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:

- 1,771 calls were placed to Amader Kotha in July, for a total of 22,625 calls received from the inception of the program through July 31st, 2015.

- Most calls were received in the afternoon and evening hours, with a peak of 153 calls around 12pm.

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

- 194 of the issues reported to Amader Kotha in July were non-urgent, while 41 were urgent. These urgent issues were primarily due to compensation-related worker unrest at one particular factory.

- General inquiries comprised 19% of issues this month, disregarding missed or test calls. This signals a continuing decrease in the percent of calls with inquiries about the Helpline or factory policies.
59 Alliance factories were represented by workers calling with substantive issues, out of a total of 97 Alliance factories with workers who called for any reason.

87% of workers who called to report a substantive issue this month were comfortable sharing their name with the Helpline, and nearly as many (84%) were willing to share their name with their factory.

The majority of callers are male (69%), and at least 41% 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 27% 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 July 2015, among Alliance factories where the Helpline has been launched, 187 (62%) employed workers who called with any issues, while 133 (44%) employed workers who called with substantive issues.

100% of safety issues and urgent non-safety issues reported this month have already been resolved and closed, and 40% of non-urgent non-safety issues have been closed. The majority of pending cases pertain to compensation issues.