



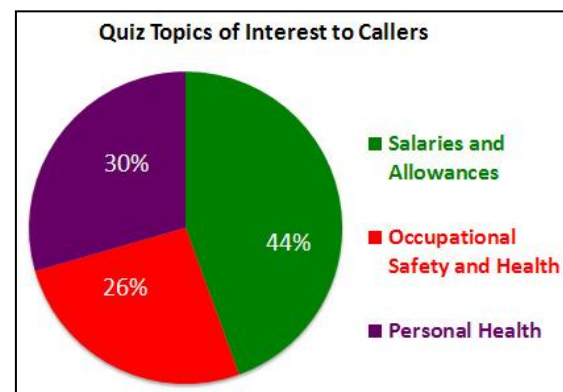
Kamako Chhnoeum Third Report Findings from January 1st to March 31st, 2013

After the launch of the Kamako Chhnoeum (Outstanding Worker) project on September 1, 2013, the International Labour Organisation's Better Factories Cambodia (BFC) program released its first report in October 2013 and a second report in December 2013. The project is available for workers to call for free on two networks.

The project uses an Interactive Voice Response (IVR) system to educate factory workers on issues of importance to them. The format is a phone-in quiz where workers answer questions related to **salary and allowances**, **occupational health and safety**, or **personal health**. The caller chooses a topic on which they would like to be quizzed and is then asked a series of three questions.

Call Volume & Driving Awareness:

Kamako Chhnoeum received 14,799 valid calls out of 17,121 calls in total during the reporting period. A valid call means that the caller stayed on the line to answer questions. Notably, BFC has replaced "easy" questions with new questions. (Note: Five questions were replaced in January 2014.)



Key Findings from the Report

- Of the three topics, the greatest number of callers chose to answer questions on Salaries and Allowances (44%), followed by Personal Health (30%), and Occupational Health and Safety (26%).
- 39% of the callers incorrectly believe that workers are not entitled to take special leave with seniority of less than one year, and 26% did not know that they are entitled to receive their full attendance bonus when they take annual leave.
- We note a decline in respondents' understanding of occupational health and safety issues. 61% understood correctly that twice/year emergency drills are needed compared to 70% in the last reporting period.
- Regarding personal health issues, 75% understood correctly that abortion is legal in Cambodia up to 12 weeks, 81% knew that Chinese pills are not safe and reliable for abortion, while 26% believed that hormonal contraceptives such as injection, pill and implants also protect against STIs and HIV/AIDS.

The following pages list each question by topical category, choices presented to the caller, the correct answer, and the overall accuracy of the caller group. In each instance, the caller was asked the question, given two options for a response (press "1" or "2"). The caller could also press "3" to repeat the question. While the number of instances callers chose "3" or

repeat was also low during this reporting period, BFC will watch the instances callers use the repeat option for indication of which questions are confusing and need to be modified.

WORKER COMMENTS

“This factory doesn't have drinking water for workers.”

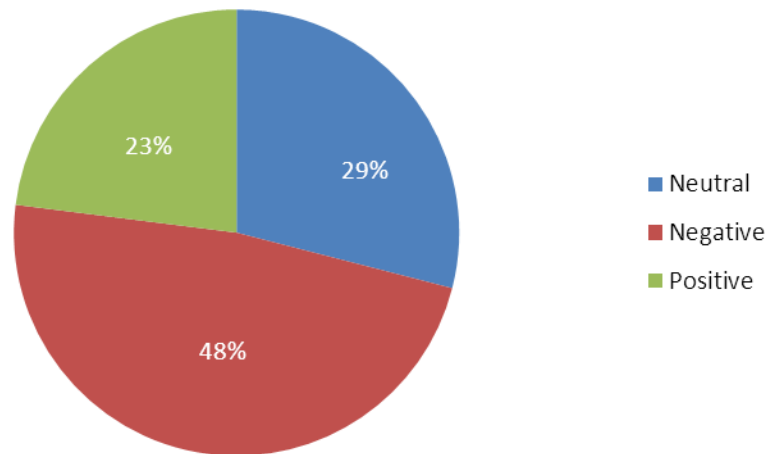
“The management forces workers to work overtime on Saturday.”

“I don't have enough money for food and house rental.”

“The factory doesn't have any problems.”

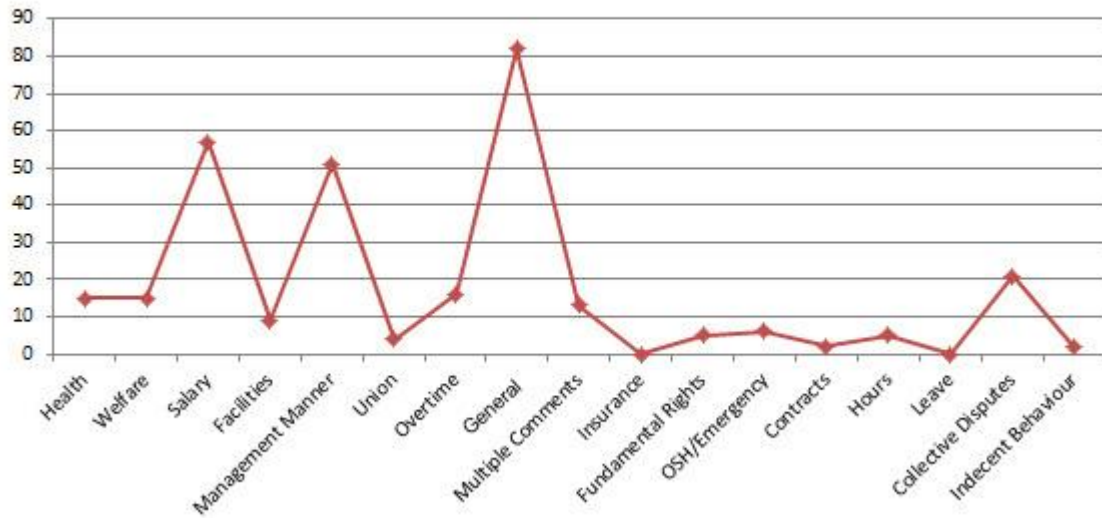
At the end of the quiz, the caller is invited to record a message of any topic they'd like. These are a sampling of some of the messages left by the workers.

The report findings and comments from workers will be shared with factories and brands that source from the factories.



48% of the comments received were negative, 23% positive and 29% neutral.

Frequencies of comment types



GLOSSARY:

Caller: Individual who calls into the Kamako Chhnoeum program. BFC is promoting the program to garment and footwear factory workers.

Hang-Up: The moment when the call ends. This could be attributed to a caller losing interest, the signal being dropped, etc.

Invalid: Caller hangs up prior to choosing a topic for the quiz.

Valid: Caller gets to the point in the IVR program where she begins the quiz

This project is supported by:



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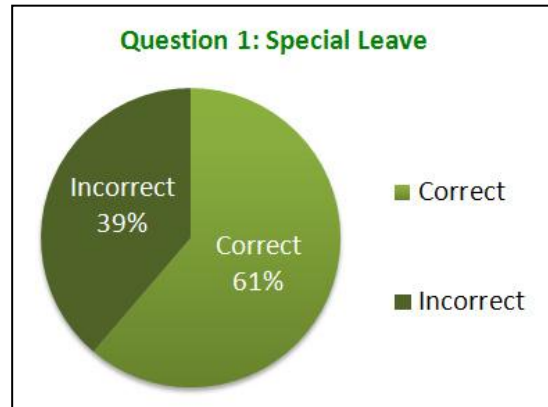


TOPIC: SALARIES AND ALLOWANCES

Question 1: Workers are entitled to take special leave when their seniority is less than one year:

- 1: True (CORRECT)¹
2: False

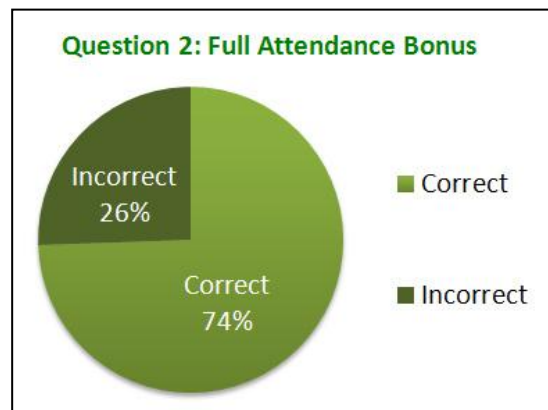
N= 6352 callers (exclude hang-ups)



Question 2: When you take annual leave, are you still entitled to receive a full attendance bonus?

- 1: True (CORRECT)²
2: False

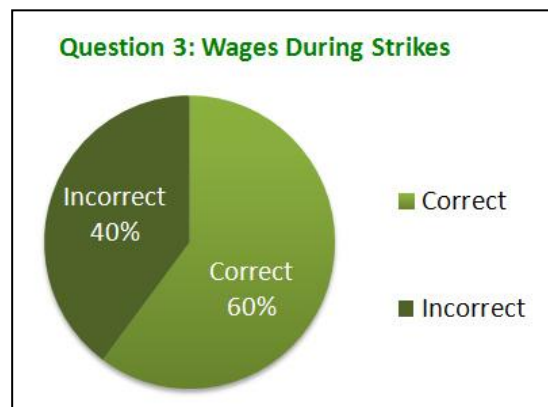
N= 4055 callers (exclude hang-ups)



Question 3: During a strike, you are entitled to receive your wages.

- 1: True
2: False (Correct)³

N = 3679 callers (exclude hang-ups)



¹ Labour Law Arts 171 and Prakas 267/01 state that workers are entitled to take special leave with salary even when their seniority is less than one year when the worker gets married, the workers' wife gives birth, wedding of the workers' son/daughter, sickness or death of the worker's spouse/children/parents.

² When workers take annual leave, they are entitled to receive a full attendance bonus of at least \$10 per month. (LABOUR LAW ART 166)

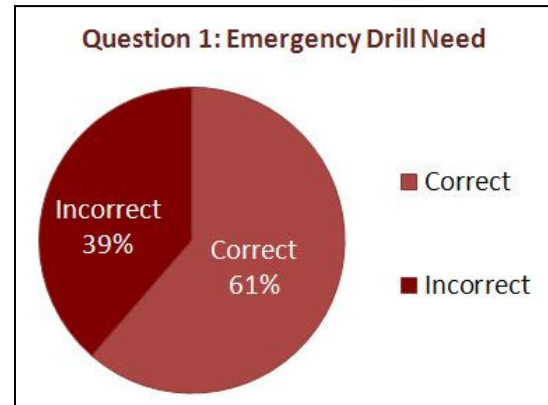
³ The law does not require wages to be paid to workers who are on strike. (LABOUR LAW ART 332)

TOPIC: OCCUPATIONAL HEALTH AND SAFETY

Question 1: Having two emergency drills per year is a waste of time for both workers and for the factory.

- 1: True
- 2: False (Correct)⁴

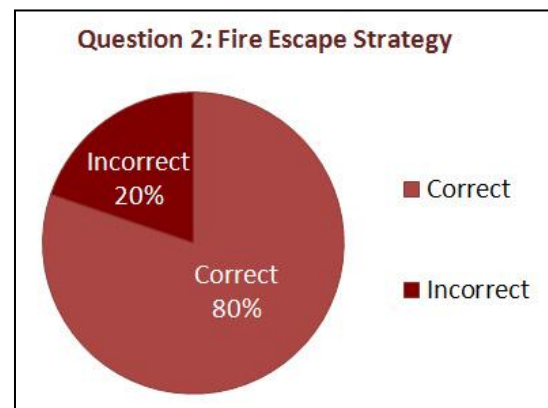
N = 3709 callers (exclude hang-ups)



Question 2: What will help you and your co-workers safely escape the building when a fire alarm rings?

- 1: Go to the nearest exit. (Correct)⁵
- 2: Wait to see first if it is a real fire or just a drill. If it is a real fire, then leave the building.

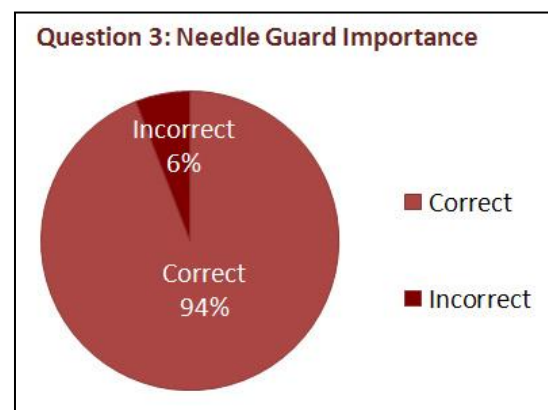
N = 3247 callers (exclude hang-ups)



Question 3: What is the importance of needle guards on sewing machines?

- 1: They prevent piercing of hands and others injuries through broken needles. (Correct)⁶
- 2: To make you sew slowly so that you don't make mistakes.

N = 3038 callers (exclude hang-ups)



⁴ It's important to hold two emergency drills per year so that workers and management are prepared to respond quickly in case of fire, flooding or other emergency situations.

⁵ When the alarm rings workers need to go to nearest exit. All emergency exit doors should be unlocked and unobstructed during working hours.

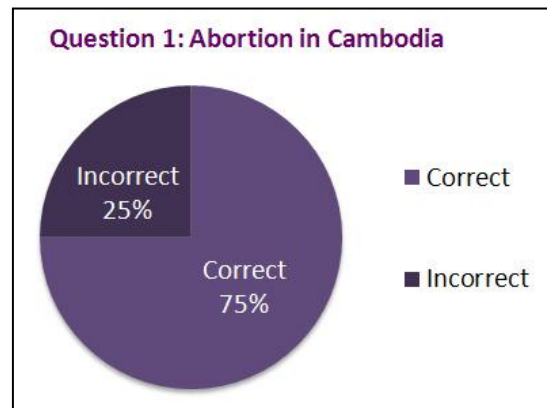
⁶ Needle guards are important because they help to prevent needle piercing through hands and needles getting stuck in workers' eyes. (PRAKAS 307/07)

TOPIC: PERSONAL HEALTH

Question 1: Abortion is legal in Cambodia on demand up to 12 weeks.

- 1: True (CORRECT)⁷
- 2: False

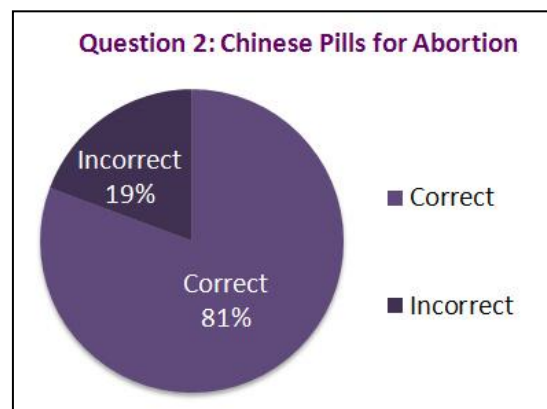
N= 4192 callers (exclude hang-ups)



Question 2: Chinese pills are safe and reliable for abortion.

- 1: True
- 2: False (CORRECT)⁸

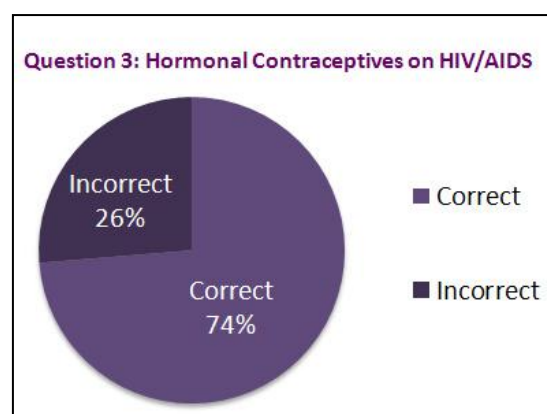
N= 3829 callers (exclude hang-ups)



Question 3: Hormonal contraceptives such as injection, pill and implants also protect against STIs and HIV/AIDS?

- 1: True
- 2: False (Correct)⁹

N = 3561 callers (exclude hang-ups)



⁷ The 1997 Abortion Law states that abortion is legal up to 12 weeks of pregnancy. Safe abortion services are available at clinics such as Marie Stopes International. Beyond 12 weeks abortion is only available under certain circumstances.

⁸ Chinese pills are not safe to use for medical abortion because they usually contain drugs that can be harmful and ineffective. They have also not been registered with the Cambodian Ministry of Health which means they have not been tested to see if they are safe and effective.

⁹ Hormonal contraceptives are only effective at preventing pregnancy. To protect against HIV/AIDS and STIs you should also use condoms. For HIV testing please go to your nearest VCCT testing centre.