



## Complaint – McGregor Fashion Group B.V. – India

### Status: Closed #4

*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

Six calls have been received by FWF through its local complaints handler in India from 3 May to 9 June 2014.

### 4. Filing party

The workers are currently employed by the factory, details of the identity are known to FWF.

### 5. The complaint

The workers complained that the drinking water provided to the workers is not clean. And that there is water shortage for which they are asked to not wash their lunch utensils at the factory premises.

## **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:

- Safe and healthy working conditions

## **7. Investigation**

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

Factory management denies water provided being unclean.

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

## **8. Findings and conclusions**

During the month of March 2014, there was water shortage for a couple of days.

Workers were instructed not to wash their lunch box at the factory premises. There was no water shortage of drinking water and water in the toilet.

Documents showed that the annual maintenance contract for water filters was available. Management stated that everybody in the factory drinks the same water, also them.

## **9. Remediation**

No remediation is needed. FWF advises the factory to explain in more detail problems coming with water shortage to the workers to ensure they understand the problem and know when water supply is provided again.

## **10. Verification**

Not applicable..

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

The plaintiff has been informed about the audit results.

