

## Q2 2022 HELPLINE HEADLINES

Welcome to the Q2 2022 edition of *Our Voice*, the newsletter of the Amader Kotha Helpline. In Q2 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.

In this quarter, 3 high-level safety and 7 high-level labor issues were reported to the Helpline, resulting in engaged factories working to address and resolve worker concerns. Despite power rationing schemes in the country the Helpline has continued operations during posted hours without disruption.

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.

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

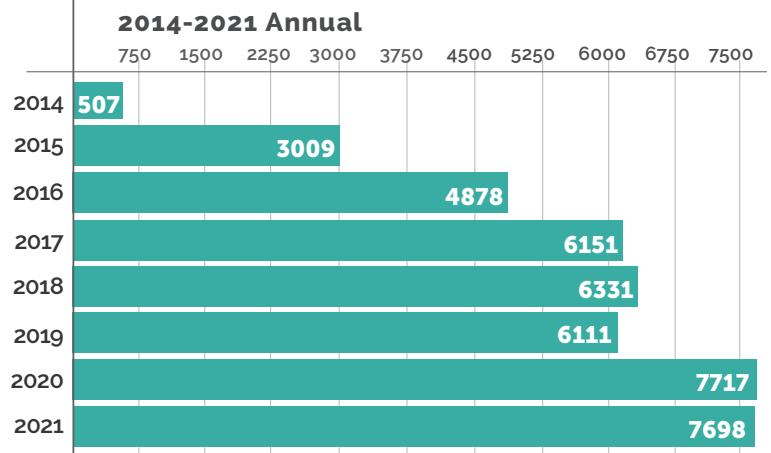
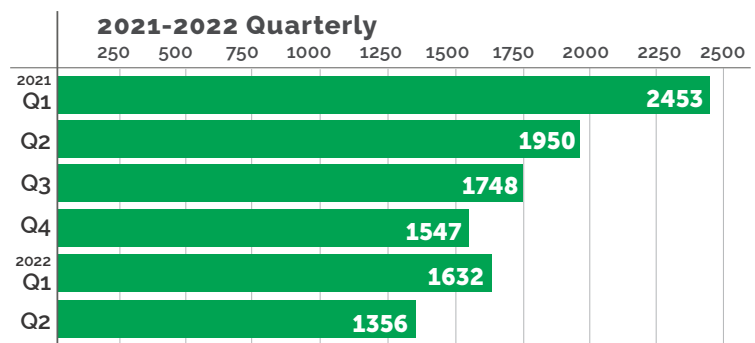


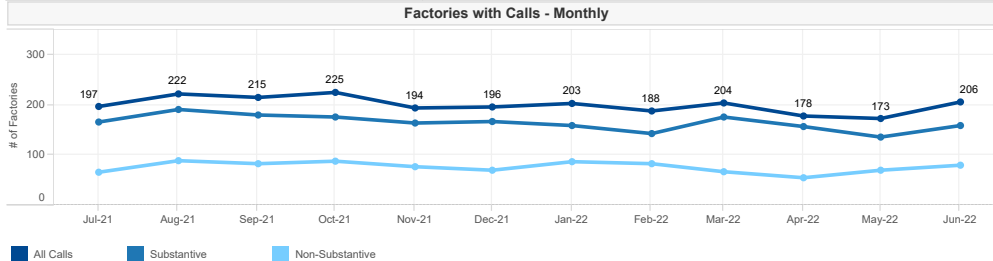
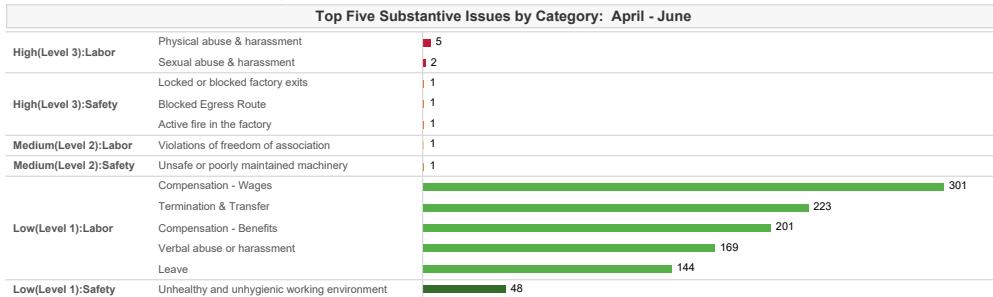
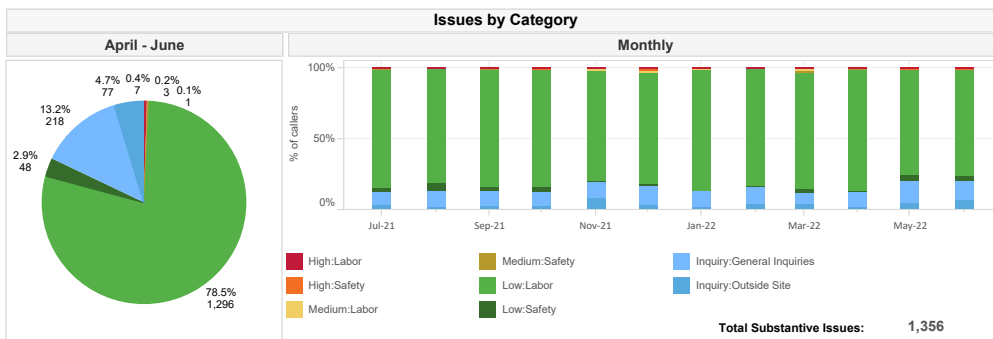
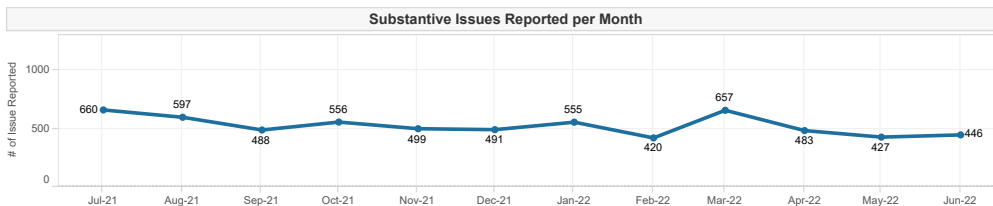
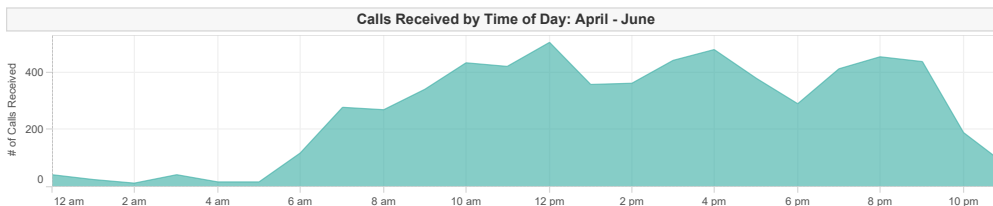
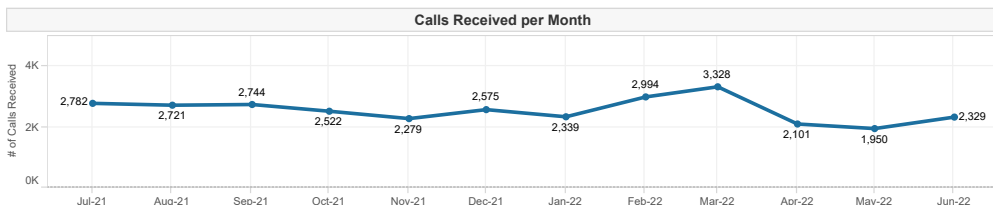
Photo: ©ILO/M.Crozet



# SECOND QUARTER 2022 FINDINGS

## KEY FINDINGS INCLUDE:

- **6,380 calls were placed to Amader Kotha in the second quarter of 2022**, this is a 26.3% decrease in calls compared to the previous quarter for a total of 30,664 calls received in the past 12 months.
- **21.25% (1356) of calls received were substantive issues.** A majority (78.5%) related to low level labor issues such as compensation (including wages and bonuses), termination and leave, and verbal abuse from supervisors. In total, 3 high-level safety and 7 high-level labor issues were reported to the Helpline.
- **The most reported priority issues were related to physical abuse and harassment, followed by sexual abuse and harassment**, for a total of 7 incidents. We also received 1 call related to violations of freedoms of association. High and medium level labor and safety issues made up 0.3% of all calls during last quarter.
- **General inquiries comprised 17.9% of issues this period**, disregarding missed or test calls. We had 2.9% of calls categorized as low (level 1) safety issues, up from last quarter, with unhealthy and hygienic work environments being the only reported issue from 48 callers.

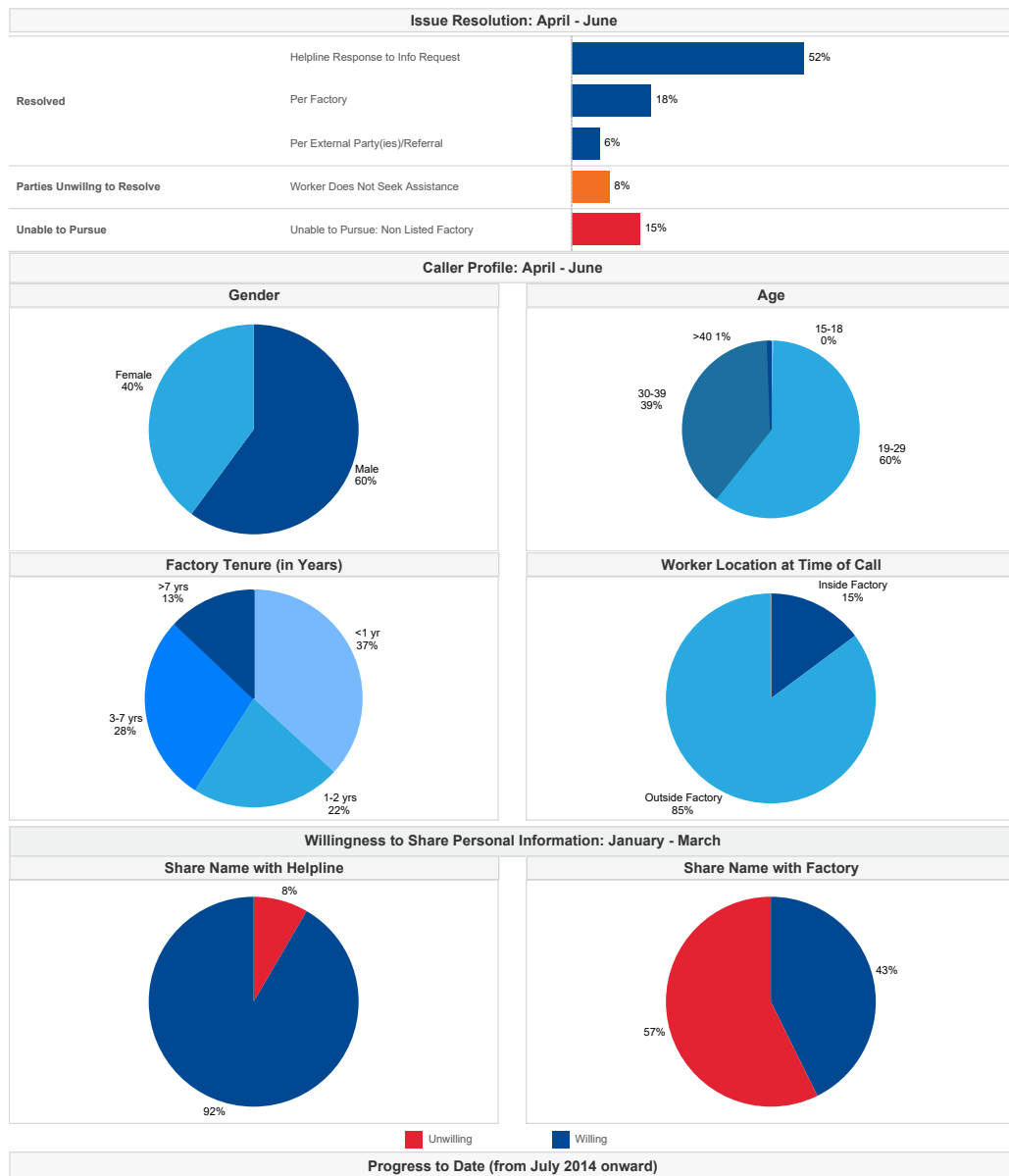




# SECOND QUARTER 2022 FINDINGS

## KEY FINDINGS, CONTINUED:

- On average, the peak call times in Q2 2022 were between 6:15am to 10:00pm, with more workers calling the Helpline before 10am than the previous quarter. This quarter only 15% of workers called from inside factories, with 85% calling from outside the factories, which remains roughly unchanged from the previous quarter.
- 43% of workers indicated that they were willing to share their name with their factories when reporting grievances to the Helpline, which is a small decrease from last quarter. 92% of workers were happy to share their name with the Helpline itself, 4% more than last quarter, again demonstrating the very positive level of trust workers have with us.



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

Total Calls		Substantive Issues	Helpline Launched Factories
Inbound	73,960	47,842	Factories: 1,231
Outbound	596,288		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