

ASI Complaints Mechanism

Status of Complaints

ASI aspires to ensure transparency of the ASI Complaints Mechanism in terms of its processes and outcomes. Reporting of some information may be limited by ASI where needed to protect the identity of parties who may wish to remain anonymous and to seek to minimise the risk of retaliation against stakeholders.

Complaint reference	Respondent	Complainant	Country/origin	Status	Date filed	Date completed
ASI/2023/1	Bridgnorth Aluminium Limited	Anonymous	United Kingdom	Complaint closed	26.02.2023	08.09.2023

Complaint Background

Complaint Reference	ASI/2023/1
Status	Complaint closed
Respondent	Bridgnorth Aluminium Limited (member of ASI)
Complainant	Anonymous (worker at Bridgnorth)
Date complaint submitted	26 February 2023
Date complaint closed	8 September 2023
Membership class	Production and Transformation
Certification status	Full certification (initially 2019)
Last audit undertaken	Re-certified 14 December 2022 Performance Standard V2
ASI Accredited Auditor	DNV Business Assurance Services UK Ltd.
Country of complaint	United Kingdom
City/region/district/province	Bridgnorth, Shropshire

Summary of the Complaint

A worker at the Bridgnorth plant (who wishes to remain anonymous to Bridgnorth) was concerned about Bridgnorth's plans to change work rosters (in July 2023) from a 12 hour shift, "4 day on, 4 day off" rotation to an 8 hour shift, "7 day on, 2 day off" rotation. The worker was concerned that this change would lead to an improper work-life balance and would cause fatigue issues. The worker also claimed that Bridgnorth was proposing to implement this change by "firing and

rehiring” employees and that management was apparently ignoring or not listening to workers and this was negatively affecting people’s mental health.

Position of the Respondent

After ASI raised the Complaint with the Respondent, Bridgnorth’s position in March was as follows: The business was facing great challenges after a major customer ceased to buy contracted volumes. Bridgnorth needed to cut costs and become more productive and efficient to survive. Management was in the process of consulting and negotiating with its employees and was in full compliance with UK employment law. Bridgnorth considered that 12 hour shift patterns were detrimental to employees’ long term well-being, mental health and on site safety. Bridgnorth also said that the allegation of a fire and re-hire policy was a distorted depiction of the situation and that it was granting its employees around 4.5 months of effective notice against the legal requirement of only 1 month. Bridgnorth also believed an 8 hour pattern would be more productive, safer and better for its employees’ overall well-being.

Process and timing

Given the Complainant wished to remain anonymous to the Respondent, ASI could not arrange direct dialogue between the parties. ASI sought input from a labour rights expert who is also a member of the ASI Standards Committee and drew Bridgnorth’s attention to ASI’s revised standards on labour rights in Performance Standard V3. This included a criterion that workers must have at least 1 day off per 7 day period (criterion 10.8.b). ASI also drew Bridgnorth’s attention to a number of external reference points. ASI and Bridgnorth exchanged options for remedying the situation and delivering conformance with the Standard. Bridgnorth provided ASI with alternative working shift patterns for two different work scenarios in a spreadsheet.

Outcome

Bridgnorth advised there was no intention or plan to implement a 7 day on, 2 day off pattern. ASI and Bridgnorth had further exchanges around another new criterion in Performance Standard V3 (criterion 10.8.c), that stipulates the workday does not exceed 8 hours on average over a 6 month period. Bridgnorth raised various interpretation and practical implementation issues with

this criterion. These will be considered by the ASI Standards Committee as part of its upcoming reviews. The Complainant was informed of the outcome.

Next steps

The ASI Standards Committee will consider the issues around an 8 hour day average raised by Bridgnorth and other practical or interpretation issues under the new labour standards for potential clarification in Guidance.