

Complaint – KOI– Tunisia

Status: New complaint

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. Member company involved

KOI

2. Accused party

A subcontractor located in Tunisia supplying KOI.

3. Date of receiving complaint

12 March 2017

4. Filing party

A worker that is currently employed by another factory, but the worker knows about the conditions at this particular factory. He would like to voice the grievances of these workers.

5. The complaint

The complainant claimed that working conditions were unfavorable. The complainant claimed that there were health and safety issues, a high turnover of workers and the impossibility to obtain tenure. More specifically, the complainant stated that:

- There is a huge turnover of staff
- Contracts are limited to the duration of 1-3 months
- When there is low season, workers are asked to stay at home. Almost every month, there are days when they only work 4 hours per day.
- Personal Protective Equipment is not provided.



- There are 4 toilets for 400 workers. They are not well maintained and dusty. Workers can only access the toilet through a badge system.
- During summer, it gets very hot in the factory, limiting the ability of workers to work and be productive.
- There is a trade union in the factory, but it is not very active.

The complainant requested FWF to audit the supplier.

The authenticity of the accusation is under investigation.

6. Admissibility

FWF decided that the case is admissible on 21-6-2017. In the period between the complaint and the admissibility of the complaint, FWF and KOI had to establish whether production of KOI was taking place at this supplier.

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

- Safe and healthy working conditions
- A legally binding employment relationship

7. Investigation

FWF informs KOI about the case. KOI is expected to contact the supplier and ask for a reply within one week.

8. Findings and conclusions

The case is under investigation.

9. Remediation

The case is under investigation.

10. Verification

The case is under investigation.

11. Evaluation by the complainant

The case is under investigation.

