



Q3 2024 HELPLINE HEADLINES

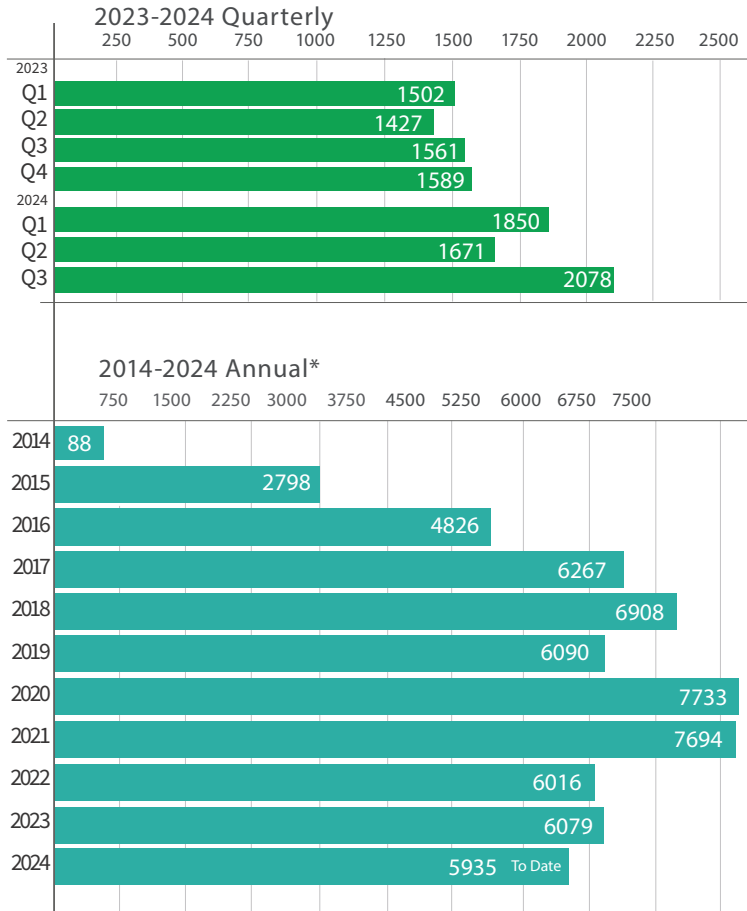
Welcome to the Q3 2024 edition of Our Voice, the newsletter of the Amader Kotha Helpline. In Q3 2024, we continued to provide workers in the Bangladesh readymade garment sector with a trusted communication channel to report and help resolve workplace issues before they escalate into major concerns, and to encourage sustainable solutions.

In this quarter, 9 high-level safety issues were reported to the Helpline, resulting in engaged factories working to address and resolve worker concerns. Despite disruptions resulted from ongoing power supply shortages and government restrictions on internet and cellular service, the Helpline has continued operations during the government permitted hours in this quarter. 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.

SUBSTANTIVE ISSUES REPORTED TO HELPLINE



*Revised case count methodology



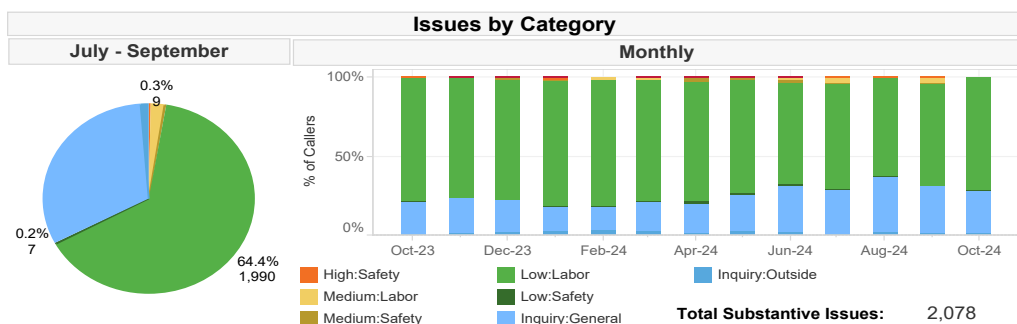
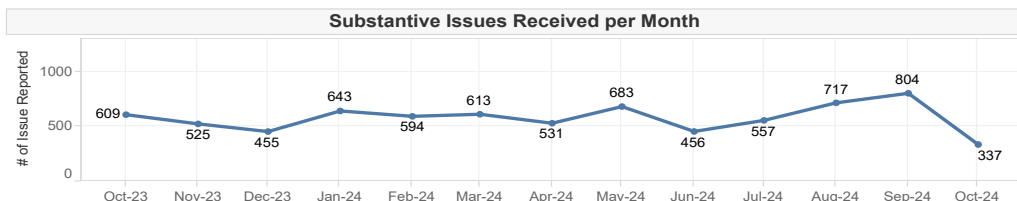
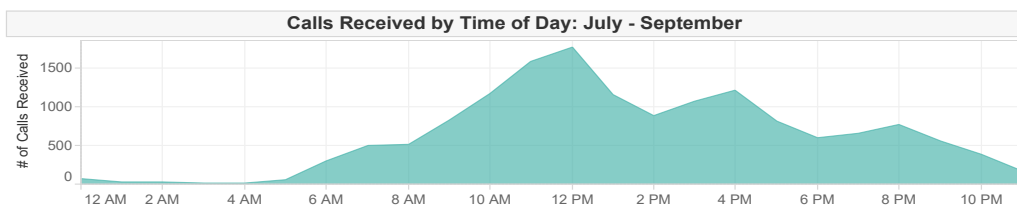
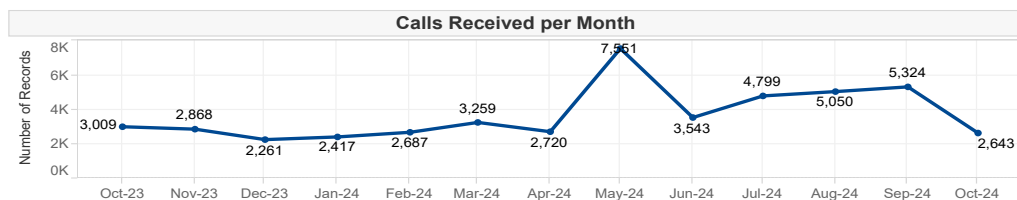
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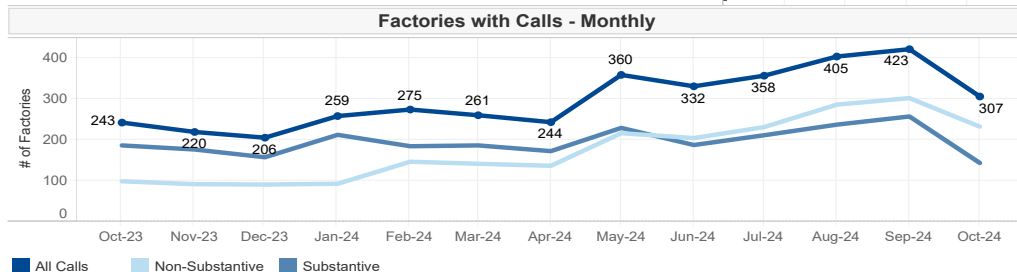
THIRD QUARTER 2024 FINDINGS

KEY FINDINGS INCLUDE:

- 15,173 calls were placed to Amader Kotha in the second quarter of 2024, this is a 9.8% increase in calls compared to the previous quarter for a total of 45,498 calls received in the past 12 months.
- 13.7% (2,078) of calls received were substantive issues. A majority (64.4%) related to low level labor issues such as compensation (including wages and bonuses), and termination and leave. In total, 9 high-level safety issues were reported to the Helpline. This quarter saw a sharp increase in calls related to retaliation, integrity and worker rights issues, with 65 calls.
- The most reported high-risk issues were related to active fire in the factory, for a total of 9 incidents. High and medium-risk labor and safety issues made up 4.2% of all calls during last quarter.
- General inquiries comprised 27.7% of issues period, disregarding missed or test calls. We had 0.3% of calls categorized as low (level 1) safety issues.



Category	Issue	Count
High(Level 3):Safety	Active fire in the factory	9
Medium(Level 2):Labor	Compensation issues (including wages delayed more than a month; and other illegal and/or unethical practices such as garnishing wages by payroll manag	5
	Retaliation, integrity issues and worker rights: Issues that present potential violations of agreed ethics or transparency related policies, inquiries	65
	Unsafe or poorly maintained machinery	1
Medium(Level 2):Safety	Inadequate ventilation	7
	Low(Level 1):Labor	Compensation-Wages
Low(Level 1):Labor	Termination	365
	Compensation-Benefits	219
	Leave	410
Low(Level 1):Safety	Unhealthy and unhygienic working environment	7



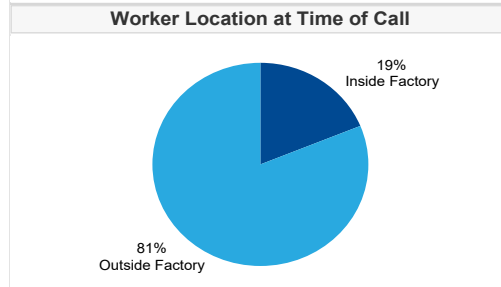
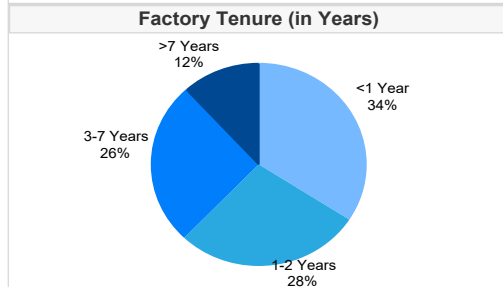
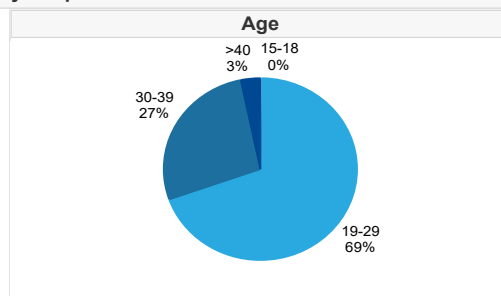
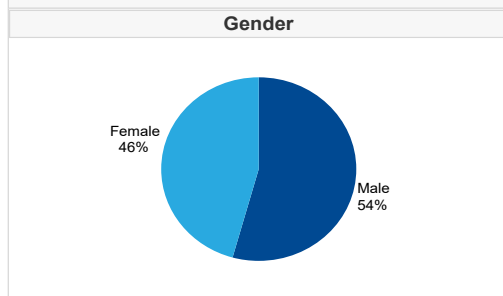
THIRD QUARTER 2024 FINDINGS

KEY FINDINGS, CONTINUED:

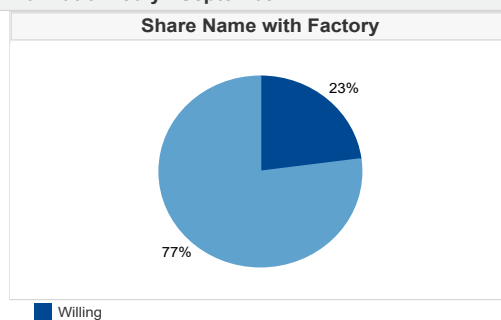
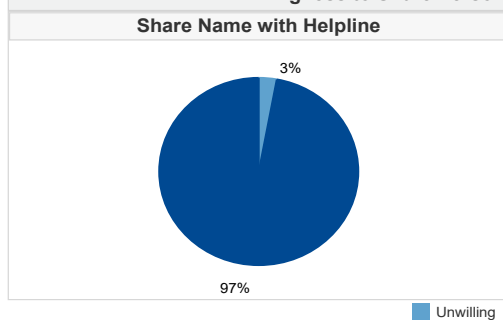
- On average, the peak call times in Q3 2024 were between 10am to 1pm. This quarter only 19% of workers called from inside factories, with 81% calling from outside the factories, which remains roughly unchanged from last quarter.
- This past quarter, 23% of workers indicated that they were willing to share their name with their factories when reporting grievances to the Helpline, which is an increase from last quarter. 97% 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: July - September		
Resolved	Helpline Response to Information Request	65%
	per Factory	18%
	per External Party(ies)/Referral	4%
Party(ies) Unwilling to Resolve	Worker Does Not Seek Assistance	3%
Unable to Pursue	Non Listed Factory	11%

Caller Profile: July - September



Willingness to Share Personal Information: July - September



Progress to Date (from July 2014 onward)

Total Calls
Inbound 440,479
Outbound 388,694

Substantive Issues
 87,074

Helpline Launched Factories
Factories: 1,576
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.



The Relevance of Amader Kotha Helpline's Success and Expanding Impact

To our Amader Kotha Subscribers,

In the last edition of [Our Voice](#), we describe how effective grievance channels in supply chains have become essential components of supply chain management as a result of due diligence legislation such as the German Supply Chain Act, the French Duty of Vigilance Law, the UK Modern Slavery Act, the U.S. Uyghur Forced Labor Prevention Act, and – importantly – the EU Corporate Sustainability Due Diligence Directive (CSDDD). In this edition, we explore the features of the Amader Kotha Helpline that have allowed it to reach a high level of success along with Helpline plans to expand impact.

The sixth UN Responsible Business and Human Rights Forum recently convened in Bangkok brought together a diverse group of experts and stakeholders to engage in dialogue and exchange ideas on innovative models for grievance mechanisms and remediation, including worker-driven and multi-stakeholder processes, and the roles that civil society and businesses play in ensuring meaningful and effective remedy processes. With the theme “The Remedy Blueprint – Bridging Gaps and Accelerating Access”, the Forum highlighted the crucial role of NGOs, trade unions, and civil society in designing and implementing effective grievance mechanisms.

At the Amader Kotha Helpline, Phulki, a respected civil society organization in Bangladesh working to improve the lives of workers, is the face of the Helpline. Established by Suraiya Haque over 30 years ago to promote the entrance of women into the workforce by establishing in-factory day care centers, Phulki has successfully navigated the needs of workers and managers to create relationships of trust.

One of the key points of the Forum was to highlight the role that civil society actors like Phulki serve as advocates for workers' rights, helping workers to voice concerns through long-standing relationships based on trust. Suraiya Haque, honored as an Ashoka Fellow and an Outstanding Social Entrepreneur of The Schwab Foundation, explains: “Our goal is to bring mothers into the workforce and since a majority of workers in the Bangladesh garment sector are women, the Helpline allows us to extend our work and make a real difference in the lives of workers and their families.”

Organizations like Phulki that are physically present and embedded in the local worker communities can foster a sense of trust which is crucial to understanding the context and specific challenges faced by workers. “Their insights can help design grievance mechanisms that are culturally appropriate and effective in addressing the unique needs of RMG workers in Bangladesh,” noted Savitri Restrepo, Associate Director at LRQA during her remarks as a panelist on the session titled Worker Grievance Mechanisms and Access to Remedy in Asia: Lessons from Selected Supply Chains. “By involving organizations like Phulki, workers can feel more confident that their issues will be heard and addressed,” she added.

“In addition to being part of an effective stakeholder engagement program, grievance mechanisms also fit into the larger world of corporate accountability and remedy ecosystem,” noted Doug Cahn, a long time corporate responsibility expert who heads [The Cahn Group](#) and serves as secretariat for Amader Kotha Helpline. “A well-functioning grievance program is one which relies on multi-stakeholder partnerships and cooperative approaches to remediation.” The Cahn Group regularly provides advice on the Helpline's operational protocols and serves as a liaison to brands and retailers who benefit from the Helpline's services. “I had the honor to work with Professor John Ruggie to pilot test the principles related to effective

grievance mechanisms now incorporated into the UN Guiding Principles on Business and Human Rights. Those experiences have been invaluable in applying principles to practice.”

In light of the emergence of mandatory human rights due diligence legislation and reporting requirements, participating companies at the Forum also recognized the importance of prioritizing good reporting and data analytics to truly harness the potential of grievance mechanisms. [LRQA](#), the leading supply chain risk and sustainable solution provider globally, provides critical infrastructure, data management and analysis to Amader Kotha Helpline users, along with its own expertise in grievance handling mechanisms. “By leveraging data, companies can identify trends, assess risks, and implement strategies to prevent the recurrence of issues,” noted Savitri Restrepo. “Recognizing these trends enables companies to take proactive measures rather than merely having knee-jerk reactions to individual complaints.”

In a world of increased accountability for all supply chain actors, the Amader Kotha Helpline is a prime example of the value of collaboration, first between the Helpline partners and then between the Helpline and workers, factory managers and their brand customers. “Of the grievance mechanism offerings we support, the Amader Kotha Helpline is one of the oldest and most successful,” noted Joanna Sylwester, Head of Global Engagement – Social Responsibility at Amazon.



It’s helping resolve worker grievances every day by providing information factory managers need to prevent recurrence, and that’s a positive development for all stakeholders.”

– Joanna Sylwester, Head of Global Engagement - Social Responsibility, Amazon

How can the Helpline expand its impact? We can extend Helpline access beyond Tier 1 cut and sew factories. By going deeper into supply chains to include material suppliers and more, we can give confidential, worker-provided information that factory managers need to resolve workplace problems and ensure that brands are meeting their own standards of conduct and regulatory requirements. Parties interested in extending the Helpline’s services beyond Tier 1 factories should contact us at: info@amaderkothahelpline.net.



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

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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