

**From:** [REDACTED]  
**Sent:** 17 May 2019 16:26  
**To:** [REDACTED]  
**Cc:** accurate industries  
**Subject:** Reference : Letter no. AL OTH 9/2019 dated 27th March 2019

Dear Sir,

This is with reference to your letter Dated 27<sup>th</sup> March 2019, under the communications procedure of the Special Procedures of the United Nations Human Rights Council to seek clarification on information you had received. You had raised Allegations towards our company which are very far from reality.

Would like to update that a surprise investigation of my factory was undertaken on Friday, 26<sup>th</sup> April 2019 by the Head of the Administrative Authority of Special Economic Zone as well as by the Country Head (Infrastructure) of GSEZ. Further another investigation was done on Monday, 29<sup>th</sup> April 2019 by special representative of Indian Embassy of Kinshasa during which he had one to one discussion with the workers and visited the factory as well as the worker accommodation facility. Further, next day a high-level meeting between Mr. Samrat Deval, Head of Chancery, Indian Embassy of Kinshasa and Ms. Madeleine Berre, Minister of Labour, Government of Gabon took place.

Mr Deval's verbal report to the Minister, as documented in the minutes of meeting in possession of Accurate Industries (copy attached for reference), one can easily say that most of what is mentioned in the UN Report is no less than exaggeration. We do not deny that there have been some gaps on our side but most of it is false. The only issue was with respect to work permits but the process of issue of work permits is slow in Gabon and the same was also flagged by Mr. Samrat to the Honorable Minister based on his interaction with other manufacturers and government employee in the single window clearance authority. Mr Samrat found that in Accurate Industries work permits of 100% workers were applied and pending with the issuing authority.

	<b>Allegation</b>	<b>Clarification</b>	<b>Validation</b>
1	No Written contract is ever signed or given to the workers	<ul style="list-style-type: none"><li>• Written contracts are signed with all workers.</li></ul>	<ul style="list-style-type: none"><li>• Accurate Industries claim can be validated with the representative of Government of India from Indian Embassy in Kinshasa.</li><li>• Accurate Industries claim can be validated with the Administrative Director of the Administrative Authority of SEZ</li></ul>

2	Oral promises regarding salary and other benefits are not fulfilled.	<ul style="list-style-type: none"> <li>• No oral promise was made for salary.</li> <li>• Salary and facilities (free accommodation, free food and free medical facility) to be provided were documented in the contract.</li> <li>• Additional benefits which were neither promised nor mentioned in the contract are also provided to all workers like Free WI-FI good enough to make video calls, Free talk time of certain amount to all supervisors, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate Industries claim can be validated with the representative of Government of India from Indian Embassy in Kinshasa.</li> <li>• Accurate Industries claim can be validated with the Administrative Director of the Administrative Authority of SEZ</li> </ul>
3	None of the workers have a valid work visa	<ul style="list-style-type: none"> <li>• The process of issuing work permit is slow in Gabon. This is because of the multiple change of minister of Labour, failed military coup and other administrative issues. Not all the workers were having a work permit but the application for same was filed for all workers.</li> </ul>	<ul style="list-style-type: none"> <li>• The representative of Government of India from Indian embassy also communicated the issue of slow issue of work permit (refer attachment 1). The minister promised to put in place a system of issuing speedy work permits.</li> </ul>
4	Passports and identity documents of some of the workers are withheld by the employer upon their arrival in Gabon	<ul style="list-style-type: none"> <li>• No identity documents or passport of workers were withheld by the employer.</li> <li>• Passport is not the only document that a worker needs to leave the country. Worker also needs an EXIT VISA that can be issued only by the employer. If an employer wants to forcefully retain the worker in Gabon</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate Industries claim can be validated by the representative of Government of India from Indian Embassy in Kinshasa.</li> </ul>
6	Workers are prevented from returning to India. Even in case of medical needs and for family reasons workers are denied leave and return to india.	<ul style="list-style-type: none"> <li>• Workers can go to india in the event of family engagement or medical emergency, we have many workers who have gone to attend family weddings, Durga Pooja, Diwali festival, death in the family and for medical treatment and have returned for work from india after 30 days or 45 days. This is a proof of satisfaction level of workers</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate Industries claim can be validated by the representative of the Gabon Special Economic Zone SA.</li> </ul>

	Other Points		
a	Deception around their employment: The workers are lured to Gabon by making false promises	<ul style="list-style-type: none"> <li>The workers are made to understand the contract, their salary, benefits, food and accommodation by the person who is sent and by his friends who have given reference and are already working in the company.</li> </ul>	<ul style="list-style-type: none"> <li>Accurate Industries claim can be validated by the representative of Government of India from Indian Embassy in Kinshasa.</li> </ul>
b	Verbal violence and intimidation by factory managers	<ul style="list-style-type: none"> <li>No verbal violence or intimidation can be done by managers, no complaint has ever been received by the management.</li> </ul>	<ul style="list-style-type: none"> <li>Accurate Industries claim can be validated by the representative of Government of India from Indian Embassy in Kinshasa.</li> </ul>
c	Retention of Identity documents	<ul style="list-style-type: none"> <li>No policy of identity card retention is practiced</li> </ul>	<ul style="list-style-type: none"> <li>Accurate Industries claim can be validated by the representative of Government of India from Indian Embassy in Kinshasa.</li> </ul>
d	Abusive working condition	<ul style="list-style-type: none"> <li>Abusing workers is not permitted in the factory. In-fact in the past some of the workers indulging in such activity against local labor and not showing improvement were sacked and sent back to India even before the completion of the contract.</li> </ul>	<ul style="list-style-type: none"> <li>Accurate Industries claim can be validated by the representative of Government of India from Indian Embassy in Kinshasa.</li> </ul>
e	Excessive overtime	<ul style="list-style-type: none"> <li>The workers are recommended maximum 2 hours of overtime and allowed maximum 3 hours of overtime on their request. Overtime is paid extra at the end of the month over and above the basic salary.</li> <li>Overtime is discouraged because it leads to poor output or mistakes in grading. However, the main objective of the workers coming so far from their home land and living without their family is to earn money. There is constant competition among workers to do overtime.</li> </ul>	<ul style="list-style-type: none"> <li>Accurate Industries claim can be validated by the representative of the Gabon Special Economic Zone SA.</li> <li>Accurate Industries claim can be validated by the representative of Government of India from Indian Embassy in Kinshasa.</li> </ul>

F	Regular forced working for 12 hours x 7days with no holidays or daily rest hours	<ul style="list-style-type: none"> <li>• One hour break (lunch+ rest) is given to all workers: <ul style="list-style-type: none"> <li>○ 50% from 12:00pm to 1:00pm</li> <li>○ 50% from 1:00pm to 2:00pm</li> </ul> </li> <li>• One holiday is given to each worker every week. <ul style="list-style-type: none"> <li>○ For most of the workers the holiday is on Sunday.</li> <li>○ Some staff into maintenance and stock ascertaining get holiday on other working days instead of Sunday.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Accurate Industries claim can be validated by the representative of the Gabon Special Economic Zone SA.</li> </ul>
G	Irregular payment of monthly salary to their bank accounts	<ul style="list-style-type: none"> <li>• Foreign Exchange shortage is regular phenomenon in African countries and Gabon is no exception. Small companies like Accurate Industries ZERP suffer most.</li> <li>• Workers have flexibility to collect salary in cash in Gabon by 5<sup>th</sup> of every month or chose for transfer to his bank account in India which is done by 15<sup>th</sup> of the month.</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate Industries claim can be validated by the representative of Government of India from Indian Embassy in Kinshasa.</li> <li>• Accurate Industries claim can be validated by the representative of the Gabon Special Economic Zone SA.</li> </ul>
h	Withholding of salary to cover cost of return airfare	<ul style="list-style-type: none"> <li>• Not True. Workers are brought on 12 months' contract and the return ticket is provided after the completion of the contract period.</li> <li>• If the person wants to cancel the contract midway or has personal reasons (excluding medical emergencies), he has the choice to do so but in this case the return ticket must be booked by the worker.</li> <li>• In case a worker needs medical attention not available within Gabon then the return ticket to India is booked by Accurate Industries ZERP.</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate Industries claim can be validated by the representative of Government of India from Indian Embassy in Kinshasa.</li> </ul>

I	Restriction on movement of workers	<ul style="list-style-type: none"> <li>• Not True. Worker accommodation is 3km from the Factory and the Indian restaurant is midway. The workers have one 4x4 Toyota Hilux open car and two open electric vehicles 24x7 at their disposal to commute this distance. While travelling this distance they pass the Administrative Office of GSEZ which is always promoting labor welfare and also the Administrative Authority of NKOK which has all the government offices including the office of labor inspectors.</li> <li>• Dedicated driver is provided for the Hilux and workers ride the electric vehicles on their own.</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate Industries claim can be validated by the representative of Government of India from Indian Embassy in Kinshasa.</li> <li>•</li> </ul>
J	Isolation of workers	<ul style="list-style-type: none"> <li>• There is no isolation of workers. All workers treated same.</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate Industries claim can be validated by the representative of Government of India from Indian Embassy in Kinshasa.</li> </ul>

Thanking you  
For Accurate Industries Zerp

Ashish Singhal  
Director

