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:

• 5,612 calls were placed to Amader Kotha in October, for a total of 98,580 calls received from the inception of the program through October 31, 2016.

• The peak call times this month were around 11am and 4pm, due to Helpline refresher trainings.

• 406 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 in-factory structural cracks.

• 110 substantive issues were related to safety this month; among these, 54 issues were urgent.

• 329 (81%) of the substantive issues reported to Amader Kotha in October were non-urgent, while 77 were urgent. More than 60% of these urgent issues pertained to structural cracks at a particular factory.

• General inquiries comprised 37% of issues this month, disregarding missed or test calls.
169 Alliance factories were represented by workers calling with substantive issues in October, out of a total of 391 Alliance factories with workers who called for any reason.

75% 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 73% were willing to share their name with their factory.

The majority of callers this month were male (67%), and at least 63% of callers are between the ages of 19 and 29, though more may be represented among those who did not disclose age.

Of the 819 Alliance factories that have received training on the Helpline, workers from 757 factories have placed calls to the Helpline. Workers from 545 of these factories reported substantive issues. This is based on data from December 2014 to date.

77% of the 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 newsletters due to changes in issue categorization over time.
- Calls have been received from non-Alliance factories. For example, calls were received from 59 factories not listed as Alliance factories in October. 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.