

BURBERRY

Handshake Worker Hotline
握手工人热线

Burberry-handshake worker hotline

- **Started worker hotline in 2007** 工人热线始于2007年
- **Provide free legal advising and counselling** 为工人提供免费的法律意见咨询
- **Workers can voice their grievances in a safe and confidential manner**
工人在安全和保密的情况下谈论自己工作生活中所遇到的问题，并提供建议
- **Provide health and psychological counselling if needed**
如有需要也可以提供专业的健康、心理咨询

Why did we choose Handshake? 为什么选择握手?

- **Handshake staff is trained to deal with a full range of labour compliance issues**
握手的工作人员善于处理和解答一切有关劳工法规须遵守的事宜
- **Professional team and provide consistent solutions to workers' phone call**
拥有专业团队，对工人的疑问提供专业并且一致的解答
- **Prompt discussion on grievances and encourage factory take their ownership to solve problem**
和工厂商讨管理问题的解决方案，推崇工厂自助解决自身问题
- **Report to brand and factory on time**
提供专业的报告

Benefit between Brand and factory 品牌与工厂之间的得益和好处

- **Show transparency, demonstrate take serious commitment to decent conditions for workers**
显示透明度，展现工厂提供良好劳工和环境给工人的承诺
- **Effective supplement grievance channel besides internal ones**
帮助工厂建立更有效的申诉渠道
- **Understand situation and difficulty factory face: gap between policy and implementation**
更有效地了解工厂情况和面临的困难
- **Maintain strong and sustainable relationships between suppliers and buyers**
使供应商和买家之间维持良好和持续的合作关系

Benefit between factory and worker 工厂与工人之间的得益和好处

- **Better understand worker's thought**
更好和更明确地了解工人的想法
- **Early warning system against poor practice**
对一些工厂的不良做法提供预警系统
- **Alleviate human resource on labor relations**
减少缓解劳动关系上的人力物力
- **Efficient and free communication**
有效而流畅的沟通途径
- **Enhance trust and identification**
增加工人对工厂的信任度和认同感
- **Improve communication and understanding**
改善管理层与工人之间的沟通和理解

What kind of call receive?
电话查询的内容和种类

3 main types 三种主要类型:

- **Consulting 咨询 - around 50%**
Personal hygiene care, workers' rights (local minimum wage, social insurance, wage calculation, etc.)
个人卫生和工人权益（当地最低工资、社会保险、工资计算等问题）
- **Counseling 辅导 - around 40%**
Psychological, emotional problem
个人心理及情绪问题
- **Complain 投诉 - around 10%**
Health & safety, dinning & accommodation, wages, payment, etc.
职业安全及健康问题、膳食及住宿、工资及员工福利等

THANK YOU