

Q4 2022 HELPLINE HEADLINES

Welcome to the Q4 2022 edition of *Our Voice*, the newsletter of the Amader Kotha Helpline. In Q4 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, 1 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 which began at the beginning of Q3, 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.

SUBSTANTIVE ISSUES REPORTED TO HELPLINE

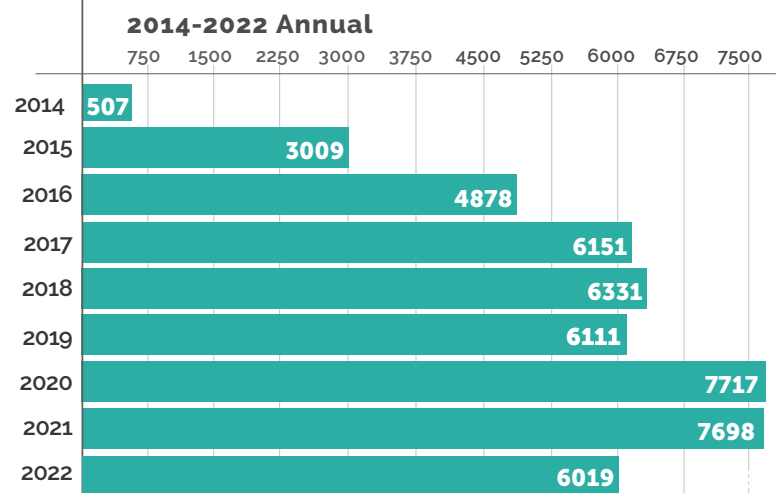
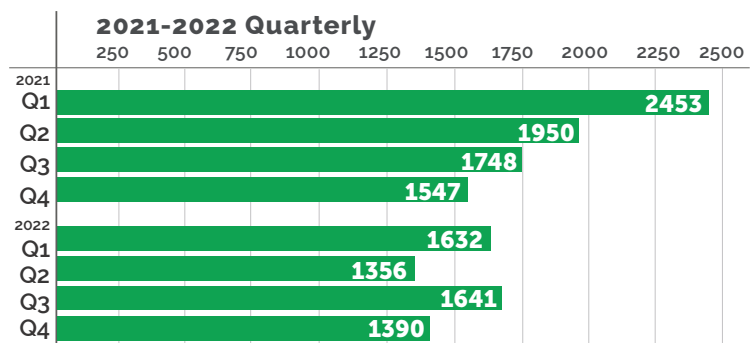


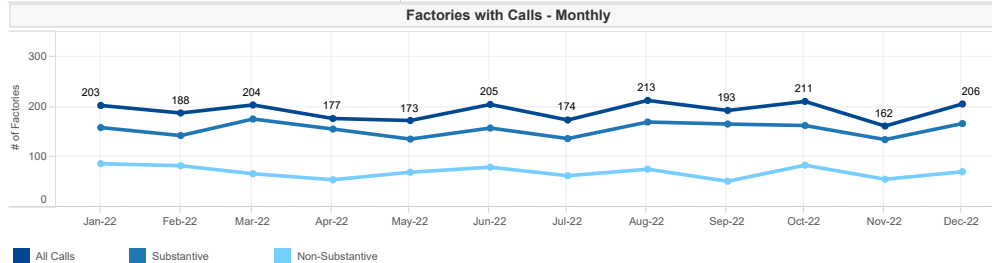
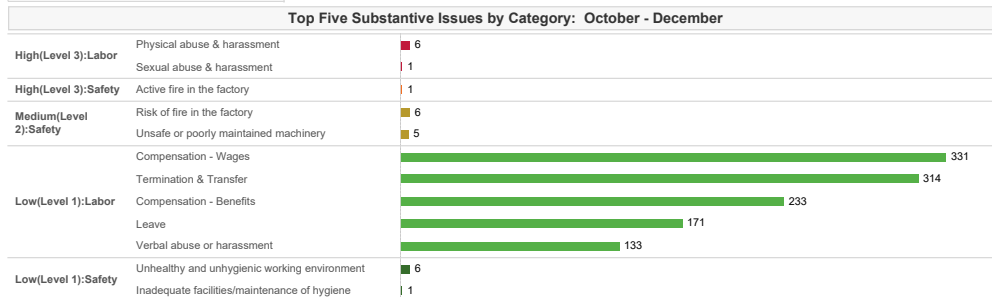
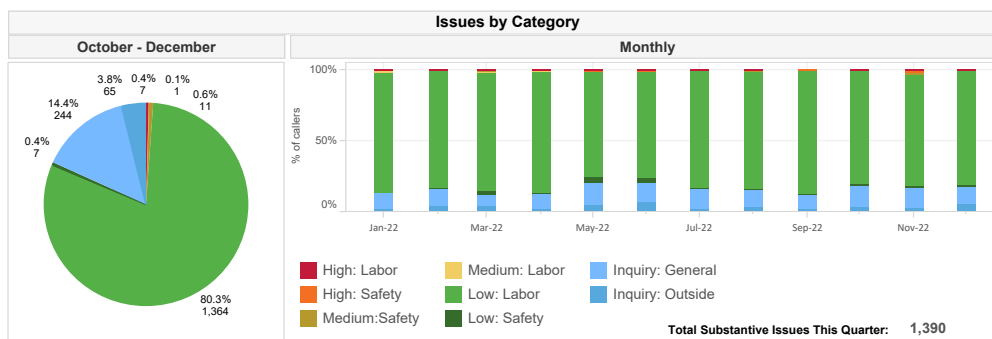
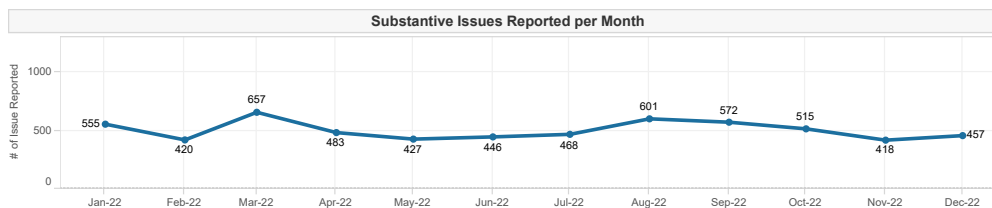
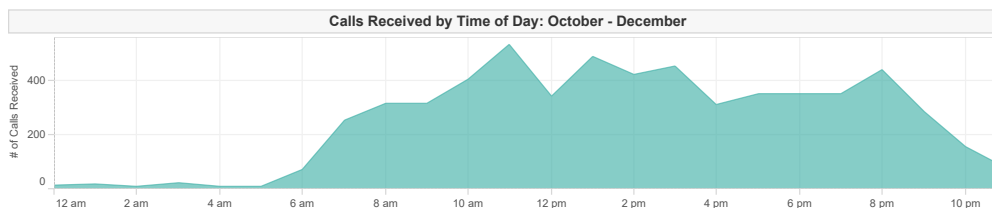
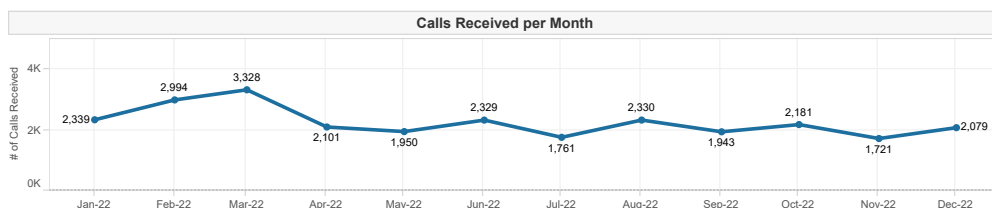
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FOURTH QUARTER 2022 FINDINGS

KEY FINDINGS INCLUDE:

- **5,981 calls were placed to Amader Kotha in the fourth quarter of 2022**, this is a 0.88% decrease in calls compared to the previous quarter for a total of 27,056 calls received in the past 12 months.
- **23.24% (1390) of calls received were substantive issues.** A majority (80.3%) related to low level labor issues such as compensation (including wages and bonuses), termination and leave, and verbal abuse from supervisors. In total, 1 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 an active factory fire. High and medium level labor and safety issues made up 1.1 % of all calls during last quarter.
- **General inquiries comprised 18.2% of issues this period**, disregarding missed or test calls. We had 0.4% of calls categorized as low (level 1) safety issues, down from last quarter, with unhealthy and hygienic work environments and inadequate facilities being the only reported issues from 7 callers.

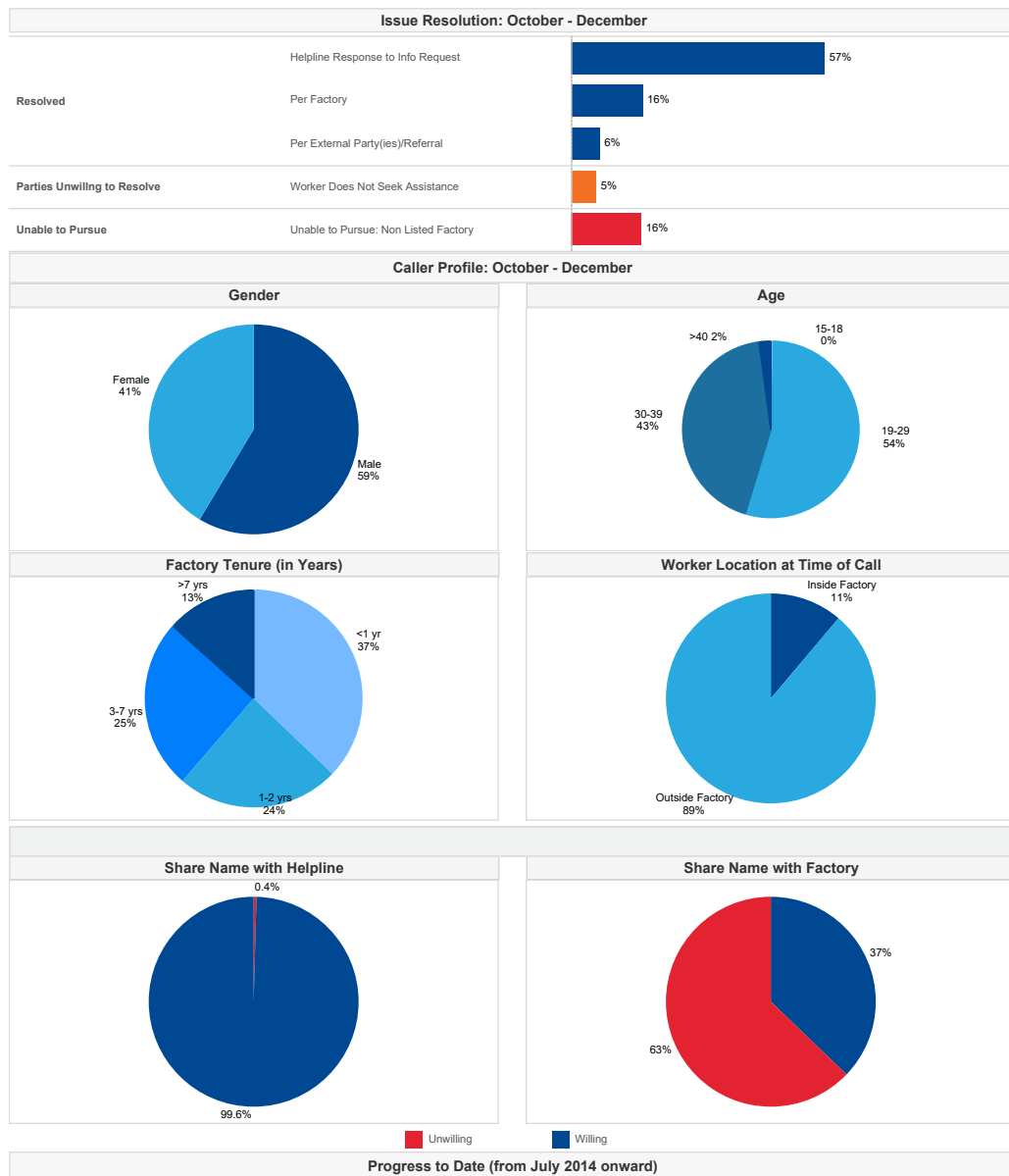




FOURTH QUARTER 2022 FINDINGS

KEY FINDINGS, CONTINUED:

- On average, the peak call times in Q4 2022 were between 7:00am to 9:45pm, with 11am being the most popular time to call. This quarter only 11% of workers called from inside factories, which is fewer workers calling from inside factories than previous quarters.
- This past quarter, 37% of workers indicated that they were willing for the helpline to share their name with their factories when reporting grievances to the Helpline, which is a small decrease from last quarter.



Progress to Date (from July 2014 onward)

Total Calls	Substantive Issues	Helpline Launched Factories
Inbound 86,085	53,092	Factories: 1,262
Outbound 610,466		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, an LRQA company and the leading supply chain risk and sustainability solutions provider globally. Each partner brings years of experience building innovative, best-in-class labor compliance programs in supply chains.

The image displays various promotional materials for Amader Kotha Worker Helpline. It includes several posters and brochures. The Bengali text on the materials includes:

- "আমাদের কথা" (Our Voice)
- "নিরাপদ কর্ম পরিবেশ" (Safe working environment)
- "নিরাপদ কর্ম পরিবেশ আমাদের লক্ষ্য" (Safe working environment is our goal)
- "ফোন করুন" (Call us)
- "টোল ফ্রিঃ ০৮০০৬৬৬৬৬৬" (Toll Free: 0800666666)

 The English text includes:

- "Safe working environment is our goal"
- "To identify hazard, create awareness and ensure safety"
- "Call us Toll Free: 0800666666"

 There are also smaller cards with instructions on how to communicate with the helpline, such as "Prepare your phone set to make a phone call" and "Dial Helpline number".

Information about Amader Kotha is publicized in factories

