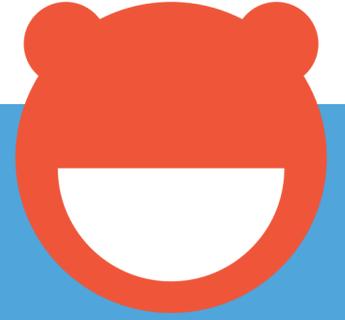




**ethical  
supply chain  
program**  
FOUNDED BY ICTI



# Worker Helpline

# 4001-583580

*China domestic long-distance fee exempt*

## We're here to listen and help

Our trained staff offer support and guidance with any personal or work-related problems you are encountering. We can also answer your questions on your legal rights and responsibilities.

We're here to talk through whatever is troubling you, find the answers that are right for you, and offer support.

You can call the helpline any time from 9am-9pm every day (except Spring Festival holidays), if you call outside these times you can leave a voicemail or email [helpline@ethicalsupplychain.org](mailto:helpline@ethicalsupplychain.org), and we'll get back to you.

All calls to the helpline are free and confidential.



## Your basic rights include (but are not limited to):

- 1) Wages for both nominal work hours and overtime work must comply with the local legal standards.
- 2) You should not work excessive hours. All overtime work is on a voluntary basis. You have the right to refuse to work over time.
- 3) The factory should not demand a deposit from you, retain your ID card or withhold your wages.
- 4) You are entitled to a copy of your labor contract, social insurance, and all statutory paid leave.
- 5) The rights of all people must be respected, regardless of gender, workers from any region, victims of industrial accidents, sufferers of occupational diseases, etc.
- 6) You should not be subject to any form of harassment (e.g. body search, sexual harassment) or discrimination; no psychological or physical punishments are permitted.
- 7) Your working environment should be safe and sanitary and in compliance with local laws.
- 8) You should be provided with appropriate, free of charge, personal protective equipment, and health and safety training.
- 9) If you are over the age of 16 but under the age of 18, as a juvenile worker, you should not be required to a) work night shifts, b) operate heavy machinery or perform hard physical labor, c) be in contact with hazardous or toxic chemicals.
- 10) You have the right to elect employee representatives in accordance with the law.

If you have any questions about your rights, please call our Worker Helpline or local labor department (China) on 12333.

[www.ethicalsupplychain.org](http://www.ethicalsupplychain.org)