

## Q1 2023 HELPLINE HEADLINES

Welcome to the Q1 2023 edition of *Our Voice*, the newsletter of the Amader Kotha Helpline. In Q1 2023, we continued to provide workers in the Bangladesh ready made garment sector with a trusted communication channel to report and help resolve workplace issues before they escalate into major concerns.

In this quarter, 7 high-level safety and 6 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 2022, 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

### SUBSTANTIVE ISSUES REPORTED TO HELPLINE

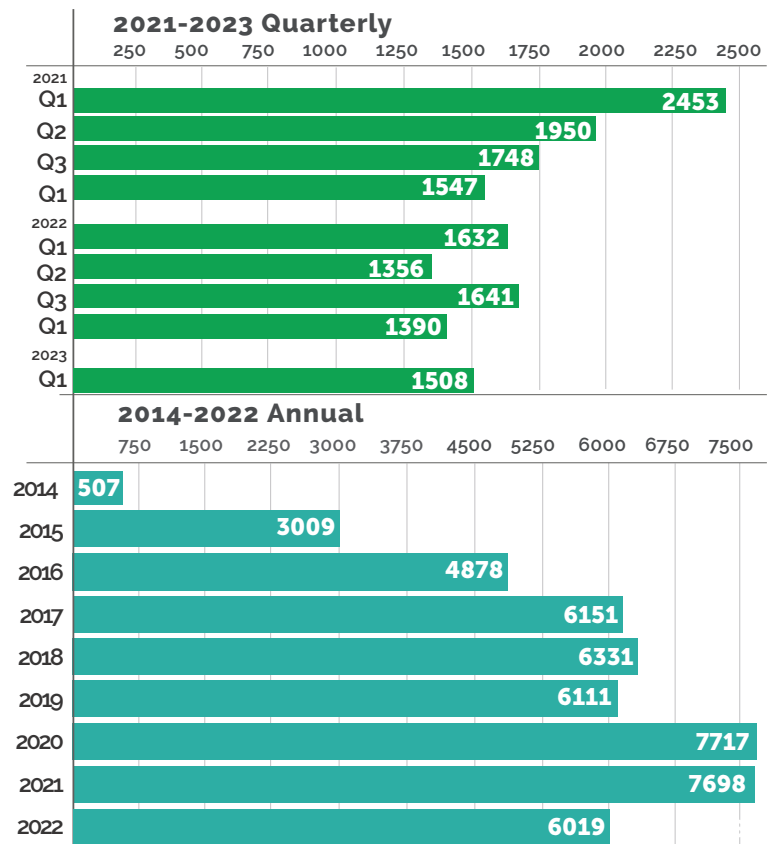


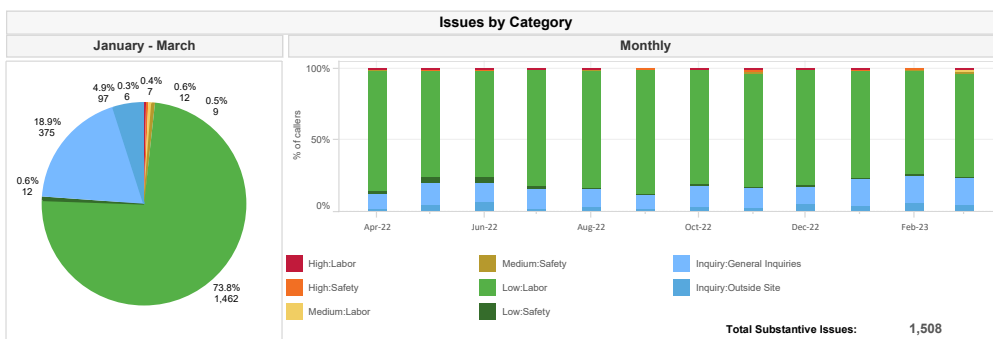
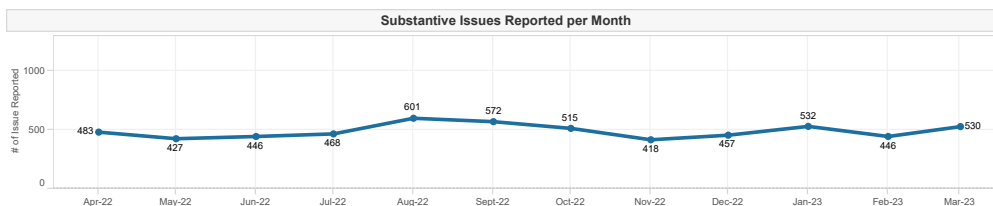
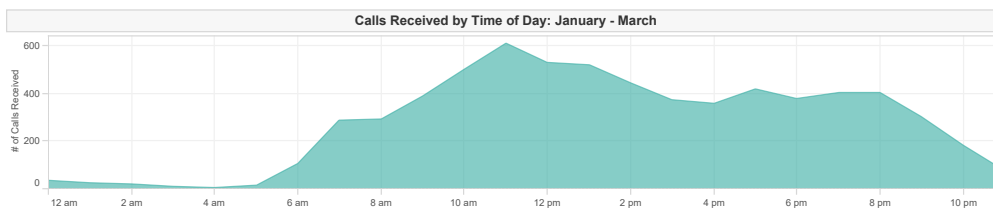
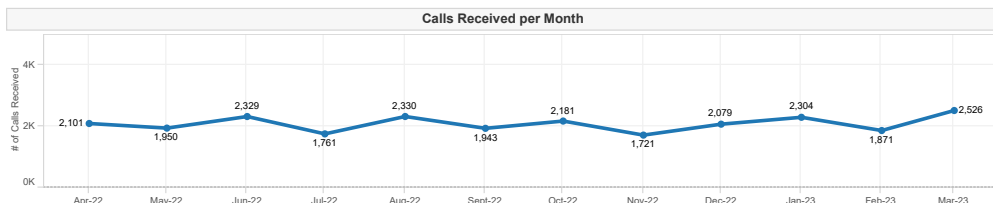
Photo: ©ILO/ILO Asia Pacific



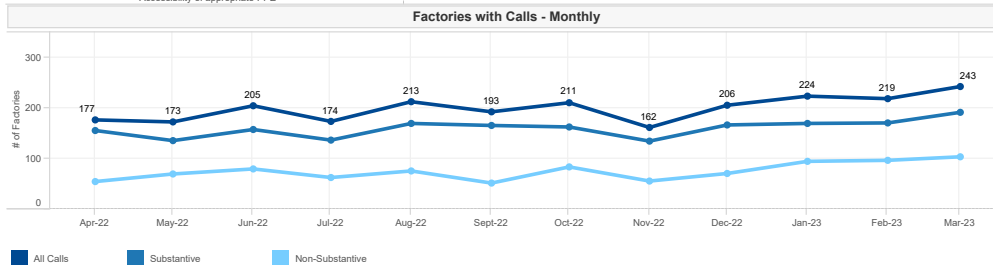
# FIRST QUARTER 2023 FINDINGS

## KEY FINDINGS INCLUDE:

- **6,714 calls were placed to Amader Kotha in the first quarter of 2023**, this is a 12.25% increase in calls compared to the previous quarter for a total of 22,792 calls received in the past 12 months.
- **22.46% (1,508) of calls received were substantive issues.** A majority (73.8%) related to low level labor issues such as compensation (including wages and bonuses), termination and leave, and verbal abuse from supervisors. In total, 7 high-level safety and 6 high-level labor issues were reported to the Helpline.
- **The most reported priority issues were related to physical abuse and harassment, sexual abuse and harassment, worker injuries or fatalities, and active factory** for a total of 13 incidents. High and medium level labor and safety issues made up 0.7 % of all calls during the quarter.
- **General inquiries comprised 25.8% of issues this period**, disregarding missed or test calls. We had 0.6% of calls categorized as low (level 1) safety issues, up from last quarter, with unhealthy and hygienic work environments and inadequate facilities and accessibility of appropriate PPE being the only reported issues from 12 callers.



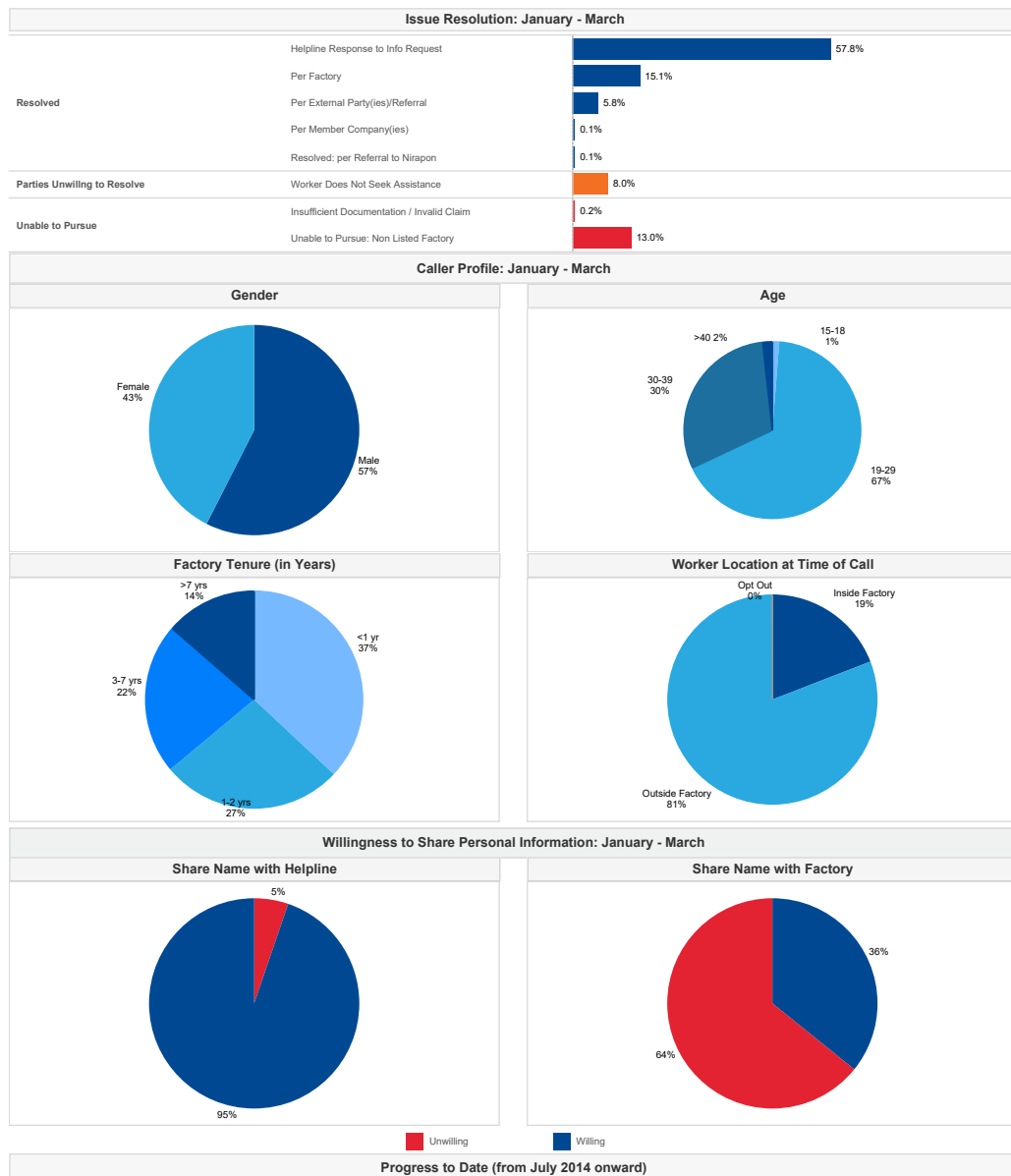
Category	Issue	Count
High(Level 3):Labor	Physical abuse & harassment	4
	Sexual abuse & harassment	2
	Worker injury or fatality at a factory	2
	Active fire in the factory	2
	Locked or blocked factory exits	1
High(Level 3):Safety	Cracks in beams, columns or wall	1
	Blocked Egress Route	1
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Medium(Level 2):Labor	Compensation issues (other illegal and/or unethical practices)	12
	Unsafe or poorly maintained machinery	7
Medium(Level 2):Safety	Risk of fire in the factory	2
	Termination & Transfer	2
Low(Level 1):Labor	Compensation - Wages	344
	Compensation - Benefits	343
	Leave	172
	Verbal abuse or harassment	214
	Unhealthy and unhygienic working environment	8
Low(Level 1):Safety	Inadequate facilities/maintenance of hygiene	3
	Accessibility of appropriate PPE	1



# FIRST QUARTER 2023 FINDINGS

## KEY FINDINGS, CONTINUED:

- On average, the peak call times in Q1 2023 were between 7:00am to 8:00pm, with 11am being the most popular time to call. This quarter 19% of workers called from inside factories, with 81% calling from outside the factories, which is 6% more workers calling from inside factories than previous quarters.
- This past quarter, 36% 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 1% decrease from last quarter.



**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. On the left, there are three overlapping brochures in Bengali, each featuring a woman in a red headscarf talking on a mobile phone. Below these are two more Bengali brochures and one English one, all with the same theme. On the right, there are two posters. The top poster is in Bengali and asks 'কিভাবে হেল্পলাইন যোগাযোগ করবেন?' (How to communicate with the helpline?). The bottom poster is in English and asks 'How to Communicate with helpline?'. Both posters include instructions on how to use the helpline and the toll-free number 0800666666.

Information about Amader Kotha is publicized in factories

