

## Complaint – Vaude Sport GmbH – China

### Status: Resolved

*FWF is responsible for setting up a complaints procedure in production countries where FWF is active. The complaints procedure allows third parties to make complaints about the working conditions or the way the Code of Labour Practices is implemented in factories which supply FWF members.*

*The responsibility of FWF includes investigating the complaint, verifying whether the agreed corrective action plan is implemented and public reporting. This complaint report gives an overview of a complaint filed to FWF, the investigation and agreed corrective action plan as well as how the outcome is verified. For more information on the complaints procedure see the FWF website. FWF also publishes an overview of complaints received in its annual reports.*

### 1. Affiliate involved

Vaude Sport GmbH (hereafter Vaude).

### 2. Accused party

A factory located in China supplying Vaude.

### 3. Date of receiving complaint

The complaint was received via the local complaints hotline on 7 September 2015.

### 4. Filing party

A worker that is currently employed by the factory.

### 5. The complaint

The complainant claimed that workers worked on 3 September 2015, which was the 70th anniversary of anti-fascism war 2015 (statutory holiday), and they were not aware whether they would be paid 200% for that day.

### 6. Admissibility

FWF decided that the case is admissible on 8 September 2015.  
The factory is an active supplier of Vaude, an affiliate of FWF.



The case is relevant to the following labour standards of FWF's Code of Labour Practices:

- Payment of a living wage

## **7. Investigation**

FWF informed Vaude about the case. It was decided to wait until beginning of November to check with the workers if 200% salary was paid for working during the national holiday.

## **8. Findings and conclusions**

The local complaints handler checked with the complainant at the beginning of November, whether the workers had received their 200% pay for working on the 3rd of September.

The complainant told her that all workers enjoyed two more days of holiday from 6-7 October 2015, which can be considered a deferred rest day for the 3rd of September 2015. Therefore, the factory did not need to pay 200% for working on the 3rd of September, and the matter is resolved according to local law.

## **9. Remediation**

No remediation is needed. FWF suggests promoting better communication between management and workers. This might be done via the Workplace Education Programme.

## **10. Verification**

FWF verified whether the issue was solved through the complainant.

## **11. Evaluation by the complainant**

After communicating with the complainant, he/she understood that the law has not been violated. During this process the complainant increased his/ her knowledge about the local labor law.