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:

• 2,421 calls were placed to Amader Kotha in October, for a total of 29,931 calls received from the inception of the program through October 31st, 2015.

• Most calls were received in the afternoon, with a peak of 260 calls around 4pm.

• 220 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 leave.

• 25 substantive issues were related to safety this month; among these, 3 issues were urgent.

• 211 (96%) of the substantive issues reported to Amader Kotha in October were non-urgent, while 9 were urgent. More than half of these urgent issues pertained to physical abuse.

• General inquiries comprised 31% of issues this month, disregarding missed or test calls. Many callers are still becoming aware of the Helpline and are curious about its services.

The most commonly-reported issues were related to compensation, verbal abuse, and leave. Among these, the top issues included:

1. Compensation - Wages
2. Compensation - Benefits
3. Verbal abuse
4. Leave
5. Termination

Non-urgent: Safety
- Inadequate facilities/hygiene
- Lack of adequate drinking water
- Outside Factory
- Inside Factory

Urgent: Safety
- Lockout - Inside
- Lawsuit - Outside Factory
- Outside Factory
- Inside Factory

Non-urgent: Non-safety
- Physical abuse
- Sexual harassment/abuse
- Use of force
- Search and seizure

Urgent: Non-safety
- Sexual harassment/abuse
- Use of force
- Search and seizure
- Physical abuse
- Verbal abuse

Non-urgent: Non-safety
- Verbal abuse
- Compensation - Wages
- Lack of adequate drinking water
- Outside Factory
- Inside Factory

The most urgent issues reported this month were related to safety, with a peak of 260 calls around 4pm.

Notes:
- Calls have been received from non-Alliance factories. For example, calls were received from 36 factories not listed as Alliance factories in October.
- The top five substantive issues by category for October 2015 are:
  1. Compensation - Wages
  2. Compensation - Benefits
  3. Verbal abuse
  4. Leave
  5. Termination

- 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.
- Graphs do not include calls from non-Alliance factories.
- The # of workers and # of factories where the Helpline has been launched is based on information provided by the Alliance.
- The # outbound and # inbound calls are based on information provided by the Alliance.
• 71 Alliance factories were represented by workers calling with substantive issues, out of a total of 143 Alliance factories with workers who called for any reason.

• 98% of workers who called to report a substantive issue this month were comfortable sharing their name with the Helpline, while only 69% were willing to share their name with their factory.

• The majority of callers are male (72%), and at least 73% of callers are between the ages of 19 and 29, though more may be represented among those who did not disclose age.

• Only 21% of Helpline callers are willing/able to call from within their factory. This likely suggests workers feel more comfortable expressing concerns more privately.

• Of the 385 Alliance factories that have received training on the Helpline, workers from 314 factories have placed calls to the Helpline. Workers from 212 of these factories reported substantive issues. This is based on data from December 2014 to date.

• Nearly all urgent issues encountered this month have been closed. The one remaining open issue requires a follow-up with factory management to ensure they execute on the post-incident action plan.

Notes:
• Graphs do not include calls from “General Inquiry” or “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 36 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.
• Substantive issues per month graph may not match historical newletters 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.

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: 29,931</td>
<td>Alliance factories: 3,029</td>
<td># workers: 650,349</td>
</tr>
<tr>
<td># outbound: 22,793</td>
<td>Non-Alliance factories: 318</td>
<td># factories: 385</td>
</tr>
</tbody>
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