This Monthly Brief contains visualizations of data gathered via the Amader Kotha Helpline. The charts and trends conveyed represent the nature and frequency of worker calls, usage of the Helpline among Alliance factories, and demographic information about workers who call the Helpline.

**KEY FINDINGS INCLUDE:**

- 2,041 calls were placed to Amader Kotha in April, for a total of 16,555 calls received from the inception of the program through April 30th, 2015.

- Most calls were received in the afternoon and evening hours, with a peak of 223 calls around 1pm.

- 351 substantive issues were shared with the Helpline from workers at Alliance factories this month. The most commonly-reported issues in April were related to the Gorkha earthquake, which occurred on April 25th. Workers called during the earthquake about the shaking of walls and windows and afterwards to report structural damage to their factories.

- 236 of the issues reported to Amader Kotha in July were non-urgent, while 115 were urgent. This is the highest number of urgent issues received by the Helpline in a single month to date.

- General inquiries comprised 22% of issues this month, disregarding missed or test calls. The majority of these calls were Helpline inquiries and factory policy inquiries.
• 97 Alliance factories were represented by workers calling with substantive issues, out of a total of 162 Alliance factories with workers who called for any reason.

• 84% of workers who called to report a substantive issue this month were comfortable sharing their name with the Helpline, and nearly as many (81%) were willing to share their name with their factory.

• The majority of callers are male (76%), and at least 36% of callers are between the ages of 19 and 29, though more may be represented among those who did not disclose age. It is important to continue empowering women to express any concerns they may have.

• Only 18% of Helpline callers are willing/able to call from within their factory. It is worth considering whether this is due to workers’ lack of privacy, lack of phone service signal, or lack of access to mobile phones while in the factory.

• From December 2014 through April 2015, among Alliance factories where the Helpline has been launched, 158 (53%) employed workers who called with any issues, while 105 (35%) employed workers who called with substantive issues.

• All safety issues and urgent non-safety issues reported this month have been resolved and closed, though ~30% of non-urgent non-safety issues are pending. The majority of these cases pertain to compensation issues.