

Complaint – Van Puijenbroek– Tunisia

Status: Closed

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

Van Puijenbroek

2. Accused party

A factory located in Tunisia supplying Van Puijenbroek.

3. Date of receiving complaint

March 11, 2017

4. Filing party

A worker that is currently employed by the factory.

5. The complaint

The complainant claimed that the salary of workers was being paid late, what resulted in difficulties for workers to make ends meet. Workers refused to work on the Saturday morning after payment was overdue. The manager had explained to the workers that he was faced with cash flow problems.

Furthermore, the worker complained about excessive overtime taking place in the finishing and packaging department. Although the complainant was not affected by the overtime, the worker did wish to report it. According to the worker, overtime was not paid in line with the Collective Bargaining Agreement.

6. Admissibility

FWF decided that the case is admissible on March 12, 2017.

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

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

- Reasonable hours of work
- Legally binding employment relationship
- Payment of a living wage

7. Investigation

FWF informed Van Puijenbroek about the case. Van Puijenbroek then contacted factory management who confirmed the late payment. The late payment of salaries was partially due to the fact that a large order of Van Puijenbroek was of insufficient quality. Van Puijenbroek did not pay the invoice until repairs were made.

After the complaint and discussion with factory manager, Van Puijenbroek decided to immediately pay for the order. It also decided to pay another invoice early so that it could ensure that workers would be paid.

8. Findings and conclusions

In January 2017, FWF had audited the factory. The FWF auditors had then already found the late payment of salaries and overtime in the finishing and packaging department, especially on export days.

After Van Puijenbroek had contacted factory management, the worker withdrew the complaint for personal reasons.

9. Remediation

After payment of Van Puijenbroek, salaries were paid to the workers. Since the findings were already part of the audit findings, Van Puijenbroek will continue to work on improvements with the factory, especially concerning (payment of) overtime hours.

10. Verification

The case is closed.

11. Evaluation by the complainant

The complainant was satisfied by the outcome of the complaints handling. The worker let FWF know that this method of complaints handling was very interesting. Furthermore, the worker hopes that FWF will be able to help the rest of the workers.