

## Complaint – Takko Holding GmbH – Bangladesh

### Status: New complaint Investigation

*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

Takko Holding GmbH

### 2. Accused party

A factory located in Bangladesh supplying Takko Holding GmbH

### 3. Date of receiving complaint

First complain received on 19 September 2017

Report follow-up on 22 September 2017

### 4. Filing party

Workers currently employed by a factory that produces for FWF member company Takko.

### 5. The complaint

On 19 September 2017, a worker called on FWF helpline number and complained that 23 of Supervisors and Production Reporter workers from various sections like Jacquard, Linking, Washing, Sewing, Ironing and from Finishing department have been fined BDT 11,500 BDT individually. The reason is that 300 pieces of garments were found missing from the target quantity when packing goods in finishing section before Eid vacation in August 2017.

But when those workers went to collect their salary before Eid vacation, they learned that they have been fined this amount for the missing number of products and this would be deducted proportionately from their salary every month from then on until the total sum was paid. Workers requested to consider for the sake of Eid that month that management paid them at least half of the salary like other workers before Eid. But afterwards when they went to collect the rest of their salary, they found management has deducted 3,900 BDT from their salary that month and from next months, additional deductions would be 3,800 BDT until the total fined amount 11,500 BDT was recovered. The workers questioned management that they could give them a notice of such deduction, or could warn them before taking such step against them. Rather they should investigate the matter above all.

## **6. Admissibility**

FWF decided that the case is admissible on 19.09.2017

The factory is an active supplier of Takko, an affiliate of FWF.

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

- A Legally Binding Employment Relationship.

## **7. Investigation**

Considering the delicate nature of the reported cases, FWF country representative immediately informed FWF headquarters. FWF informed Takko about the case and Takko, in turn, contacted the supplier and asked for a reply.

## **8. Findings and conclusions**

Takko informed FWF that they confirmed the accusation from the sourcing factory through its intermediary supplier.

## **9. Remediation**

The factory confirmed to Takko that they would refund the deducted amount to concerned workers within two days. In addition, the factory would issue a statement saying those workers are not responsible for the accusation.

On September 25, 2017, Takko informed FWF that the factory had in fact refunded workers concerned their amount and send them payment document as proof. The managing director of the factory also gave a statement mentioning that those accused workers were not responsible for the missing products.

## **10. Verification**

The complaints handler from FWF checked with the workers after two days as the factory promised to refund their money by this time. Beside FWF was in contact with Takko as follow up the process.



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

The complainants were satisfied as they got back the taken amount from their salary. Besides having a statement from management as clearance of their blame is also a relief for their future work in the factory.