



Complaint – Takko Fashion – Bangladesh

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. Affiliate involved

Takko Fashion

2. Accused party

The management of a supplier of Takko Fashion located in Bangladesh.

3. Date of receipt complaint

22 October 2013

4. Filing party

The complaint was filed by a local trade union National Garment Workers Federation (NGWF) through FWF's liaison officer.

5. The complaint

NGWF claimed that the factory fired 16 workers without compensation on 15 August. The workers have notified BGMEA arbitration center but the issue has not yet been solved.

6. Admissibility

This complaint is about a factory that is currently supplying a FWF member. It concerns the following element of the Code of Labour Practices:

- Legally binding employment relationship

FWF decided that the complaint is admissible on 24 October 2013.

7. Investigation

FWF informs Takko Fashion regarding the case. Takko Fashion contacted the agent about the supplier. The agent responded that the supplier was not producing for Takko. It was listed as projected supplier for the next financial year. However Takko was willing to follow up and use its leverage whenever possible.

FWF interviewed the fired workers with the assistance of NGWF. According to the workers, the factory terminated their employment relationships because they started a collective negotiation regarding their wage payment irregularities during the first week of August. Workers claimed that factory did not pay them within legally stipulated time. One week after the negotiation, 17 workers who had worked for the factory for 5-13 years respectively were asked to leave on 15 August. Factory did not follow any procedure of termination or retrenchment. The management asked the workers to resign, which was refused by the workers. Eventually, workers had to leave the factory, as management did not allow them to do any work. A complaint was then filed to NGWF by this group of workers.

During the interview, the workers told FWF investigation team that the factory management circulated names and photographs of terminated workers in its neighbourhood in order to make it difficult for workers to find new employment. The workers also informed FWF that BGMEA did not respond to this case.

Takko local office had made an effort to invite the factory management to dialogue with



NGWF. The factory refused to participate in this process. The factory issued a letter to Takko that they prefer to handle the case with BGMEA and local government.

Since there is no production going on in the factory, both FWF and Takko could not interfere in the case. Takko had decided not to start business relationship with this factory while they are not willing to dialogue with the union.

8. Findings and conclusions

The case cannot be followed up since the FWF affiliate has no leverage at the factory.