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:

- 2,631 calls were placed to Amader Kotha in August, for a total of 25,256 calls received from the inception of the program through August 31st, 2015.

- Most calls were received in the afternoon and evening hours, with a peak of 261 calls around 1pm.

- 309 substantive issues were shared with the Helpline from workers at Alliance factories this month. The most commonly-reported issues were related to compensation, termination, and verbal abuse.

- 303 (98%) of the substantive issues reported to Amader Kotha in August were non-urgent, while 6 were urgent. Among the urgent issues were a couple cases of bribery or corruption and a couple cases of physical abuse.

- General inquiries comprised 30% of issues this month, disregarding missed or test calls. These 144 calls are more than double the number of general inquiry calls last month, which may indicate increased interest in the Helpline.
• 57 Alliance factories were represented by workers calling with substantive issues, out of a total of 131 Alliance factories with workers who called for any reason.

• 98% of workers who called to report a substantive issue this month were comfortable sharing their name with the Helpline, while only 75% were willing to share their name with their factory.

• The majority of callers are male (73%), and at least 53% of callers are between the ages of 19 and 29, though more may be represented among those who did not disclose age. The percent of female callers has been decreasing over the past couple months.

• Only 18% of Helpline callers are willing/able to call from within their factory. This likely suggests workers feel more comfortable expressing concerns more privately.

• From December 2014 through August 2015, among Alliance factories where the Helpline has been launched, 193 (64%) employed workers who called with any issues, while 136 (45%) employed workers who called with substantive issues.

• The only urgent safety issue encountered this month was quickly resolved and closed. Three urgent non-safety issues have yet to be closed, along with 171 non-urgent non-safety issues, most of which pertain to compensation.