

**SUMMARY OF COMPLAINTS & INQUIRIES
FROM WORKERS VIA CONFIDENTIAL
REPORTING CHANNEL**
For the Year 2015

Incident Report	Action Taken By Kate Spade & Company	Number of Similar Complaints / Actions
We received anonymous call from a worker complaining that he could not take annual leave on private matters. Supervisor would reject the application due to tight production schedule.	We conducted an investigation on the incident. Factory took remediation by providing training to all supervisors and workers to enhance communication and better understanding the factory policy /legal right on employee benefits. The issue had been resolved.	1
We received anonymous call from a worker complaining 1) it was too hot to work in factory especially during summer time, 2) need to work overtime 2 hours a day, hard to apply leave.	We conducted an investigation on the incidents. Factory had taken remediation by setting up policy controlling the indoor temperature down to 26 degree Celsius. Also, training was provided to supervisors/workers educating them on workers' rights and all overtime work should be on a voluntary basis and workers can refuse to do so. The issues were resolved.	1
We received anonymous email from an employee of our supplier complaining on the new payroll system and factory safety issues.	We contacted our agent and an investigation was conducted. Factory had taken remediation in improving fire safety at the dormitory. The new payroll system was also reviewed to ensure workers are being compensated in accordance with the law requirement.	1
We received anonymous email from an employee of our supplier complaining on the contract workers status of employees.	We contacted our agent and an investigation was conducted. Factory had taken remediation in promoting the contract workers to permanent status in accordance with the law requirement.	1
	Total	4