



Complaint – Takko– India

Status: Resolved

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. Member company involved

Takko

2. Accused party

A factory located in India supplying Takko.

3. Date of receiving complaint

3rd August 2016

4. Filing party

A worker that has recently left the factory.

5. The complaint

The complainant claimed (s)he had to work overtime until midnight. When (s)he complained about it to his/her supervisor, (s)he was told to stay home on the day a FWF auditor was visiting the factory (for an unrelated visit). As a consequence, (s)he decided to resign. According to the complainant, overtime until midnight is common, especially for North Indian workers in the ironing section. At times, workers had to work on holidays as well. Overtime hours were paid; it is unclear whether at double or single rate.

6. Admissibility

FWF decided that the case is admissible on 4th August.

The factory is an active supplier of Takko, a member of FWF.

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

- Employment is freely chosen
- Reasonable working hours

7. Investigation

Two FWF auditors visited the factory on 5th August to investigate the complaint.

More than 18 workers were interviewed on the shop floor from all sections/divisions of the factory which included both female and male workers. Some of the workers recognized the worker interviewer from a previous audit several years ago and were hence open in their communication.

In addition, the auditors also conducted a visual inspection, interviewed factory management, a local Takko representative and inspected relevant documents.

8. Findings and conclusions

All interviewed workers claimed that overtime is always informed two to four hours in advance; it is never forced and does not exceed 2 hours per day (between 6 – 8 PM) and a maximum of four to six hours per month. Overtime hours are recorded and paid as double wages along with the salary.

The records review and on triangulation between the records, the findings are as follows: Overtime is recorded in the attendance log sheet; the overtime was for about two hours per day (between 6 – 8 PM) and for about four to six hours per month; not all the employees had done overtime; double wages were paid for overtime hours and was documented in the salary slip and acquaintance record. The maximum overtime per month was eight to ten hours in the month of April, May and June of 2015.

On visual inspection there were no workers from North India. Based on the names recorded in the attendance register, the audit was not able to identify any North Indian worker employed in the premises in the past six months.

The factory is audited regularly by the Takko audit team. A representative of Takko visits the factory continuously.

The factory management informed the investigation team that the previous factory manager was asked to resign on disciplinary ground recently. Since then, two complaints had been received through the FWF complaint hotline, whereas no complaints were received before. Factory management feels that the dismissed factory manager might have initiated the complaint calls.

Based on all information collected during the investigation, FWF concludes that the complaint is not grounded.



9. Remediation

As the complaint is not grounded, no remediation steps are required.

FWF recommends Takko to pay special attention to the possibility of undisclosed migrant workers and excessive overtime hours in future audits.

While the factory is correct to ask workers to use internal grievance structures (like approaching the HR person) before calling the FWF hotline, workers should also know that they are free to call FWF without any negative consequences if they feel they are unable to solve their problem internally.

10. Verification

No verification required.

11. Evaluation by the complainant

FWF called the complainant to inform him/her about the outcome of the investigation. The complainant shared that s(he) learnt from workers still employed at the factory that the HR manager called a meeting after the visit by FWF to ask workers to approach him instead of calling the FWF hotline in case of complaints.