



Complaint – Kwintet Far East – Vietnam

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

Kwintet Far East Ltd.

2. Accused party

The complaint has been filed against a factory in Vietnam which is a supplier of Kwintet Fair East.

3. Date of receipt complaint

The complaint has been received by the local complaints handler in Vietnam in the first week of July 2010.

4. Filing party

Several workers of the factory, whose contact details will be kept confidential.

5. The case

The complaint concerns the FWF labour standard: no excessive overtime. Plaintiffs indicated that in the previous month they had to do every day overtime and in the first week of July they also had to work on Sundays. In case they refuse to do so their salary would be deducted.

6. Admissibility

In the 7th of July 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

In July FWF assessed the outcomes of an audit performed two months before the complaint was received. During the audit overtime was found and it was found that the time recording system did not work properly. The corrective action plan contained a requirement to improve the time recording system.

A representative of the affiliate visited the factory to discuss the issue in August. At that occasion time records of the factory did not provide evidence for work on Sundays. Overtime took place on other days, paid with compensation, according to the factory management.

FWF carried out an additional investigation by means of off-site worker interviews. The interviews confirmed that overtime was done during August and September this year. It was not possible to confirm whether overtime was excessive and if it was duly paid for.

8. Findings and conclusions

The findings from an earlier audit and the extra investigations confirmed the existence of structural overtime at the factory. It has not been possible however to state whether overtime has been excessive. As a follow up on improving the registration of overtime is already included in the CAP, FWF decided to close the complaint.

9. Corrective action

FWF requires Kwintet Far East to monitor closely the corrective action plan agreed upon after the audit earlier in 2010, and to keep FWF informed about steps taken to limit overtime at the factory.

10. Verification

FWF will remain in contact with the plaintiff through its local complaints handler in Vietnam as a means to verify that corrective action will be taken. Depending on information received from Kwintet Fair East 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.