

Complaint Schijvens 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

Schijvens Confectiefabriek Hilvarenbeek B.V. (hereafter 'Schijvens')

2. Accused party:

The complaint was filed against a factory in China which is a supplier of FWF affiliate Schijvens.

3. Date of receipt complaint

The complaint was received by the local complaints handler of FWF in China on 13 November 2010.

4. Filing party

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

5. The case

The worker complained that the factory had excessive overtime and did not pay overtime premium. The worker claimed that workers had only two days rest in one month, with standard working hours from 7:30 to 18:00 or 21:00 if overtime was arranged. Whereas workers were paid piece rate wages, no overtime compensation would be paid by the factory.

The complaint concerned two FWF labour standards:

- 1) No excessive overtime
- 2) Payment of a living wage



6. Admissibility

On 15 November 2010 FWF decided that the complaint was 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 assessed the outcomes of an audit that was carried out at the factory on 8 and 9 November on behalf of Schijvens.

8. Findings and conclusions

The audit pointed out that excessive overtime occurred at the factory and that overtime compensation was inaccurate at the factory. As these findings are consistent with the complaint that has been filed, FWF and Schijvens decided that no additional investigation was needed. On 16 November it was decided by FWF that the complaint is grounded.

9. Corrective action

FWF will request that Schijvens prioritise the issues to which this complaint is related in its activities to follow up on the corrective action plan of the audit that has been carried out in the concerned factory. FWF expects Schijvens to regularly share information on the status of both issues.

10. Verification

FWF will remain in contact with the plaintiff through its local complaints handler in China as a means to verify that corrective action will be taken. Depending on information received from Schijvens regarding the remediation process with regard to this complaint FWF may decide to carry out an audit at this factory to verify that the issue has been resolved.