



Complaint McGregor China

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

2. Accused party

The complaint has been filed against a factory in China which is a supplier of FWF affiliate McGregor Fashion Group.

3. Date of receipt complaint

The complaint was received by the local complaints handler of FWF in China on 6 May 2009.

4. Filing party

One worker of the factory whose contact details are known to FWF but will be kept confidential.

5. The case

The complaint concerned 4 FWF labour standards:

No child labour:

The plaintiff stated that child labourers have been hired during recent recruitment in the factory.

Payment of a living wage:

The worker complained about not receiving the legally required overtime premium for work on Monday-Saturday, and work during public holidays.



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No Excessive Overtime:

The factory made use of excessive working hours. The worker complained being required to work on Labor Day, which is a national holiday in China. In addition the plaintiff reported that in general workers in the factory were required to work excessive working hours until 23:00 on all days except Sunday.

A Safe and Healthy working environment:

The food in the canteen where workers were required to eat was of insufficient quality.

6. Admissibility

On 6 May 2009 FWF decided that the complaint is admissible as it relates to the Code of Labour Practices and the involved factory has an active business relationship with an affiliate member of FWF.

7. Investigation

FWF carried out a factory visit in June 2009 which included documents inspection, worker interviews, management interviews, visual inspection. In addition a phone interview was carried out with the product manager of McGregor Fashion Group responsible for relations with the involved factory. FWF assessed the outcomes of an audit which had been carried out at the factory on behalf of McGregor Fashion Group in November 2008.

FWF informed the FWF affiliate sourcing from this factory about the complaint.

8. Findings and conclusions

No child labour:

No child labour was found, however the complaint investigation demonstrated that the factory does not have a policy regarding child labour and juvenile workers.

Payment of a living wage:

Workers are not properly compensated for overtime hours. Part of the workforce of the factory is paid below the local minimum wage. No accurate and complete time records are maintained by the factory. Wages for April 2009 were paid too late.

No Excessive Overtime:

Working hours in the factory exceed 60 hours per week. Workers are working excessive overtime hours on Monday to Friday nights, Saturdays & Sundays.

A Safe and Healthy working environment:

It was found that the factory charges reasonable prices for food in the canteen. However it was noticed that workers are not satisfied with the quality and quantity of factory canteen food.



In addition to the above it was found that McGregor Fashion Group had taken insufficient action after the audit that had been carried out in November 2008 to agree on a corrective action plan with management of the factory.

9. Corrective action

A representative of McGregor Fashion Group visited the supplier in October 2009 to discuss the results of the complaint investigation with factory management. After this meeting had taken place McGregor Fashion Group informed FWF that the factory had admitted that corrective action would be taken with regard to the above mentioned issues. In March 2010 FWF was informed by McGregor Fashion Group that the factory had implemented corrective action with regard to the above mentioned issues.

10. Verification

In 2010 FWF verified the implementation of corrective action by means of a factory audit. The audit pointed out that the factory had improved its policies regarding child labour and juvenile workers. The situation in the canteen had improved: meals had become free of charge, workers were free to eat at the canteen or elsewhere and communication with workers on canteen services improved.

The audit also pointed out that the above mentioned problems related to wage payment and hours of work had not been solved yet.

After discussing the results of the factory audit with McGregor Fashion Group, FWF recommended to hire a local human resources expert to help the factory realise improvements. In 2011 FWF will verify if corrective action has been taken by means of a factory audit.

Update October 2011: With regret, McGregor Fashion Group informed FWF that, in spite of serious attempts, they had not been successful in convincing the supplier to participate in a training that would address the root causes of excessive overtime. McGregor Fashion Group is presently phasing out orders with the supplier.