



VITA FOOD FACTORY (1989) LTD.

40/75 MOO 6 TAMBOL BANGKRATEUK, SAMPHRAN, NAKHONPATHOM 73210, THAILAND.

Tel : (662) 889-5999, 889-5520-21, 889-5523-32, 889-5534-37, 482-2430-1 Fax : (662) 482-2380, 889-5516-18

Email : info@vitafood.co.th

FACTORY : 39/3 MOO 7 TAMBOL SAENTOR, TAMAKA, KANCHANABURI THAILAND.

Tel : 034-542-634-7 Fax : 034-542-638



13 February 2014

Dear Ms. Sonja,

In the name of Vita Food Factory (1989) Co., Ltd., I would like to express our appreciation that you and Finnwatch inform us about Field Research Report of Vita Food Factory (1989) Co., Ltd. We deeply regretted the communication problem of the data that Finnwatch sent prior to 28 January 2014 due to the company mail was hacked and the report was lost. We have to reset the system and should Finnwatch wishes to send any data, kindly direct the mail to Mr. Charouy Kittiwatpaisal, General Manager of Vita Food Factory (1989) Co., Ltd., at e-mail: charouy@vitafood.co.th

Vita Food Factory (1989) Co., Ltd., is sincere in correcting all issues as reported by Finnwatch and wishes to meet with Finnwatch and/or her representative to consult and resolve these issues.

Since April 2011, the company received data about Myanmar labour problems from various organization and some data from Mr. Andy Hall. The company immediately solve the problems and found out that most problems came from hiring foreign labourers through Labour Agents, previously about 20 agents including Myanmar Local Agents who used a Thai as partner in signing a contract with the company. The contract between the company and the Labour Agent indicated that all Thai labourers and/or foreign labourers must be legitimate labourers according to labour laws with complete and correct documents before being hired by presenting the documents to the Personnel Department for validation.

The company also found that the Labour Agent deducted various expenses from the wages before paying the workers resulting in the workers receiving less wages. The company decided to nullify all contract with the Labour Agents and will work through only one Thai Labour Agent, with correct registration, to facilitate and control the procedure as since 1 January 2013. Wages have paid under the supervision of a company personnel officer and the labourer checked for the correctness and signed for the wages. If there are expenses to be deducted such as for rice, lodging or loan, these will be settle between the labourer and the Labour Agent as per their agreement and have nothing to do with the company. To solve this problem in the long term, the company have initiated an MOU to



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directly bring in 259 Myanmar labourers since September 2013. As per latest data from Finnwatch, the company have initiated corrective action by issuing Pay Slip to the worker to check the wages received per hours worked and pay directly to the worker without passing through the Labour Agent.

All new worker will gain knowledge in 3 steps.

Prior to start working the worker should attend the orientation training course which conduct in Myanmar language, including documents to be sure that all the new workers will understand correctly. Once they start working, the supervisors or experience co-workers will teach and assist the workers with On the Job Training (OJT) and also during the year the Training Department will set up various training course for them such as work safety, sanitation, green environment, 5S etc...

The company found there is communication problem between the Thai supervisors and the Myanmar workers and have initiated Myanmar language classes for the supervisors and appoint Myanmar workers who can speak Thai to be supervisors. Also appoint Myanmar workers who can communicate in Thai to be "Foreign Labourer Volunteer" to advice the Myanmar workers on the living condition, sanitation, healthy environment in the workers living areas.

Workers, both Thai and foreign, are living in rented rooms/hostel, owned by the public sector, in front and around the factory site. The company appointed the personnel section to regularly check and inspect these living areas and housing conditions. If found to be sub-standard, a request letter is sent to the owners to improve the condition and at the same time notify the sanitary authority to inspect these areas to prevent any diseases from occurring. The company stress importance equally on workers, both Thai and foreign, work safety. Safety officers are responsible and should there be an accident during work, the company will accompany worker to hospital and be responsible for incurred expenses.

Regarding the workers passport, the company have NO policy to confiscate any passport as reported by Finnwatch. But to facilitate the worker in caring for their passport the company have a form to fill out by the worker to leave their passport, on a voluntary basis, with the company for safe keeping. But to date, no worker make use of this facility. The company investigated this matter and found that most workers used their passport as



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guarantee for personal loan among their community and sometime lead to violent confrontation when the loan-shark come after them for payment. The company therefore requested the local police to intervene in such matter.

The company stress importance on the quality of its products according to international standards and customer's agreement. As to the accusation of cleaning rusty cans, this is normal procedure where cans in stock have to be cleaned and labeled before packing and shipping out. It is normal that some cans have some rust and need to be cleaned

Once again, we would like to thank Finnwatch for providing these information so that we can study and implement corrective actions.

On this occasion, we would like to invite you or representatives from Finnwatch and / or Mr. Andy Hall to give us the opportunity to meet and discuss the various way to prevent and eliminate these problems.

Yours sincerely,

Dr. Singh Tangcharoenchaichana

President

Vita Food Factory (1989) Limited