



Complaint – Acne Studios – China

Status: closed

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(s) involved

Acne Studios.

2. Accused party

A factory located in China supplying the FWF affiliates.

3. Date of receiving complaint

The complaint was received by FWF through its local complaints handler in China on 20 June 2014.

4. Filing party

The complaint was filed by a worker currently employed by the factory.

5. The complaint

The plaintiff complained that she works from 8:00 to 11:30 and from 13:00 to 17:30 plus additional 3.5 overtime hours from 18:00 to 22:30, from Monday to Saturday. The factory is able to give a day off every Sunday, but the plaintiff indicates the hours are too excessive to enjoy life after work.



6. Admissibility

FWF decided that the case is admissible on 20 June 2014. The factory is an active supplier of Acne Studios, an affiliate of FWF. The case is relevant to the following labour standards of FWF's Code of Labour Practices:

- Reasonable hours of work

7. Investigation

FWF informed the affiliate about the case and requested the affiliates to contact the supplier and ask for a reply.

FWF analysed the most recent audit that took place at this supplier in November 2013. The audit concluded excessive overtime. Shortly after the audit, FWF received a complaint regarding excessive overtime.

The factory was open and transparent in their reply, confirming they had to ask workers to work overtime in case of tight deliveries and require workers to stay the night shift until 22:00. They wish to avoid this and agreed to reduce the working hours to a limit of 60 hours per week.

8. Findings and conclusions

Based on the audit findings and reply of the factory it was concluded excessive overtime took place.

9. Remediation

In cooperation with the affiliate and where possible other clients, the factory must implement a plan to reduce excessive overtime. If needed, the affiliate can request support from local FWF staff to support the factory in implementing a plan.

10. Verification

An audit to verify improvements is scheduled for the end of 2015. The factory will participate in FWF's Workplace Education Programme in May 2015.

FWF will verify the efforts of Acne Studios to support reducing overtime in next performance check.

11. Evaluation by the complainant

The worker was making the complaint by a public phone number and did not want to give her details, so unfortunately FWF could not get in touch with her again.