

Complaint – Hess Natur – Turkey

Status: Investigation

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

Hess Natur

2. Accused party

The accused party is a factory in Turkey supplying the affiliate.

3. Date of receipt complaint

The complaint was received through FWF's local complaint hotline on 24 April, 2014.

4. Filing party

A worker from finishing department.

5. The case

Plaintiff has the condition of high blood pressure. After this condition arisen, she started to work at sampling department and was comfortable in working there. Recently the management made her work at finishing department. She needs to achieve production targets and must work standing whole day. She claims that she cannot work in these conditions because of her high blood pressure. She communicated this to the management and submitted a statement of doctor about her condition; however the factory management did not accept to change her place of work back to sampling department. She works at the factory for 8 years and has social security registration until



2007. She claims that management wants her to resign from the job so that no compensation will be due.

6. Admissibility

The issue is related to a supplier of an FWF affiliate, and is related to the following labour standards:

Safe and health working conditions

Legally binding employment relationship

7. Investigation

The case is not yet investigated

8. Findings and conclusions

The case is not yet investigated

9. Remediation

The case is not yet investigated

10. Verification

The case is not yet investigated

11. Evaluation by the plaintiff

The case is not yet investigated