A case study demonstrating effective collaboration between ASOS and the Migrant Resource Centre to ensure successful grievance resolution

- Constantislavery

Context

The Migrant Resource Centre (MRC) was contacted by a migrant worker from Madagascar. He reported that he, and a further 10 Malagasy and Bangladeshi colleagues, had been moved by their employer to quarantine accommodation due to be being diagnosed with Covid-19.

Grievance

- The rooms and toilets were dirty
- There were not enough beds, meaning some were forced to sleep on tables
- The food was inadequate and there were no cooking utensils
- There was no hot water
- They had not been provided with medication nor had they been visited by a doctor, despite them having respiratory issues due to their Covid-19 diagnosis.

The migrant workers raised their grievances with their employer, with no initial avail. As a result, they reached out to the MRC to report their case and request support for remediation. To substantiate their claims, the workers shared some pictures of the quarantine accommodation.



ASOS requested some additional information from the MRC (e.g. total number of workers affected, length of stay in the accommodation and information about the sanitary facilities available), to clarify the situation and be able to intervene appropriately.

Action

ASOS arranged a call with the supplier to address the concerns and discuss potential solutions. ASOS attendees included the ethical, sourcing and buying teams, and supplier attendees included the Director and Human Resources team. During the call, the supplier provided some explanations for their actions but also admitted to wrongdoing and confirmed their intention to resolve the matter.

Action

The MRC contacted ASOS to inform them of the grievance and to ask for their support in resolving it. The MRC took this action because the employer is part of the ASOS supply chain.

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Outcome

ASOS communicated the achievements of the employer to the MRC and in turn the MRC contacted ASOS to confirm that the workers were all now back to work and in their usual place of residence. The case was officially closed. Following the call, ASOS monitored the case resolution closely and requested regular updates from the supplier, who in took prompt action once ASOS was involved. This included: providing breakfast to quarantined workers; medical visits and free medicines as well as undertaking cleaning of the facilities.

Action