

## Complaint–Heigo,Vaude, ClubKollektion–Turkey

### 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

Heigo, Vaude, ClubKollektion

### 2. Accused party

A factory located in Turkey supplying Heigo, Vaude, and Clubkollektion

### 3. Date of receiving complaint

9 September 2016

### 4. Filing party

A worker who is currently employed by the factory.

### 5. The complaint

The complainant claimed that there are many noncompliance issues in the factory:

- 1) There are Turkish and Syrian workers who are unregistered.
- 2) There is excessive overtime, especially in June, 2016, when they normally worked until midnight.
- 3) The complainant also claimed that line supervisors do not receive a premium for overtime work.

## 6. Admissibility

FWF decided that the case was admissible on 22 September 2016.

The factory is an active supplier of Heigo, Vaude and Klubkollection, members of FWF.

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

Practices:

- No excessive working hours
- Legally-binding employment relationship

## 7. Investigation

FWF informed Heigo, Vaude and Klubkollection about the case. Heigo, Vaude and Klubkollection contacted the supplier and asked for a reply.

1) The supplier claimed that there is no unregistered Turkish worker in the factory. Two unregistered Syrian adult workers are working in the factory with the same payments as Turkish workers. He said he asked the social security agency if he can register Syrian workers and the reply from the agency was, 'No, you cannot register them. If they are Syrians, there is no problem. We know there are many unregistered Syrians in the labour market and we are choosing to ignore this situation, so there won't be any punishment for it.' The supplier wants to register the Syrian workers and he said that one of the Syrian workers is so talented that he increased his monthly wage.

2) The supplier said that no excessive overtime occurred in the factory in June. The peak months are May and December, though even during those months they did not have excessive overtime.

3) The supplier agreed that the main problem in the factory has to do with the communication between management and line supervisors, and between line supervisors and workers.

The supplier replied that FWF is welcome to conduct an inspection at any time.

## 8. Findings and conclusions

Fair Wear Foundation staff offered guidance on how to register the Syrian workers, explaining the registration procedure. Fair Wear Foundation staff and the supplier were in regular contact about the registration procedure of the Syrians. The supplier was also willing to publicly share the obstacles he encountered.

The supplier agreed on a date for the inspection visit: 2 February 2017. Two members of the FWF team, including the Arabic-speaking complaints handler, participated. The visit did not turn out to be a usual inspection visit although there was open dialogue on the issues raised by the complainant.

The supplier also mentioned that he is willing to participate in communication training.

## 9. Remediation

Remediation was happening through FWF's guidance and dialogue with the supplier.



## **10. Verification.**

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

The FWF complaints handler contacted the complainant. According to the complainant's statements, all the problems have been solved. The complainant mentioned that the main problem was about excessive overtime and that they did not work overtime this year.

The complainant thanked Fair Wear Foundation for its support.