

## **Complaint – Pama International – Bangladesh**

*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. Affiliate involved**

Pama International

### **2. Accused party**

The complaint was filed against a factory in Bangladesh supplying an affiliate of FWF: Pama International.

### **3. Date of receipt complaint**

The complaint was filed on 4 June 2013 to a FWF workers interviewer.

### **4. Filing party**

A female employee was working as sewing machine operator at the accused factory.

### **5. The case**

The complainant claimed that the factory did not provide her the full payment for her maternity leave as prescribed by the law.

The complainant applied for maternity leave earlier this year and received the first installment. After she had given birth she went to the factory to collect her second installment, but she was refused and not in the payroll of the factory any more.

The complainant filed the complaint to FWF's workers interviewer. She believed that she should receive the maternity payment and to be reinstated. In addition, she would like to use the day-care facility of the factory for her baby.

## 6. Admissibility

The case is admissible as it is relevant to an active supplier of FWF's affiliate. The case is relevant to two FWF's labour standards:

- Discrimination in employment
- Safe and healthy working conditions.

## 7. Investigation

There had been confusion in the name of the factory. It took FWF and its local project partners one week to find out the full name of the factory. FWF announced the complaint admissible on 12 July 2013.

The same day FWF informed the affiliate – Pama International. The brand discussed the issue with the management of the supplier immediately. The factory admitted the problem and paid the second installment of maternity leave to the complainant on 13 July 2013.

No investigation was needed in this case.

## 8. Findings and conclusions

The factory admitted that it did not complete the maternity leave payment to the worker. It paid the compensation when the complaint case took place.

There is a day-care centre in the factory while no care taker is hired. It informed FWF that they could not find qualified persons and workers did not use the facility.

The factory agreed to reinstate the complainant, but the complainant finally decided to resign.

## 9. Corrective action

The factory paid the second installment of maternity leave to the complainant and agreed to reinstate the complainant.

The factory should hire a care taker for its child care facility according to local laws. FWF could introduce the factory to a local organisation which is specialised in child care centers at garment factories in Bangladesh.

FWF strongly recommends Pama International to enroll the factory in the Workplace Education Programme. The programme provides training to workers and management on labour laws and regulations.

## 10. Verification

According to FWF's local project partner, the amount that the factory had paid to the complainant was in line with the law.

An audit or a workers interview will be organised in 2014.



## 11. Evaluation by the plaintiff

The plaintiff (complainant) is satisfied with the process and the result of the case. She originally planned to continue her work in the factory, but eventually decided to leave. She felt that the factory would not be able to establish the daycare facility in time. Besides, she did not believe that the factory would give her time to practice breastfeeding. She wishes that FWF could follow up the issue in the factory and improve the conditions for her ex-colleagues.

The factory had sent photos to Pama International on the improvements regarding to the issues of the complaint:

1. The child care facility has been renovated and a child care worker has been hired.
2. There is now a breastfeeding area in the child care facility. The factory has no restriction on breastfeeding. Workers are allowed to practice child care whenever needed.

The improvements will be verified by FWF in 2014 during the audit or workers interview.