

Complaint – McGregor Fashion Group B.V. – India

Status: Closed #1

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

McGregor Fashion Group B.V. (hereafter McGregor)

2. Accused party

A factory located in India supplying McGregor.

3. Date of receiving complaint

The complaint was received by FWF through its local complaints handler in India on 19 January 2014.

4. Filing party

A worker that is currently employed by the factory, details of the identity are known to FWF.

5. The complaint

The complainant complains about the high production target which cannot be met. Workers who do not finish the production target need to stay overtime without extra pay.



6. Admissibility

FWF decided that the case is admissible on 15 May 2014.

The factory is an active supplier of McGregor, an affiliate of FWF.

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

- Payment of a living wage
- No excessive working hours

7. Investigation

FWF informed McGregor about the case. McGregor has informed the factory about the complaint immediately after receipt of information.

Factory management denies workers having to work overtime. In case overtime has to be done, payment would be double according to law.

FWF has conducted a verification audit to investigate this complaint on 27 and 28 June 2014.

8. Findings and conclusions

Books show that working hours are from 9am to 5.30pm with 30 minutes lunch break. Management and workers stated that overtime is happening occasionally but with advance notice and on free will. Overtime is limited from 5.30pm to 7pm. All overtime hours are paid double.

There are no production targets as such but workers are asked to not waste time during production and working hours. Salary deductions are made for chronic late comers.

9. Remediation

No remediation is needed as the findings show that the factory complies with the law.

Salary deductions should not be made regularly and never without clear prior notice and explanation.

10. Verification

The complaint was not verified.

11. Evaluation by the complainant

The plaintiff has been informed about the audit results.