

Supply Chain Policy Violation Report

Session Information

Session ID:	77
Factory Name:	Hsieh Feng Spring Mfg. corp
Location:	Taiwan
Language:	English
Created:	2025-08-03 13:43:15
Case Type:	Employer Exploitation

Policy Violations

Violation #1 - Amazon

Complaint Summary:

Juan Dela Cruz is experiencing the withholding of his passport by Hsieh Feng Spring Mfg. Corp., which he believes violates his rights due to the lack of a contractual basis and the employer's unjustified demand for justification.

Reported Incidents:

- Passport retained upon hiring and refused to be returned upon request.
- Employment contract lacks clauses regarding passport withholding.
- Manager requested justification for needing the passport, delaying its return.
- Employee questions the necessity of carrying the passport.

Policy Violations Identified:

Category: Document Confiscation

Incident: Not specified

Supply Chain Policy Violation Report

Violation: The withholding of the employee's passport constitutes a violation of the Document Confiscation policy, as it prevents the employee from possessing and accessing a personal document. The policy prohibits Suppliers from causing workers to lose possession or access to their personal documents, including travel and identity documents, and specifically prohibits holding, confiscating, or requiring the surrender of such documents to any party.

Policy Reference:

Document: Supply Chain Standards

Policy Content: Personal identification documents: Suppliers must not cause workers to lose possession of or access to their personal documents. Suppliers must not hold (for safekeeping), destroy, conceal, confiscate, or require workers to surrender government issued identification, passports, immigration documents, or work permits to any party, including third party agents

URL: https://sustainability.aboutamazon.com/amazon_supply_chain_standards_english.pdf

Category: Recruitment Fees

Incident: Not specified

Violation: While not directly a recruitment fee, the withholding of the passport, particularly in the context of retaining it upon hiring, raises concerns about potential hidden costs or requirements associated with employment. This potentially conflicts with the prohibition against requiring workers to pay recruitment, hiring, agents' or brokers' fees, or other related fees or costs, even if the company claims it is for identity verification. The lack of a clause in the employment contract addressing passport handling further contributes to this concern.

Policy Reference:

Document: Supply Chain Standards

Policy Content: Recruitment and related fees: Workers must not be required to pay recruitment, hiring, agents' or brokers' fees, or other related fees or costs for their employment either in their home country, any intermediate country, or the country where work is performed. Suppliers should recruit workers in a manner that prevents worker-paid fees. Suppliers may not require workers to make any financial deposits into accounts. If workers have paid fees in violation of these Standards, Suppliers are required to bear or reimburse to workers the cost of any such fees incurred at any point during the recruitment process, even if outside of the Suppliers' direct control of the recruitment process

URL: https://sustainability.aboutamazon.com/amazon_supply_chain_standards_english.pdf

Associated Buyer Companies

Company Name	Association Type
Amazon	Supply Chain Partner