

Complaint – Stanley & Stella SA– Bangladesh

Status: New complaint

FWF is responsible for setting up a complaints procedure in production countries where FWF is active. The complaints procedure allows third parties to make complaints about the working conditions or the way the Code of Labour Practices is implemented in factories which supply FWF members.

The responsibility of FWF includes investigating the complaint, verifying whether the agreed corrective action plan is implemented and public reporting. This complaint report gives an overview of a complaint filed to FWF, the investigation and agreed corrective action plan as well as how the outcome is verified. For more information on the complaints procedure see the FWF website. FWF also publishes an overview of complaints received in its annual reports.

1. Affiliate involved

Stanley & Stella SA (hereafter Stanley & Stella)

2. Accused party

A factory located in Bangladesh supplying Stanley & Stella SA.

3. Date of receiving complaint

1 February 2015

4. Filing party

An initial complaint was filed anonymously by an individual claiming to be a worker at the factory in question. The points described by this individual were later corroborated by a report in the The Daily Star and several other Bangladeshi newspapers.

5. The complaint

The complainant claimed that two workers reported chest pain to the factory infirmary during working hours on 25 and 28 January 2015. One worker died shortly thereafter in hospital; the other died en route to hospital.

Since 31 January 2015, more workers reported symptoms including headache, chest pain, vomiting and abdominal pain. According to the Daily Star, about 50 workers were admitted to hospital. Doctors have yet to report the cause of these symptoms.



Several hundreds of workers demonstrated in front of the factory on 2 February after knowing the incidents. The factory said to the media that it had to close down the factory for two days.

6. Admissibility

FWF decided that the case is admissible on 2 February 2015.

The factory is an active supplier of Stanley & Stella, an affiliate of FWF.

The case is relevant to the following labour standards of FWF's Code of Labour Practices:

- Safe and healthy working conditions

7. Investigation

At the time FWF received the first call regarding this case, Stanley & Stella was in the process of phasing out the supplier, with FWF's knowledge.

FWF has informed Stanley & Stella about the complaint. Although Stanley & Stella is in the process of phasing out the supplier, production was recent enough that agreed that Stanley & Stella has agreed to assist with investigating the case. The factory in question supplies a small amount of Stanley & Stella's product line; and the brand's orders constitute a small amount of the factory's overall production.

Stanley & Stella has already contacted the factory, which confirmed the death of the two workers.

FWF is preparing a further investigation of the situation and possibilities for appropriate responses.

8. Findings and conclusions

The case is under investigation.

9. Remediation

The case is under investigation

10. Verification

The case is under investigation.

11. Evaluation by the complainant

The case is under investigation.

