



Complaint – Takko – China

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

Takko Holding GmbH (Takko)

2. Accused party

The complaint has been filed against a factory in China which is a supplier of the FWF affiliate Takko.

3. Date of receipt complaint

05 May 2012

4. Filing party

Complaint handler received a complaint from one worker, which concerns coaching of workers (during a previous audit done by another organisation), excessive and forced overtime, insufficient overtime compensation, restriction on resignation labor contract and child labors.

5. The case

The case concerned several of FWFs labour standards: 1 – employment is freely chosen; 4 – no exploitation of child labour; 6 – reasonable hours of work and 8 – legally binding employment relationship.

6. Admissibility

On 05 May 2012 FWF decided that the complaint is admissible as it relates to the Code of Labour Practices and the accused party has an active business relationship with an affiliate member of FWF.



7. Investigation

A FWF factory audit had been carried out 14 and 15 May 2012 in the factory and information from this was used in the investigation. Apart from reviewing the audit report, FWF also undertook further investigations by interviewing the plaintiff and the management of the factory.

8. Findings and conclusions

The factory audit carried out confirmed issues raised by the plaintiff regarding coaching of workers and excessive overtime. FWF informed Takko about these conclusions from the complaints investigation on 24 May. Takko is expected to discuss these with the factory. Both companies will jointly come up with a plan for corrective action, which will be verified by FWF.

After corrective action has been implemented and verified, FWF will publish an updated version of this report.