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:

- 2,816 calls were placed to Amader Kotha in November, for a total of 32,747 calls received from the inception of the program through November 30th, 2015.

- The peak call time this month was around 11am, primarily due to training-related calls.

- 197 substantive issues were shared with the Helpline from workers at Alliance factories this month. The most commonly-reported issues were related to compensation, non-factory fire, and termination.

- 37 substantive issues were related to safety this month; among these, 15 issues were urgent.

- 183 (93%) of the substantive issues reported to Amader Kotha in November were non-urgent, while 14 were urgent. More than half of these urgent issues pertained to locked exits / blocked egress routes.

- General inquiries comprised 34% of issues this month, disregarding missed or test calls. This increase from last month is likely due to Basic Fire Safety + Helpline refresher trainings beginning in November.
74 Alliance factories were represented by workers calling with substantive issues, out of a total of 169 Alliance factories with workers who called for any reason.

91% of workers who called to report a substantive issue this month were comfortable sharing their name with the Helpline, while only 76% were willing to share their name with their factory.

The majority of callers this month are male (69%), 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.

Only 18% of Helpline callers are willing/able to call from within their factory. This is likely due to workers desiring privacy and/or not being allowed to use their phone inside their factory.

Of the 383 Alliance factories that have received training on the Helpline, workers from 317 factories have placed calls to the Helpline. Workers from 222 of these factories reported substantive issues. This is based on data from December 2014 to date.

All urgent issues encountered this month have been closed, along with all non-urgent safety issues.

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-Alliance factories. For example, calls were received from 46 factories not listed as Alliance factories in November. 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 (non-inquiry calls of substance) per month graph may not match historical briefs due to changes in issue categorization over time.
- # of workers and # of factories where the Helpline has been launched are based on information provided by the Alliance.