



## Q2 2024 HELPLINE HEADLINES

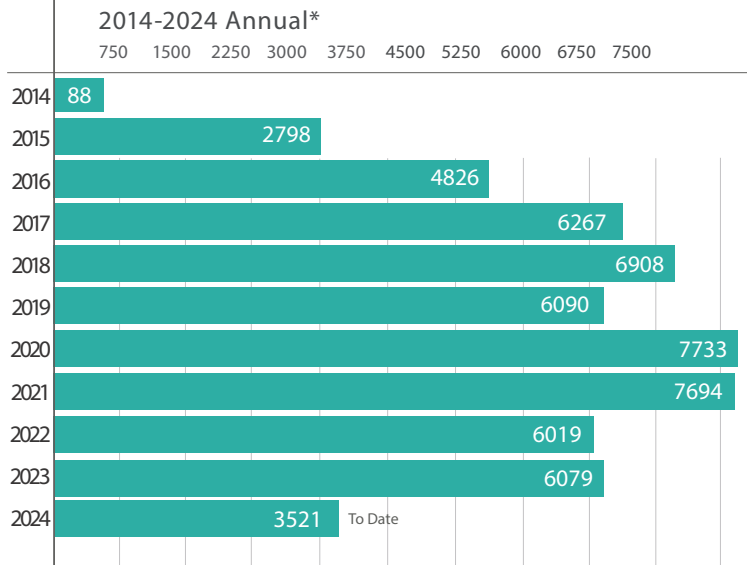
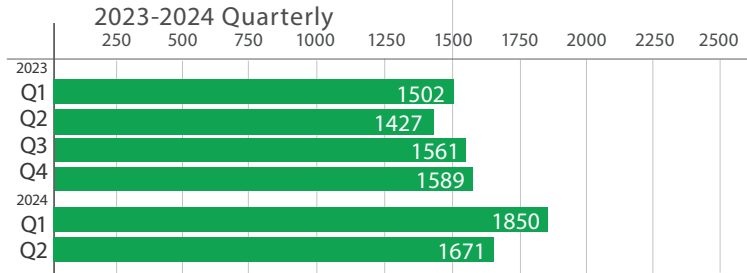
Welcome to the Q2 2024 edition of Our Voice, the newsletter of the Amader Kotha Helpline. In Q2 2024, we continued to provide workers in the Bangladesh readymade garment sector with a trusted communication channel to report and help resolve workplace issues before they escalate into major concerns, and to encourage sustainable solutions..

Recent protests in Dhaka have led to disruptions in all aspects of life. While some Helpline service interruption has resulted from government restrictions on Internet and cellular service, the Helpline is operating normally during government permitted hours. Our call recording system is available whenever service is possible at all other times.

Since the Amader Kotha Helpline's inception in July 2014, the Helpline had been launched in more than 1,500 factories reaching more 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



\*Revised case count methodology



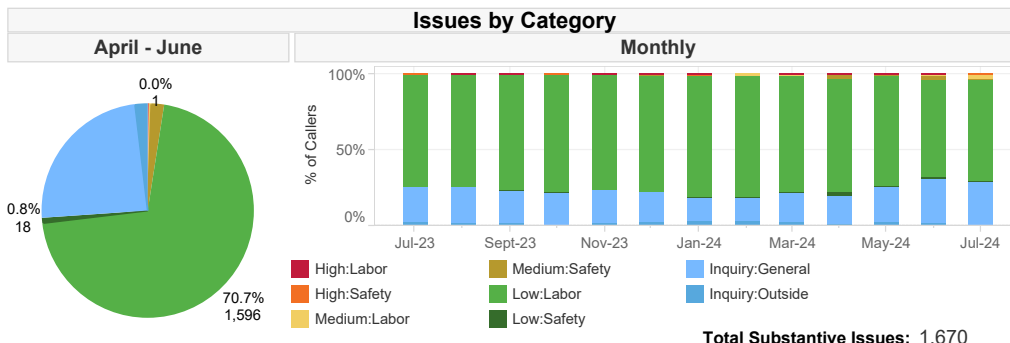
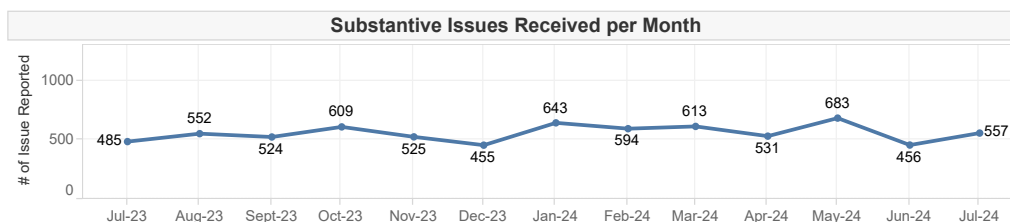
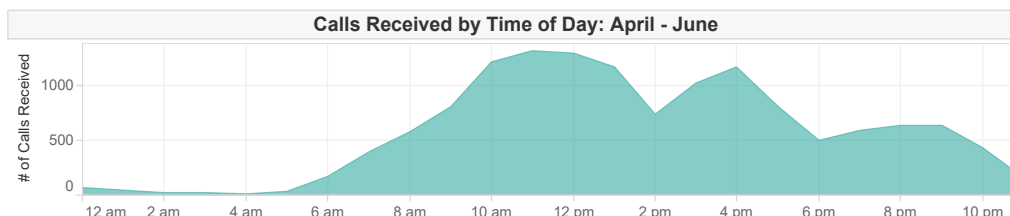
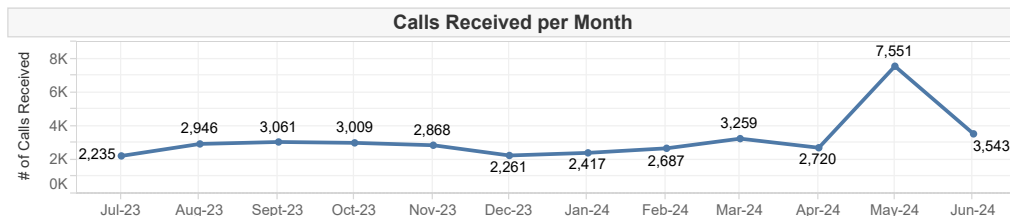
Photo: ©ILO/M.Crozet



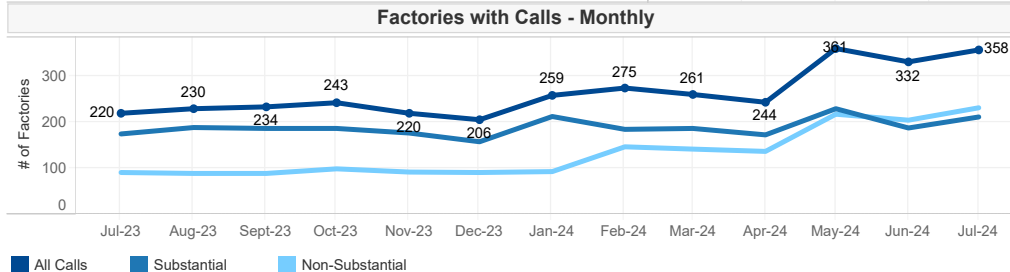
# SECOND QUARTER 2024 FINDINGS

## KEY FINDINGS INCLUDE:

- 13,814 calls were placed to Amader Kotha in the second quarter of 2024, this is a 60.5% increase in calls compared to the previous quarter for a total of 38,557 calls received in the past 12 months.
- 12.1% (1,671) of calls received were substantive issues. A majority (70.7%) related to low level labor issues such as compensation (including wages and bonuses), termination and leave, and hours of work. In total, 1 high-level safety and 3 high-level labor issues were reported to the Helpline. This quarter saw a sharp increase in calls related to inadequate ventilation, with 43 calls.
- The most reported high-risk issues were related to physical abuse and harassment and active fire in the factory, for a total of 4 incidents. High and medium-risk labor and safety issues made up 4.1% of all calls during last quarter.
- General inquiries comprised 31.9% of issues period, disregarding missed or test calls. We had 1.1% of calls categorized as low (level 1) safety issues, up from last quarter.



Category	Issue	Count
High(Level 3):Labor	Physical abuse & harassment	3
High(Level 3):Safety	Active fire in the factory	1
Medium(Level 2):Labor	Compensation issues (including wages delayed more than a mont...	10
Medium(Level 2):Labor	Retaliation, integrity issues and worker rights: Issues that present ...	8
Medium(Level 2):Safety	Risk of fire in the factory	1
Medium(Level 2):Safety	Inadequate ventilation	43
Low(Level 1):Labor	Compensation-Wages	345
Low(Level 1):Labor	Termination	340
Low(Level 1):Labor	Compensation-Benefits	160
Low(Level 1):Labor	Leave	224
Low(Level 1):Safety	Unhealthy and unhygienic working environment	12
Low(Level 1):Safety	Inadequate facilities/maintenance of hygiene	6





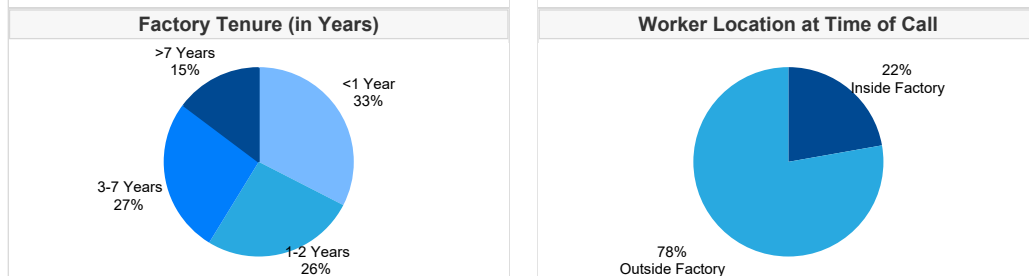
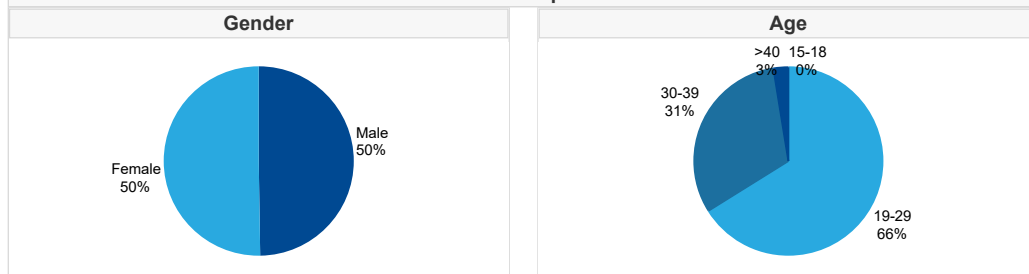
# SECOND QUARTER 2024 FINDINGS

## KEY FINDINGS, CONTINUED:

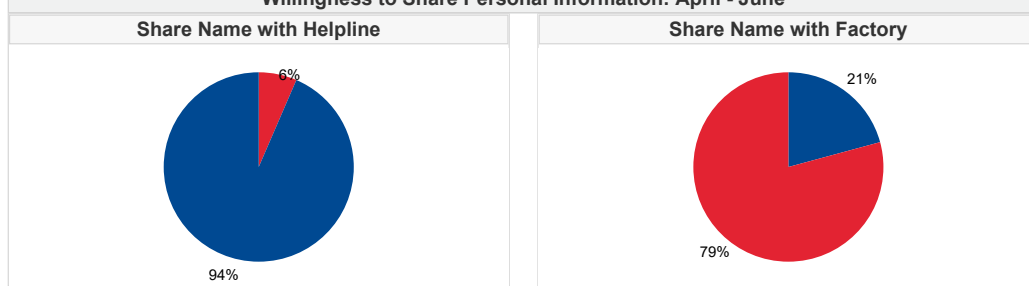
- On average, the peak call times in Q2 2024 were between 10am to 1pm. This quarter only 22% of workers called from inside factories, with 78% calling from outside the factories, which remains roughly unchanged from last quarter.
- This past quarter, 21% of workers indicated that they were willing to share their name with their factories when reporting grievances to the Helpline, which is an increase from last quarter. 94% 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: April - June		
Resolved	Helpline Response to Information Request	53%
	per Factory	21%
	per External Party(ies)/Referral	8%
Party(ies) Unwilling to Re..	Worker Does Not Seek Assistance	4%
Unable to Pursue	Non Listed Factory	13%
	Insufficient Documentation / Invalid Claim	0%
Other	Training Test Call	0%

### Caller Profile: April - June



### Willingness to Share Personal Information: April - June



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

**Total Calls**  
**Inbound** 408,401  
**Outbound** 365,453

**Substantive Issues**  
 55,736

**Helpline Launched Factories**  
**Factories:** 1,578  
**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.



## Due diligence and complaints procedures under the EU CSDDD: The role of the Amader Kotha Helpline in Bangladesh

To our Amader Kotha Subscribers,

The EU Corporate Sustainability Due Diligence Directive or CSDDD, which entered into force on 25 July 2024, is the most ambitious corporate due diligence legislation to date. The CSDDD aims to create a common and comprehensive due diligence framework across the EU and member states are now required to transpose the new rules into their national laws by 2027. In the initial stage the rules are applicable to large EU-based companies (those with over 5000 employees and more than 1.5 billion Euro worldwide turnover). It will also be applicable to non-EU companies with over 1.5 billion Euro turnover within the EU.

In recent years, several countries around have introduced due diligence legislation, such as the German Supply Chain Act (LkSG), the French Duty of Vigilance Law, the UK Modern Slavery Act, and the U.S. Uyghur Forced Labor Prevention Act (UFLPA). The CSDDD, which is broadly sector-agnostic, contains provisions that set it apart from many of these national and EU-wide legislation. Some notable examples include:

- **Scope of risks and operations covered:** National legislation such as the LkSG requires that companies only address and remedy the risks presented by direct suppliers (and risks posed by indirect suppliers, if known). Whereas under CSDDD, companies are required to address actual or potential adverse impacts in the chain of activities, which can include indirect suppliers. Moreover, the scope includes upstream supply chain, own operations and downstream partners (e.g., transport and storage).
- **Focus on risk-based approach:** The CSDDD emphasizes a risk-based approach to companies' chain of activities. For example, while the LkSG requires companies to prioritise based on leverage or business activity, CSDDD requires companies to prioritise potential and actual adverse impacts based on likelihood and severity.
- **Strong focus on prevention and access to remedy:** The provisions of CSDDD requires companies to continually monitor and proactively engage with suppliers to ensure prevention and minimization of the negative impacts on human rights and environmental issues. Article 14 of CSDDD explicitly requires companies to provide a complaints process or grievance mechanism that is accessible by workers and other individuals who may be affected by the activities of its own operations, the operations of their subsidiaries or the operations of their business partners in the chains of activities.<sup>1</sup>

**The Amader Kotha Helpline allows companies to meet these due diligence requirements through its program of awareness, accessibility, and accountability.**

Article 14 of the CSDDD emphasizes the characteristics of complaints mechanisms that closely align with third-party operational-level GMs designed based on the United Nations Guiding Principles (UNGP) criteria for effective grievance mechanisms.<sup>2</sup> For example, it says, "Member States shall ensure that companies establish a fair, publicly available, accessible, predictable

<sup>1</sup>[https://www.corporate-sustainability-due-diligence-directive.com/CSDDD\\_Article\\_14.html](https://www.corporate-sustainability-due-diligence-directive.com/CSDDD_Article_14.html)

and transparent procedure for dealing with the complaints”, which correspond to the UNGP criteria on equity, accessibility, predictability and transparency. The Amader Kotha Helpline is toll-free nationwide and available during key hours. Helpline officers are trained to be sensitive to workplace conditions, to record information accurately and completely and to always follow-up with workers as information about their concern becomes available.

Article 14 also underlines the need to, “take reasonably available measures to prevent any form of retaliation by ensuring the confidentiality of the identity of the person or organization submitting the complaint”, which speak to the UNGPs’ legitimacy and rights-compatibility requirements. Amader Kotha Helpline protocols specifically call for timely reporting, validation of reports whenever possible, and respect for the confidentiality of workers. Retaliation or the threat of retaliation is not permitted; any reports of this kind are immediately escalated to the relevant supply chain authorities.

In addition to operational-level grievance mechanisms, Article 14 also points out the role that collaborative or industry-level grievance mechanisms (e.g., those established by industry associations, multi-stakeholder initiatives or global framework agreements) can play in fulfilling due diligence requirements if they meet the necessary effectiveness criteria mentioned above. In fact, experts have suggested that operational and industry-level grievance mechanisms can play a complementary role to each other to ensure identification, prevention, remedy and redress of grievances.<sup>3</sup> The partnership between the Amader Kotha Helpline and Nirapon is an example of this model. Through this partnership, the Amader Kotha Helpline and Nirapon are able to catalyze collective action by the relevant supply chain actors to ensure systemic change that results in safer conditions for workers.

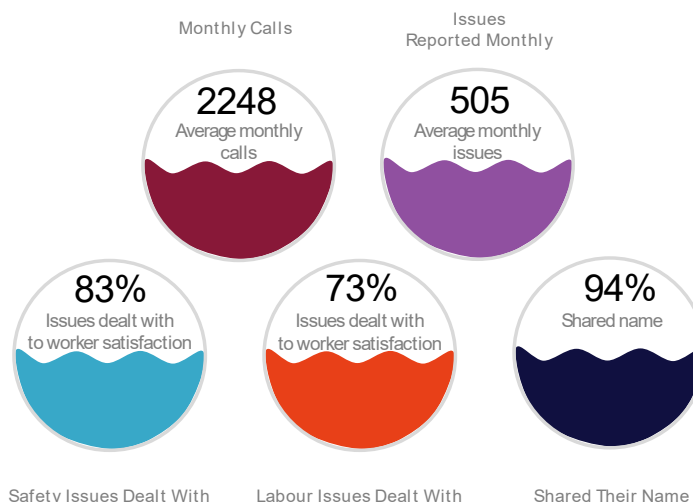
## OUR IMPACT

Our numbers speak for themselves

# 1.5 M Workers



Workers trust the system. We know because they call frequently, they tell their friends about it, they are willing to share their identity, and issues are dealt with to their satisfaction.



The CSDDD has shifted the conversation on grievance mechanisms and has put the onus on Member States and companies to align their efforts with standards set by the UNGPs. The continuing success of the Amader Kotha Helpline provides demonstrates how it is possible for companies to meet these high standards in an effective and sustainable way.

<sup>2</sup><https://www.ohchr.org/sites/default/files/2022-01/arp-note-meeting-effectiveness-criteria.pdf>

<sup>3</sup>[https://www.germanwatch.org/sites/default/files/effective\\_grievance\\_mechanisms\\_in\\_european\\_due\\_diligence\\_legislation\\_2023\\_2.pdf](https://www.germanwatch.org/sites/default/files/effective_grievance_mechanisms_in_european_due_diligence_legislation_2023_2.pdf)



## 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.

**কিভাবে হেল্পলাইনে যোগাযোগ করবেন?**

আপনার ফোনটি কল করার জন্যে প্রস্তুত করুন

হেল্পলাইন নাম্বার ডায়াল করুন

আপনার কথা আমাদের জানান। আপনার পরিচয় গোপন থাকবে।

**আমাদের কথা AMADER KOTHA WORKER HELPLINE**

**ফোন করুন...**  
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টোল ফ্রি নম্বর  
নিরাপদ কর্মপরিবেশ আপনার আমার লক্ষ্য  
{Safe working environment is our goal}

Clear Voice Hotline Service  
Phulki  
NIRAPON  
ELEVATE

**আমাদের কথা AMADER KOTHA WORKER HELPLINE**

নিরাপদ কর্মপরিবেশ  
আপনার আমার লক্ষ্য  
{Safe working environment is our goal}

ঝুঁকি, সচেতনতা ও নিরাপত্তার স্বার্থে  
**ফোন করুন**  
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টোল ফ্রি নম্বর

Clear Voice Hotline Service  
Phulki  
ELEVATE

Information about Amader Kotha is publicized in factories