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:**

- **9,637** calls were placed to Amader Kotha in October, for a total of 178,529 calls received from the inception of the program through October 31, 2017.

- The peak call times this month were around 12pm and 4pm, due to Helpline refresher trainings.

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

- **156** substantive issues were related to safety this month; among these, 22 issues were urgent.

- **567** (95%) of the substantive issues reported to Amader Kotha in October were non-urgent, while 32 were urgent. The top-reported urgent issue was intra-factory fires.

- General inquiries comprised 26% of issues this month, disregarding missed or test calls.
• 201 Alliance factories were represented by workers calling with substantive issues in October, out of a total of 439 Alliance factories with workers who called for any reason.

• 76% 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 to the Helpline staff and/or Alliance not being able to pursue issues further.

• 91% of workers who called to report a substantive issue this month were comfortable sharing their name with the Helpline; only 82% were willing to share their name with their factory.

• The majority of callers this month were male (72%), and at least 84% of callers were between the ages of 19 and 29, though more may be represented among those who did not disclose age.

• Of the 941 Alliance factories that have received training on the Helpline, workers from 909 factories have placed calls to the Helpline. Workers from 750 of these factories reported substantive issues. This is based on data from December 2014 to date.

• 76% of the safety 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 newletters 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 October. These calls are included in the call volume and call time and factories were received from 67 factories not listed as Alliance factories in October.
• Graphs do not include calls from ‘False’ or ‘No Category’ issue categories, based on information provided by the Alliance.

Progress to Date

<table>
<thead>
<tr>
<th>Total Calls</th>
<th>Substantive Issues</th>
<th>Helpline Launched Factories</th>
</tr>
</thead>
<tbody>
<tr>
<td># inbound: 178,529</td>
<td>Alliance factories: 12,930</td>
<td># Workers: 1,356,661</td>
</tr>
<tr>
<td># outbound: 74,425</td>
<td>Non-Alliance factories: 1,506</td>
<td># Factories: 941</td>
</tr>
</tbody>
</table>

Notes:
• # of workers and # of factories where the Helpline has been launched are based on information provided by the Alliance.