

Cases brought forward based on the production locations 2018

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2. AGT informal complaints procedure

Responding to a query based on the publicly available production location list

1. The AGT secretariat checks if the production location is actually on the list and which signatories are related to this issue.
2. The AGT secretariat contacts the person/organisation that submitted the case and informs them that the signatory (ies) will be contacted.
3. The AGT secretariat contacts the signatory and informs them about the case. The following questions are posed:
 1. Are you still doing business with (the mother company) of this production location (directly or indirectly)? If not, when was the last order delivered?
 2. Were you already aware of the issue in this production location? Have you taken any action (e.g. sent a letter with a request for information to the person who raised the case or the production locations) or been part of a collective effort?
 3. Would you be willing to participate in a collective effort aimed at addressing the issue if available and if the effort goes ahead?
 4. Would you be willing to be brought into contact with the person/organisation who brought forward the case or other stakeholders to get more information and discuss expectations from their side on actions that you are expected to take?
 5. Would you be willing to be brought into contact with other AGT members who have a commercial relations with the production location?
4. The signatory companies respond to the questions, and the AGT secretariat facilitates contacts where requested.
5. The AGT secretariat communicates with the person/organisation that submitted the case to inform them if the signatory company (ies) wants to be brought into contact or not, and what the next steps are.
6. The signatory companies are required to report on the actions taken in their yearly action plan and this will be discussed during the yearly assessment meeting. Often the account manager will check throughout the year on progress made in the case. If the company is not willing making appropriate progress it can be a reason for escalation.
7. If a joint effort is set up the AGT secretariat is kept in the loop of the developments via email/telephone.
8. The secretariat keeps an overview of the status of the cases.

3. Overview of queries based on the publicly available production location list

| Date brought forward | Topic | Issue | Country | Brought forward by | In cooperation with | Status | Remark |
|----------------------|------------------------|---|---------|--|---------------------|---------|--|
| January 2018 | Freedom of Association | Disagreement between the factory and the union on the right to respect collective bargaining and engage in good faith social dialogue at the plant. | Turkey | FNV (via a letter of IndustriALL) | ETI | Pending | Waiting for legal procedure for the recognition of the union (majority). ETI is facilitating a process which aims at improving a constructive dialogue between the union and factory owner, however both parties agreed to wait the legal outcome. |

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|----------------------|--------------|---|---------|-------------------------|---------------------|--------|---|
| 18-12-2017 | Child Labour | An FLA-Stop Child Labour report on child labour in the footwear production industry in the Agra region. | India | FLA – Stop Child Labour | FLA | Closed | The FLA reached out to the AGT secretariat as it was noted that one factory in Agra was mentioned in the AGT production location list. The AGT secretariat contacted the only AGT company sourcing from that specific region. The company explained to have had a one-time order for bags from that area, and no footwear. The company has been in direct contact with FLA, however since the product group was not the same and for a single order, the company gave priority to other challenges. The AGT company is made aware of the risks in the area as brought forward in the report from Stop Child Labour and the FLA. |

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|----------------------|-------------------------------------|---|---------|--------------------|---------------------|---------|--|
| Jan 2018 | Rights temporary workers and salary | Alleged multiple human right violations for temporary contract workers who are being hired by a third independent recruitment agency. | India | Arisa | ETI | Pending | As the case is still pending no additional information on the case can be shared at this moment. |
| 14-02-2018 | Suicide in spinning mills | In a short period of time three deaths of workers in different spinning mills were reported. The causes initially were unknown. | India | ETI and Arisa | Arisa | Closed | Two AGT brands who allegedly were connected to one of the spinning mills connected with Arisa. Further information by local authorities indicated that the girl committed suicide because of a broken heart. Furthermore, the supply chain linkages which were assumed with AGT signatories, in fact appeared not to be correct after further research in the supply chain. In consultation with Arisa, it was concluded that, even though very tragic, it remained unclear whether the girl's suicide was work related, combined with the fact that the supply chain linkages were absent, no further follow up was done. |

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|----------------------|--|--|----------|---|--|---------|---|
| 09-01-19 | Right to strike/Freedom of Association | Workers began a mass strike citing fears that their employers were planning on circumventing a new government directive to pay - and backpay - bonuses based on length of employment. Workers were then fired. | Cambodia | Via news article in the Phnom Penh Post; Khmer Times. | CNV International, CAWDU, Cambodian Government | Pending | <p>Two AGT companies were (indirectly) linked to two different production locations. One of the brands buys directly from the factory and is in direct contact with the Dutch Union CNV International who has a local partner C.CAWDU. They represent the workers and negotiate with the factory management and the ministry of Labour. Currently in one factory the majority of the workers have been rehired. Some have not, because according to the factory management, there is no place for them yet. The negotiation process is still taking place.</p> <p>The other AGT company does not work in the particular factory where the incident took place but they work with a supplier that owns the factory. They do follow up, but as they are not directly buying from the mentioned facility their influence is limited.</p> |

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|----------------------|---------------|--|----------------------------|--------------------------|---------------------|---------|--|
| 14-11-2018 | Forced Labour | Brands sourcing from factories bordering North-Korea might have North-Korean workers employed or might subcontract to North-Korea. North Korean workers, both in their home country and abroad, often work under very bad conditions that are subject to modern slavery. | North-Korea (border China) | FNV & Leiden Asia Centre | FNV | Pending | FNV contacted the AGT secretariat about a research from Leiden Asia Centre (LAC) to get in touch with brands sourcing from areas bordering North-Korea. The research focuses on the presence of North Korean workers in the Chinese textile industry. They look at both textile produced in North Korea and resold through China and North Korean labor migrants working in factories on Chinese soil. The AGT brought the researcher in contact with a brand who sourced from that area last year. They stopped working with the two factories who are based in the region Liaoning (which has a high risk for forced labour from North-Korea). Therefore they did not participate in the research. |

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|----------------------|----------------------------------|--|----------|--------------------|---------------------|---------|--|
| 21-12-2018 | Forced Labour migrant workers | Allegations of forced labour and other labour rights violations in the rubber glove manufacturing industry for migrant workers | Malaysia | Amfori - BSCI | Amfori - BSCI | Ongoing | Amfori reached out to the AGT secretariat with the request to sign a joint statement to the Malaysian government. The main intention of the letter was to engage with the government and seek for constructive ways to jointly tackle the situation. There was only one AGT production location in Malaysia and the brand already stopped working with them last year. Also they did not produce rubber gloves but cotton products. Therefore that AGT decided not to co-sign the letter. Amfori is still in dialogue with the Malaysian government. |
| End 2017 | Potential human right violations | Worrisome political situation which might lead to potential human rights violations. | Myanmar | C&A | C&A | Closed | C&A contacted the AGT secretariat with a request for other AGT companies to engage in a meeting with the Myanmar government on the situation. The other AGT companies decided not to join this initiative as they felt it was too political for them to engage in this kind of conversation. C&A did have a conversation with the local entrepreneurs association and government representatives to gather further insight and their approach towards to the situation. |