

# Supply Chain Policy Violation Report

## Session Information

|                      |                                 |
|----------------------|---------------------------------|
| <b>Session ID:</b>   | 89                              |
| <b>Factory Name:</b> | Tsuntihsing Industrial Co., Ltd |
| <b>Location:</b>     | Taiwan                          |
| <b>Language:</b>     | English                         |
| <b>Created:</b>      | 2025-08-04 14:05:22             |
| <b>Case Type:</b>    | Employer Exploitation           |

## Policy Violations

### Violation #1 - Amazon

#### Complaint Summary:

A Filipino factory worker in Taiwan reports financial burdens due to recruitment fees and agency payments, concerns about unsuitable living conditions, potential for termination, and demanding working conditions.

#### Reported Incidents:

- Paid NTD 10,000 for recruitment fees on August 3, 2025.
- Paid NTD 70,000 in placement fees, with an initial payment of NTD 10,000 on August 3, 2025, and the remaining NTD 60,000 due in 6 months.
- Pays NTD 5,000 to the agency monthly.
- Works 8 hours a day, 6 days a week.
- Potential for overtime work.
- Contract allows termination by either party with 30 days' notice.

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- Employer can terminate for misconduct, repeated absences, or violating company rules without compensation.
- Contract stipulates shared accommodation within a reasonable distance of the factory.
- Utility expenses are deducted from the worker's salary.
- Employer is not liable for discomfort due to cultural differences in accommodation.

## Policy Violations Identified:

### Category: Recruitment Fees

Incident: Not specified

**Violation:** The worker incurred recruitment and placement fees of NTD 80,000, which violates the policy prohibiting workers from being required to pay such fees. The policy states suppliers must recruit workers in a manner that prevents worker-paid fees and are required to bear or reimburse such fees incurred during the recruitment process.

#### 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*

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### Category: Document Confiscation

Incident: Not specified

**Violation:** While not explicit document confiscation, the employer's control over accommodation arrangements and deduction of utility expenses potentially creates a situation where the worker's access to or control over their personal resources (funds for utilities) is restricted, raising concerns about possible document confiscation (in this case, funds/resources).

#### 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](https://sustainability.aboutamazon.com/amazon_supply_chain_standards_english.pdf)

### Category: Working Hours

Incident: Not specified

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**Violation:** The worker's schedule of 8 hours a day, 6 days a week, with potential for overtime, may violate the policy on working hours. The policy states suppliers should control working hours to maintain worker safety, health, and welfare and limit working hours to no more than 8 hours a day, 6 days a week.

**Category:** Wages and Overtime

**Incident:** Not specified

**Violation:** The worker's monthly payments to the agency (NTD 5,000) and potential for termination without compensation, coupled with the deduction of utility expenses from their salary, raises concerns that wages and benefits may not meet basic needs and is potentially below a living wage. Additionally, the employer's lack of responsibility for discomfort due to cultural differences in accommodation further compromises the worker's well-being. This indirectly violates the policy's emphasis on providing workers benefits and ensuring their salaries are adequate.

**Policy Reference:**

*Document: amazon\_supply\_chain\_standards\_english.pdf (Page 5)*

*Policy Content: hours are correctly calculated. Suppliers should regularly review worker salaries to evaluate whether workers earn enough to meet their basic needs and the needs of their family and adjust accordingly at least every two years. Pay Methods: Suppliers are required to provide their workers with timely pay stubs or similar documentation that includes an explanation for the basis of their compensation in a manner that workers can understand. Deductions from wages as a disciplinary measure are not permitted. Suppliers are encouraged to transition from cash payments to digital wage payment systems. Benefits and leave policies: Suppliers must provide benefits and leave to all workers in accordance with legal requirements. Suppliers should have a parental leave policy that reflects those requirements and clearly outlines any additional protections and benefits provided during parental leave and during pregnancy/before parental leave. Even where the law is silent, we encourage Suppliers to provide workers with paid leave, including for rest and leisure time, vacation, public holidays, and parental leave. We encourage Suppliers to offer parents or caretakers of young children on-site childcare facilities or subsidies and adequate, flexible working arrangements. 6. Working Hours Suppliers should regularly monitor working hours to maintain the safety, health, and welfare of workers. Except in special or emergency situations, (i) suppliers are required to limit working hours to no more than*

## Associated Buyer Companies

| Company Name | Association Type     |
|--------------|----------------------|
| Amazon       | Supply Chain Partner |