

## Q1 2022 HELPLINE HEADLINES

Welcome to the Q1 2022 edition of *Our Voice*, the newsletter of the Amader Kotha Helpline. In Q1 2022, 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 has been launched in more than 1,000 factories reaching greater than 1.5 million workers.

In this edition, call data and analysis confirm a 17% increase in calls compared to the previous quarter. Also, revised reporting categories enhance 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](mailto:info@amaderkothahelpline.net).

### SUBSTANTIVE ISSUES REPORTED TO HELPLINE

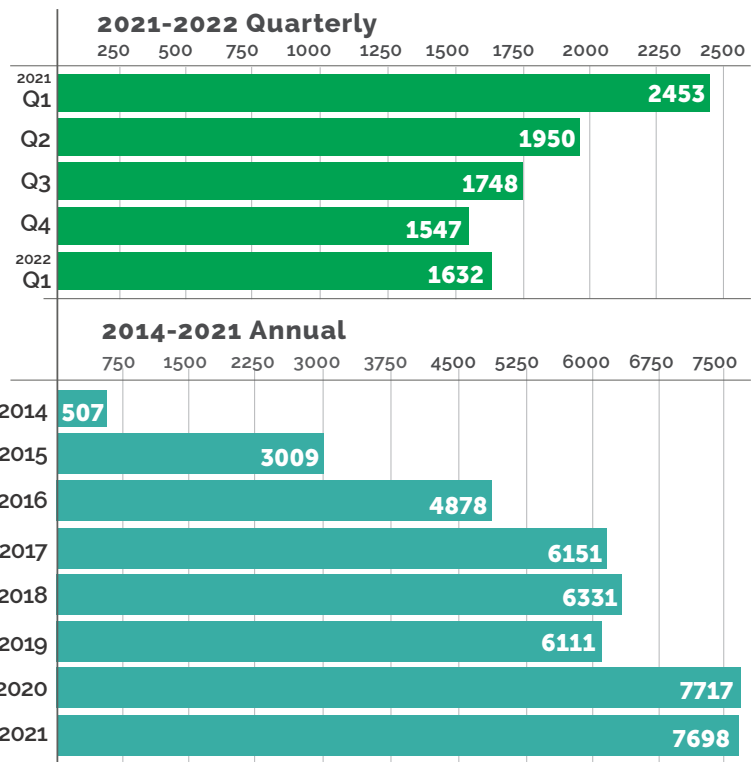
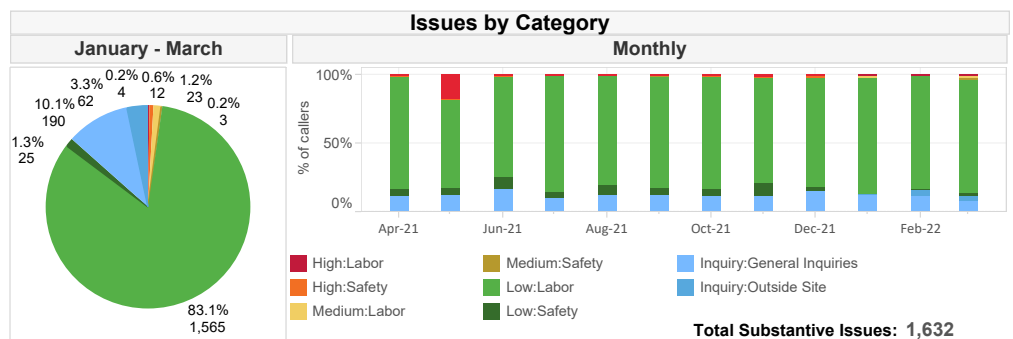
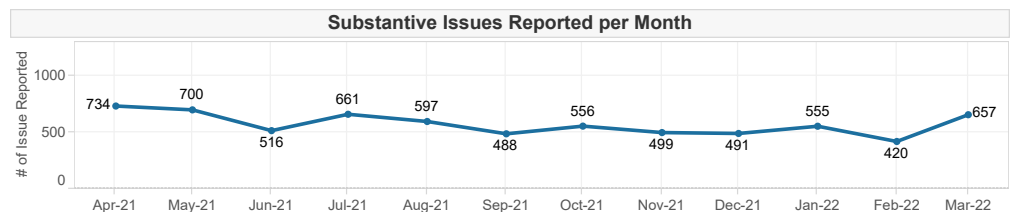
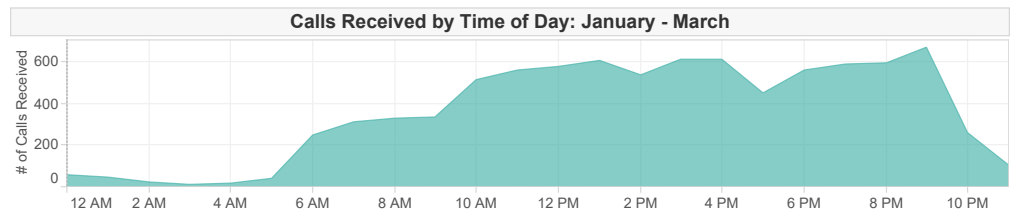
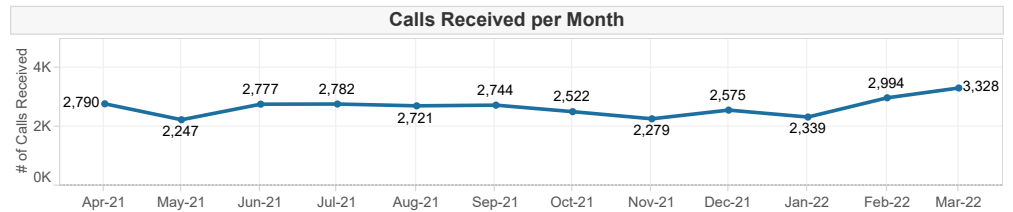


Photo: Solidarity Center

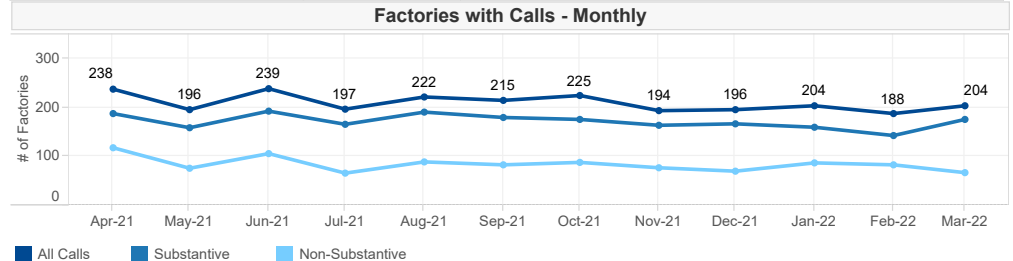
# FIRST QUARTER 2022 FINDINGS

## KEY FINDINGS INCLUDE:

- **8,661 calls were placed to Amader Kotha in the first quarter of 2022**, this is a 17.4% increase in calls compared to the previous quarter for a total of 30,098 calls received in the past 12 months.
- **18.9% (1,632) of calls received were substantive issues.** A majority (83.1%) related to low level labor issues such as compensation (including wages and bonuses), termination and leave, and verbal abuse from supervisors. In total, 13 high-level safety and 4 high-level labor issues were reported to the Helpline.
- **The most reported priority issues were related to fire risk, followed by physical abuse and harassment.** We also received 18 calls related to violations of freedoms of association. High and medium level labor and safety issues made up 2.2% of all calls during last quarter.
- **General inquiries comprised 13.4% of issues this period**, disregarding missed or test calls. We had 1.3% of calls categorized as low (level 1) safety issues, down from last quarter perhaps due to our recategorization of fires outside the factory into our new general inquires category that captures any grievances outside of factory premises.



Category	Issue
High:Labor	Physical abuse & harassment
	Risk of fire in the factory
High:Safety	Blocked egress routes
	Cracks in beams, columns or wall
Medium:Labor	Violations of freedom of association
	Compensation issues
Medium:Safety	Retaliation, integrity issues and worker rights
	Unsafe or poorly maintained machinery
Low:Labor	Compensation-Benefits
	Compensation-Wages
	Leave
Low:Safety	Termination
	Verbal abuse or harassment
	Unhealthy and unhygienic working environment
	Inadequate facilities/maintenance of hygiene
	Health-occupational safety hazards and risks

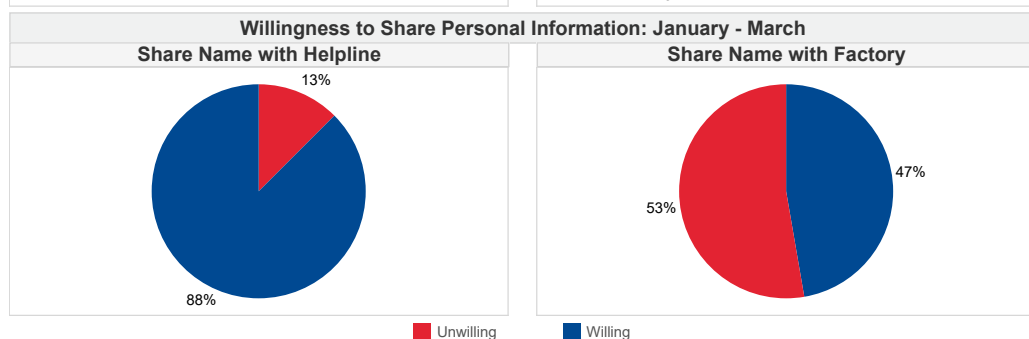
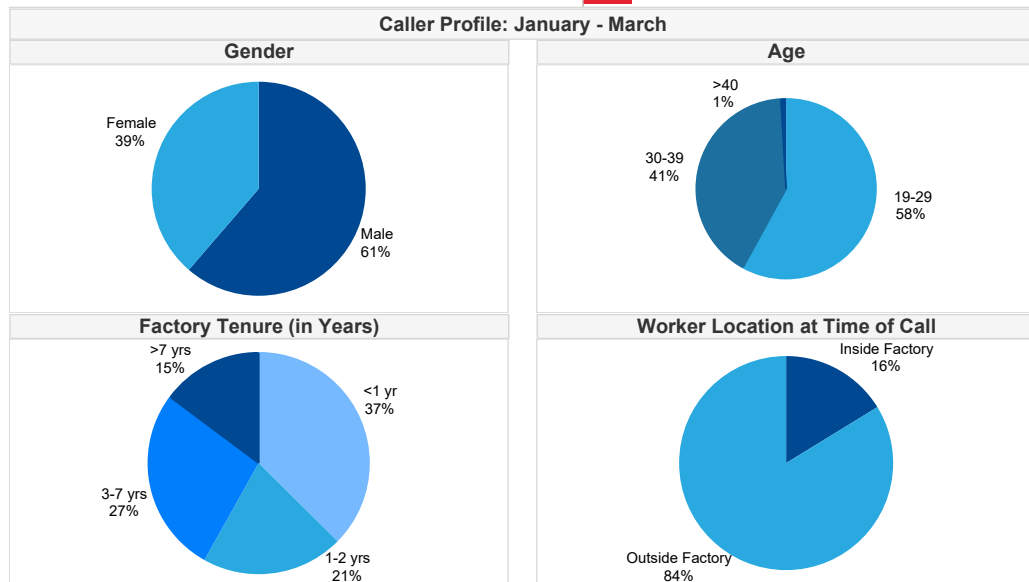


# FIRST QUARTER 2022 FINDINGS

## KEY FINDINGS, CONTINUED:

- On average, the peak call times in Q1 2022 were again between 10:00am and 9:00pm; however, there is a significant increase of workers calling at or after 9:00pm, following a trend we began to see last quarter, suggesting workers may be working slightly longer hours in the evening. This quarter only 16% of workers called from inside factories, with 84% calling from outside the factories, more than last quarter.
- This past quarter, 47% 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 Q3 and 46% in Q4 of 2021. 88% of workers were happy to share their name with the Helpline itself, demonstrating the very positive level of trust workers have with us.

Issue Resolution: January - March		
Resolved	Helpline Response to Info Request	59%
	Per Factory	11%
	Per External Party(ies)/Referral	10%
Parties Unwilling to Resolve	Worker Does Not Seek Assistance	9%
	Non-cooperation by Member Company(ies)	0%
Unable to Pursue	Insufficient Documentation / Invalid Claim	0%
	Unable to Pursue: Non Listed Factory	11%



### Progress to Date (from July 2014 onward)

	<u>Total Calls</u>	<u>Substantive Issues</u>	<u>Helpline Launched Factories</u>
Inbound	67,920	46,503	Factories: 1,215
Outbound	590,970		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 is publicized in factories