

## 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 from 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 hotline received a call on 1 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 workers were coached before the audit. He or she stated that overtime work (especially for Sunday work) is mandatory and they cannot refuse overtime work without the risk of losing their jobs. Three workers were dismissed due to their refusal. The worker also claimed that wage discrimination exists: workers who are close to the line supervisors receive a greater wage increase.



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, all members of FWF.

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

- Reasonable hours of work
- No discrimination

## 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 phoned FWF about the case later in May. In this phone call, Hessnatur stated that the three members would together follow up on the complaint. The members replied to FWF on 14 June 2016, stating that they would follow up further. The brand representative from Hessnatur visited the factory on 2 November 2016 to discuss the issues that were raised.

### 1. 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.

### 2. Discrimination in wage increase

The factory would like to have more concrete information from the workers to further analyse the situation. Because workers are really afraid of dismissal, the complainant called anonymously, so it is not possible to provide more concrete information.

In general, discrimination in wage increases is a problem that the Turkish team often encounters because, in many cases, wage increases are not based on some specific criteria that can be defined numerically. Since 'performance' is the determining factor and it is the line supervisor who defines said performance, discrimination can easily occur.

## 8. Findings and conclusions

The case is under remediation.

## 9. Remediation



Fair Wear Foundation complaints report – Date of reporting: 8 December 2016

Overtime:

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

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 efforts.

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

The case is under remediation.