

Complaint – Mammut Sports Group, Jack Wolfskin and Haglofs – 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 involved

Mammut Sports Group (Switzerland), Jack Wolfskin (Germany) and Haglofs (Sweden).

2. Accused party

The complaint was filed against a factory in China which is a supplier of Mammut, Haglofs and Jack Wolfskin.

3. Date of receiving complaint

The complaint was received by FWF through its local complaints handler in China on 17 December 2013.

4. Filing party

The complaint was filed by a worker currently employed by the factory. The identity is known to FWF, but will remain confidential.

5. The complaint

On 17 December a worker contacted FWF to excessive overtime hours. According to the plaintiff, working hours are from 7:30 to 12:00; 13:30 to 18:00; and 18:30 to 20:00. In addition, the plaintiff complained workers have 1 day off every two weeks.

6. Admissibility

FWF decided that the case is admissible 30 December 2013.

At the time of receiving the complaint the factory is an active supplier of Mammut, Haglofs and Jack Wolfskin, affiliates of FWF.

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

- Reasonable hours of work.

7. Investigation

The factory in question had received training as part of FWF's Workplace Education Programme in November 2013. Workers complained about excessive working hours during the training as well.

FWF informed the affiliates about the case. Mammut contacted the supplier. Factory management confirmed they worked overtime hours during peak months. The supplier indicated the main reason for having overtime hours is lack of workers during peak season before Chinese New Year and bad quality of fabric.

According to the supplier, workers have one day off every 7 days since November. However, the plaintiff indicated they worked 2 consecutive weeks in December.

Factory management replied workers requested to save their days off for January to use them just before Chinese New Year. After checking with the plaintiff again, she confirmed they worked 2 consecutive weeks in December and will be off on 22 January instead (workers outside Guangdong Province); and on 24 Jan 2014 (local workers). The plaintiff believes this is a reasonable arrangement.

The plaintiff informed FWF the factory published reasons for overtime hours on the notice board, which she believes is good practice. However, the plaintiff indicated the holiday arrangement is not established in consultation with workers.

8. Findings and conclusions

Based on the above investigation and the fact that the finding is corroborated by the audit, FWF finds the complaints regarding excessive overtime grounded. The supplier confirmed they had difficulties planning capacity during the peak season.

9. Remediation

Mammut, Jack Wolfskin and Haglofs are expected to analyse and set up a plan to reduce excessive overtime at this supplier. The affiliates are requested to support the supplier in efficient production planning and to avoid putting additional pressure on orders during peak season.

Mammut scheduled a meeting for March to discuss next season's order schedule and capacity booking.

The supplier is asked to have regular meetings with workers to provide them with a platform to discuss their grievances. If deviating from local law (in terms of having 1 day



off every 7 days) is requested by workers, such a decision can only be made when true worker representation is part of the process.

10. Verification

After CNY, FWF's complaints handler contacted the plaintiff again. On 11 March 2014 the worker informed FWF, workers have received a day off on 22 January (for workers outside of Guangdong province) and 24 January (for local workers) as compensation for working extra days in December. The worker indicated workers are currently able to have one day off in a week. The worker is not sure if that would still be the case during the next peak season.

At the next Performance Check, FWF will verify the affiliates' effort to analyse and set up a plan to reduce excessive overtime.

FWF is assessing whether a follow up training as part of the Workplace Education Programme can take place at this supplier.

A verification audit was conducted at the end of March 2014. The audit verified workers have one day off every 7 days. Excessive overtime was still an issue, particularly during peak season. Contrary to the previous audit finding, the working hours are now completely recorded by the fingerprint attendance system.

11. Evaluation by the complainant

The plaintiff thanked FWF and its affiliates for their support. The worker will contact FWF again in case of any more concerns.