

Complaint – Nudie Jeans – Turkey

Status: Monitoring remediation

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

Nudie Jeans Co (Sweden)

2. Accused party

The complaint was filed against a factory in Turkey which is a supplier of FWF affiliate Nudie Jeans Co.

3. Date of receipt complaint

The complaint was formally received by FWF through its local complaints handler in Turkey on 27 June 2012.

4. Filing party

The complaint was filed by a worker of the factory whose contact details are known to FWF but will be kept confidential.

5. The case

The complaint relates to the labour standard 'Payment of a Living Wage' which is part of FWFs Code of Labour Practices.

A worker from the factory in Turkey called FWFs local complaints handler stating that the employer is forcing workers to sign an annual leave log without providing annual leaves. According to the worker, management threatened to fire workers if they would refuse to sign the form.

6. Admissibility

On 27 June 2012 FWF decided the complaint was admissible given that it relates to the FWF Code of Labour Practices relates and the involved factory is an active business relationship with an affiliate of FWF. Both the plaintiff as the FWF affiliate were informed about the admissibility of the complaint on 27 June 2012.

7. Investigation

The production site where the plaintiff works has been audited by a FWF team in March 2012. The audit report showed the leave register was not kept. Workers had indicated during worker interviews that they did not use their annual leave.

FWFs local complaint handler conducted several interviews with the plaintiff to get a full understanding of the situation around leave payment. Nudie Jeans took immediate action and discussed the matter with factory management to get an understanding of their perspective. Nudie Jeans was asked to inform the factory that they and FWF were monitoring the situation.

8. Findings and conclusions

According to the factory management, no worker is forced to sign a document stating that they are not entitled to annual leave. However, the annual leave is suspended until after Ramadan to be able to complete the scheduled orders within this period of time. After that they have ensured Nudie Jeans that the workers will be able to use their annual leave.

On June 29, FWF complaints handler checked with the plaintiff to verify this story. The plaintiff indicated that the leave form was not presented to the workers. Workers are still worried and complaining about unpaid annual leaves.

9. Corrective action

The missing leave register and workers not using their leave was an issue in the audit report of March 2012. The FWF Affiliate is asked to give priority to remediate this issue. FWFs complaints handler is asked to check again with the plaintiff in two weeks. FWF will conduct another audit to verify remediation in January 2013.

Update from FWFs complaint handler end December 2012:

The buying agent of the factory has initiated a programme to increase productivity. They require the factory to make all the workers registered to social security, to provide AGI for all the workers, and to make all the workers enjoy their right to annual leave. The programme is expected to start in January or February, which means improvements will be made soon.

10. Verification

An audit to verify improvements was implemented in July 2013.



Fair Wear Foundation complaints report – Date of reporting: 11 November 2013

During that audit management and workers stated that the management have started paying for the annual paid leaves of the previous years, however the documents of payments and annual leave records were not consistent, hence could not be verified.

Factory is required to keep records of annual leaves and provide annual leave for all workers as required by law: Affiliate is required to continue monitoring this.