Substantive Issue Non-Substantive Call

KEY FINDINGS INCLUDE:

- 4,538 calls were placed to Amader Kotha in June, for a total of 76,777 calls received from the inception of the program through June 30, 2016.

- The peak call time this month was around noon, due to Helpline refresher trainings.

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

- 94 substantive issues were related to safety this month; among these, 23 issues were urgent.

- 464 (91%) of the substantive issues reported to Amader Kotha in June were non-urgent, while 45 were urgent. More than half of these urgent issues pertained to in-factory fires, physical abuse, and worker unrest.

- General inquiries comprised 30% of issues this month, disregarding missed or test calls.
• 198 Alliance factories were represented by workers calling with substantive issues in June, out of a total of 352 Alliance factories with workers who called for any reason.

• More than 70% of the issues/inquiries reported by workers this month have been resolved. Lack of issue resolution was due to workers not seeking resolution assistance or the Helpline and/or Alliance not being able to pursue issues further.

• 93% of workers who called to report a substantive issue this month were comfortable sharing their name with the Helpline, while only 62% were willing to share their name with their factory.

• The majority of callers this month are male (76%), and at least 64% of callers are between the ages of 19 and 29, though more may be represented among those who did not disclose age.

• Of the 739 Alliance factories that have received training on the Helpline, workers from 661 factories have placed calls to the Helpline. Workers from 481 of these factories reported substantive issues. This is based on data from December 2014 to date.

• 72% of the urgent issues encountered this month have been closed, with follow-ups occurring per protocol.

Notes:
• Graphs do not include calls from ‘False’ or ‘No Category’ issue categories, except graphs on calls received and calls by time of day.
• Substantive issues (non-inquiry calls of substance) per month graph may not match historical briefs due to changes in issue categorization over time.
• General Inquiries are not incorporated into ‘Substantive’ issue graphs, nor into graphs on caller profile and willingness to share personal information.
• Calls have been received from non-Alliance factories. For example, calls were received from 67 factories not listed as Alliance factories in June. 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.
• Of workers and # of factories where the Helpline has been launched are based on information provided by the Alliance.