

## 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 Holding GmbH (Takko).

### 2. Accused party

A factory located in India supplying Takko.

### 3. Date of receiving complaint

28<sup>th</sup> May 2016.

### 4. Filing party

A worker that is currently employed by the factory.

### 5. The complaint

The complainant claimed that aeration in the factory is limited despite a working fan. As a consequence (s)he feels suffocated while working in the factory. According to the complainant, other workers share this concern. The issue was addressed with her/his line supervisor, but no actions were taken, according to the complainant.

## 6. Admissibility

FWF decided that the case is admissible on 30<sup>th</sup> May 2016.

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

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

- Safe and healthy working conditions

## 7. Investigation

FWF informed Takko about the case on 30<sup>th</sup> May 2016.

The local Takko audit team conducted an investigation the same day. The factory was visited and twenty workers as well as all line supervisors were interviewed.

The Takko audit team found that the factory is spacious and has sufficient windows and ventilators. The factory also has enough emergency exits and enough lighting available. The ceiling height allows good air circulation. There are 16 windows and 16 ventilators in each block. All interviewed workers confirmed that the ventilation was sufficient.

To verify the findings of the Takko audit team, FWF's audit team supervisor visited the premises on 3<sup>rd</sup> August and conducted a visual inspection, interviewed factory management and a Takko representative and checked the factory map which was signed by the Inspector of Factories.

## 8. Findings and conclusions

The FWF auditor was able to verify that based on visual inspection and map of the floor space/shop floor area available per employee, there was no overcrowding and the ventilation was sufficient.

FWF therefore concludes that the complaint is not grounded.

## 9. Remediation

No remediation steps required.

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 further verification required.



## **11. Evaluation by the complainant**

FWF called the complainant to inform him/her about the outcome of the investigation. The complainant has left the factory in the meantime. 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 (this was also shared by a different complainant from the same factory).