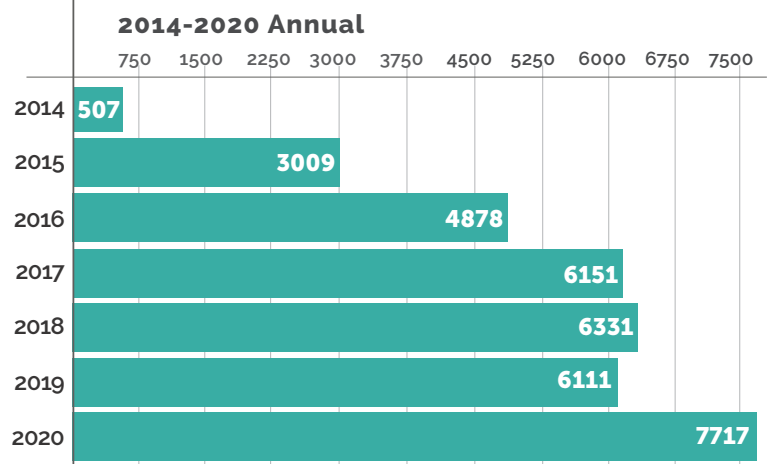
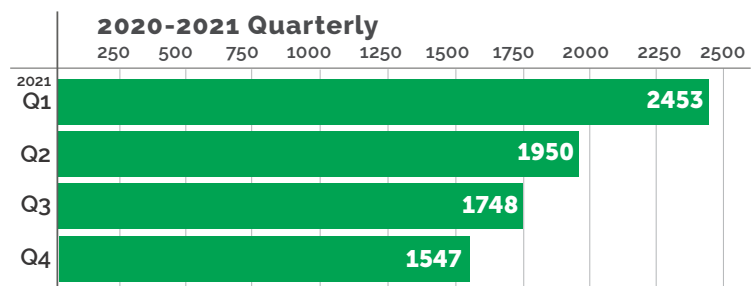


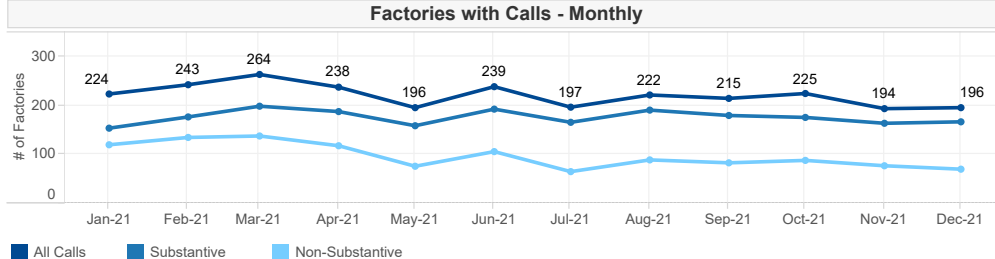
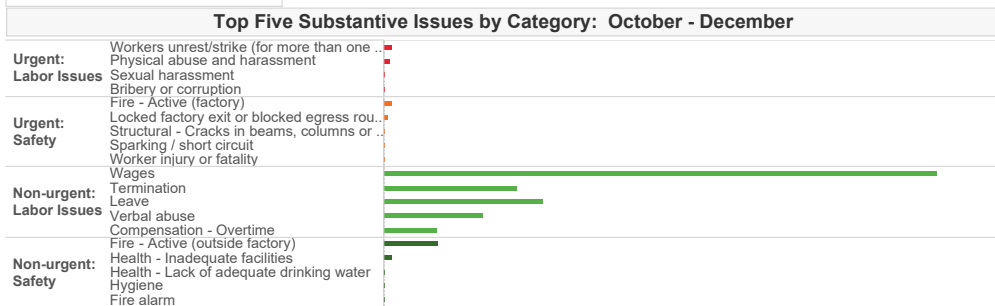
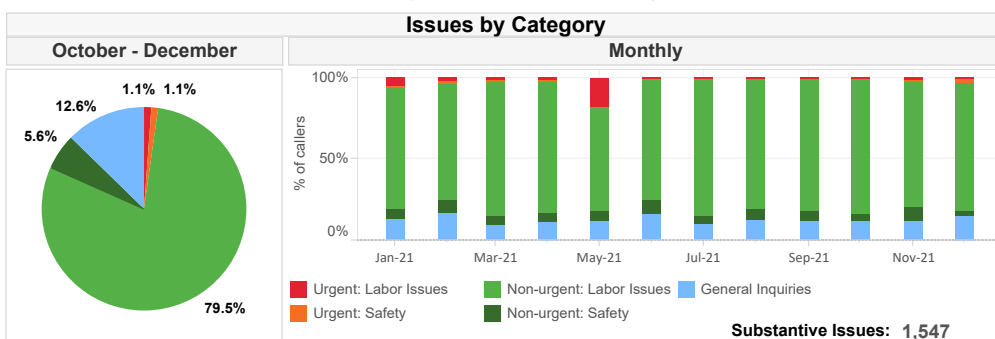
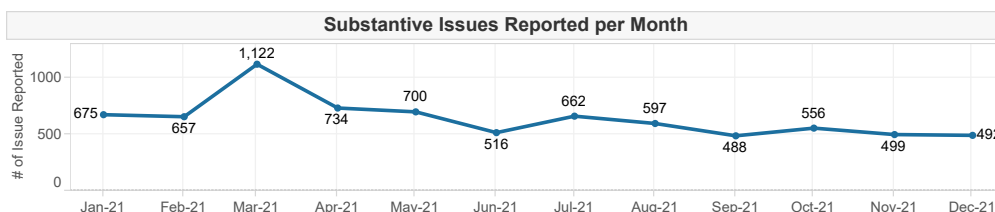
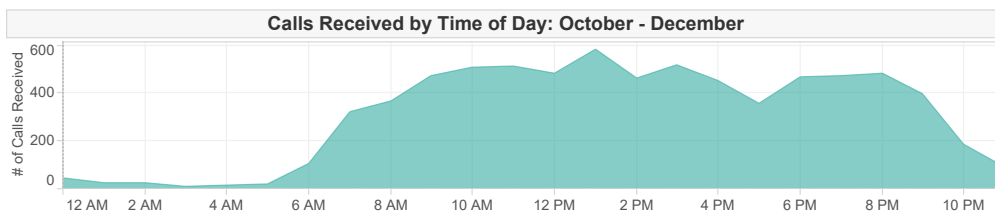
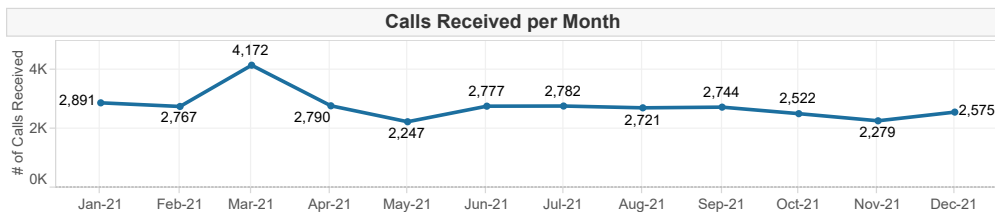
Photo: UN Women/Fahad Abdullah Kaizer



FOURTH QUARTER 2021 FINDINGS

KEY FINDINGS INCLUDE:

- **7,376 calls were placed to the Amader Kotha Helpline in the third quarter of 2021**, this is a 10.5% decrease in calls compared to the previous quarter for a total of 33,717 calls received in the past 12 months.
- **21 % (1,547) of calls received were substantive issues.** A majority (79.5%) related to non-urgent labor issues such as compensation including wages and bonuses, termination and leave, and verbal abuse from supervisors. This quarter saw a substantial decrease in calls regarding leave compared to the increase we saw last quarter. In total, 3 urgent safety and 12 urgent labor issues were reported to the Helpline.
- **The most reported urgent issues were related to worker unrest, as well as some calls relating to physical harassment, sexual harassment, and bribery.** This quarter we saw a broader range of urgent safety calls. The most urgent safety calls were issues relating to fire exits, followed by complaints related to blocked egress routes, structural issues, sparking circuits and worker injury or fatality. Urgent labor and safety issues made up 2.2% of all calls during last quarter.



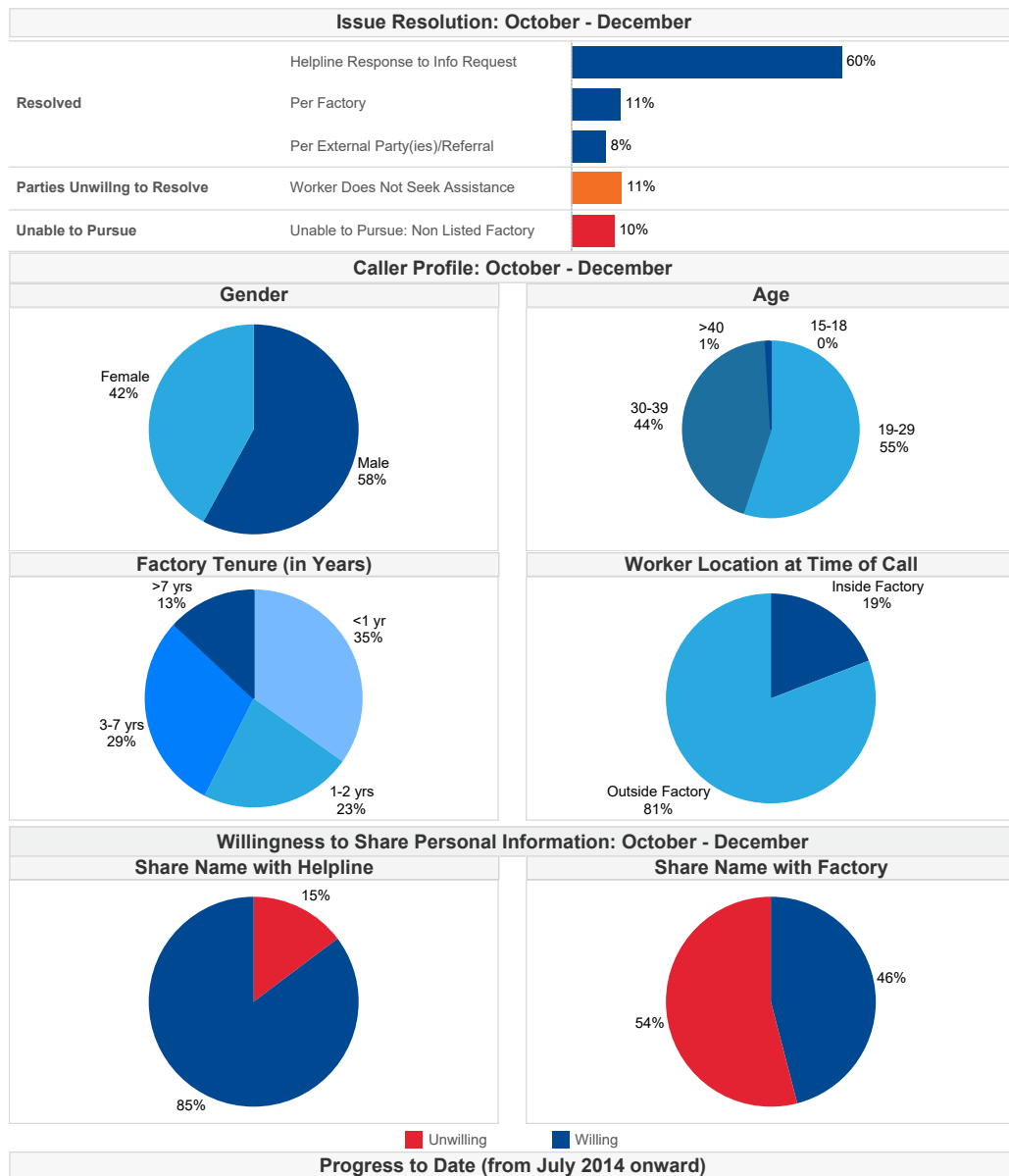


FOURTH QUARTER 2021 FINDINGS

KEY FINDINGS, CONTINUED:

- **General inquiries comprised 12.6% of issues this period**, disregarding missed or test calls. We had 5.6% of calls categorized as non-urgent safety issues, where we saw an increase of active fires reported outside the factory, with a total of 66 calls for this type of fire incident.
- **On average, the peak call times in Q4 2021 were again between 10:00am and 8:00pm;** however, there was an increase of workers calling at both 8:00am and 9:00pm, suggesting some workers in Q4 2021 felt less comfortable to call during work hours. We saw a 12% decrease in workers calling from inside factories, with 81% calling from outside the factories.
- **This past quarter, 46% of workers indicated that they were willing to share their name with their factories when reporting grievances** to the Helpline, compared to only 30% in the previous quarter.

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



Total Calls

Inbound 57,158
Outbound 582,561

Substantive Issues

44,390

Helpline Launched Factories

Factories: 1,201
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.
- # of workers and # of factories where the Helpline has been launched are based on information on the Helpline's CRM database.

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.

Information about Amader Kotha shows up in factories

 <p>আমাদের কথা AMADER KOTHA WORKER HELPLINE</p> <p>“আমাদের কথা” হেল্পলাইন ২৪ ঘণ্টা আপনার সেবার নিত্যসঙ্গি</p> <p><input type="checkbox"/> জরুরী <input type="checkbox"/> নিরাপত্তা <input type="checkbox"/> অন্যান্য সমস্যা</p> <p>টোল ফ্রি: ০৮০০৬৬৬৬৬৬</p>	 <p>আমাদের কথা AMADER KOTHA WORKER HELPLINE</p> <p>Amader Kotha Helpline 24-hour is at your service</p> <p><input type="checkbox"/> Emergency <input type="checkbox"/> Safety <input type="checkbox"/> Other issues</p> <p>Toll Free: 0800666666</p>
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কিভাবে হেল্পলাইন যোগাযোগ করবেন?

আপনার ফোনটি কল করার জন্য প্রস্তুত করুন। হেল্পলাইন নম্বর ডায়াল করুন। আপনার কথা আমাদের জানেন। আপনার পরিচয় গোপন থাকবে।

আমাদের কথা
AMADER KOTHA
WORKER HELPLINE

ফোন করুন...
টোল ফ্রিঃ
০৮০০৬৬৬৬৬৬৬৬
নিরাপদ কর্ম পরিবেশ আপনার অগ্রসর লক্ষ্য
(Safe working environment is our goal)

How to Communicate with helpline?

Prepare your phone set to make a phone call. Dial Helpline number. Inform us your concern. Your identity will remain confidential.

আমাদের কথা
AMADER KOTHA
WORKER HELPLINE

Call us
Toll Free:
08006666666
(Safe working environment is our goal)

Information about Amader Kotha is publicized in factories