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:

• 2,254 calls were placed to Amader Kotha in September, for a total of 27,510 calls received from the inception of the program through September 30, 2015.

• Call volume was particularly high around lunchtime and early evening; the peak time for calls this month was 11am, but nearly 200 calls were made around 2pm and 6pm as well.

• 206 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 fires, and termination.

• 201 (66%) of all issues reported to Amader Kotha in September were non-urgent, while 5 were urgent. There was one case of a factory fire and one case of structural issues within a factory.

• General inquiries comprised 32% of issues this month, disregarding missed or test calls. This is consistent with the trend of inquiries comprising about one-third of all issues.
• 59 Alliance factories were represented by workers calling with substantive issues, out of a total of 119 Alliance factories with workers who called for any reason.

• 97% of workers who called to report a substantive issue this month were comfortable sharing their name with the Helpline, while only 81% were willing to share their name with their factory.

• The majority of callers are male (66%), though this is a 7% decrease from last month. At least 71% of callers are between the ages of 19 and 29, though more may be represented among those who did not disclose age.

• Only 16% of Helpline callers made calls from within their factory. This is likely due to factory mobile phone policies as well as workers desiring privacy for their calls.

• Of the 385 Alliance factories that have received training on the Helpline, workers from 305 factories have placed calls to the Helpline. Workers from 203 of these factories reported substantive issues. This is based on data from December 2014 to date.

• All urgent issues encountered this month have been resolved and closed. Two out of 27 non-urgent safety issues have yet to be closed, along with 78 non-urgent non-safety issues, most of which pertain to compensation.