

Complaint – Mammut Sports Group CH – 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

Mammut Sports Group CH (Switzerland, hereafter Mammut)

2. Accused party

The complaint was filed against a factory in China which is a supplier of Mammut.

3. Date of receiving complaint

The complaint was received by FWF through its local complaints handler in China on 27 August 2014.

4. Filing party

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

5. The complaint

On 27 August 2014, the plaintiff sent a message to FWF that he was unable to resign from the factory even though he followed the legal procedure and applied for resignation 30 days in advance. According to the worker, his monthly wage is too low, which is why he wishes to resign, but his application was denied.

6. Admissibility

FWF decided that the case is admissible on 27 August 2014.

At the time of receiving the complaint the factory is an active supplier of Mammut, an affiliate of FWF.

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

- Employment is freely chosen;

7. Investigation

Mammut immediately notified the supplier and requested a response of management.

The worker was willing to disclose his personal information, for a quicker solution. On 1 September, Mammut receive a reply from the factory. Management stated the worker has only worked in the factory for 2 months and his wage level corresponds with all newly employed workers. According to management, the employee only submitted an oral request for resignation and his supervisor asked him to reconsider. Management confirmed on the worker submitted a written resignation form on the 1st of September which was approved by management. The undersigned resignation form was sent to Mammut and FWF for verification.

8. Findings and conclusions

According to the legal requirement, a worker can resign from a factory when giving a 30 days' notice. All due wages and benefits must be paid according to local law. The factory has granted permission to the worker to resign on the 1st of September 2014.

9. Remediation

This case was quickly resolved after Mammut informed the supplier of the complaint. Earlier cases indicated several workers experienced difficulties to resign from this factory. Mammut is to monitor the situation with its supplier to ensure workers are able to resign when following the legal resignation procedure.

10. Verification

FWF verified with the plaintiff if the resignation form forwarded by factory management was signed by him. The plaintiff confirmed the resignation form and that he has now resigned from the factory. FWF asked the worker to send FWF a message in case he would not receive the due wages.

11. Evaluation by the complainant

The plaintiff has resigned and thanked FWF and Mammut for the cooperation.