

Complaint – Hessnatur, Mini Rodini, Nudie Jeans – Turkey

Status: under remediation

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

Hessnatur, Mini Rodini and Nudie Jeans started sourcing at this factory in 2016.

2. Accused party

A factory located in the region of Istanbul that supplies Hessnatur, Mini Rodini and Nudie Jeans.

3. Date of receiving complaint

The local helpline received a call on 5 April 2016 after a verification audit took place.

4. Filing party

A worker who is currently employed by the factory.

5. The complaint

The complainant claimed that if a worker refuses to work on Sunday three times, he or she will be dismissed. Overtime is frequent, with ironing and packing departments especially often working until the morning during peak months. Also, in peak season, they worked seven days consecutively.

The worker stated that all of the workers are registered; however, they are generally registered one month after recruitment. This results in late registration for social security. The worker also mentioned that they were coached about working hours prior to the audit.

The authenticity of the accusation is under investigation.

6. Admissibility

FWF decided that the case was admissible on 2 May 2016.

The factory is an active supplier of Hessnatur, Mini Rodini and Nudie Jeans, who are all members of FWF.

The case relates to the following labour standards from FWF's Code of Labour Practices:

- Reasonable hours of work
- Legally-binding employment relationship

7. Investigation

On 2 May 2016, FWF informed Hessnatur, Mini Rodini and Nudie Jeans about the complaint. The members contacted the supplier to discuss the outcomes of the audit, the CAP and the complaints. Hessnatur called Fair Wear about the case later in May. In this phone call, Hessnatur stated that the three members would together coordinate the follow-up to the complaint. The members replied to Fair Wear on 14 June 2016, assuring that they would follow up on the issues of overtime and the registration of workers

Overtime:

The factory owner and management agreed that overtime is a problem, especially in peak season. The brands are in touch with the factory and they are discussing potential solutions.

Late registration of social security:

Employees are usually registered for social security the day they start; however, there may be a few exceptions when documents are missing.

8. Findings and conclusions

9. Remediation

Overtime:

The factory owner and management agreed that the factory would provide an overview about the current situation and a plan with measures to improve the situation by the end of November.

Late registration of social security:

Hessnatur discussed this issue with the supplier and emphasised that the supplier must pay attention and ensure that workers are registered for social security on the day they start.

Hessnatur will inform Fair Wear about their visit to the factory.



10. Verification

A verification audit needs to be organised for 2017 to check up on the remediation of this complaint.

11. Evaluation by the complainant

The case is under remediation.