



Complaint – Espresso Fashion B.V. – Tunisia

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

Espresso Fashion B.V (the Netherlands)

2. Accused party

The complaint was filed against a factory in Tunisia which is a supplier of FWF affiliate Espresso Fashion.

3. Date of receipt complaint

The complaint was formally received by FWF through its local complaints handler in Tunisia on 23 January 2013.

4. Filing party

The complaint was filed by a worker of the factory whose contact details are known to FWF but will be kept confidential.

5. The case

The complaint related to the labour standard 'Payment of a Living Wage' that is part of FWF's Code of Labour Practices.

The worker informed FWF's complaints handler that since a few months workers have been receiving their salary late. In addition, according to the worker, the employer has indicated that the annual bonuses will not be paid.



6. Admissibility

On 23 January FWF decided that the complaint was admissible as it relates to the Code of Labour Practices and the involved factory has an active business relationship with an affiliate member of FWF.

On 23 January FWF informed Espresso that the complaint had been filed through its complaints procedure.

7. Investigation

FWF informed Espresso about the complaint with the request to investigate the matter and acquire the factory management's response. The owner of the factory indicated there has been a change in the monthly payment date: previously every 25th of the month, to every 30-31st of the month. This change was discussed and settled with the workers council of the factory.

Given recent changes in the market, the factory had to postpone the payment of the annual bonus. FWF's complaints handler concluded from local labour law, the annual bonus has to be paid before the 25th of January. The Labour Union proposed to pay the bonus in three times.

8. Findings and conclusions

FWF's complaint handler contacted the plaintiff several times in February and March. On 12 March 2013 FWF's complaints handler confirmed the workers reached an agreement with the owner. The owner agreed to pay the bonus in three instalments. The worker confirmed he had already received two instalments.

Secondly, workers and management agreed through the social council to pay the salary the 5th of the next month.

9. Corrective action

Espresso Fashion will monitor timely payment of wages. Since the non-compliance is already solved, no further action is required.

10. Verification

N/A see point 8.

11. Evaluation

As a result of rapid action of Espresso and the willingness of the supplier to facilitate an agreement, this case could be settled without further investigation. The worker was with how the complaint was handled.