

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

Two complaints were filed against a factory in China which is a supplier of Mammut, Haglofs and Jack Wolfskin.

3. Date of receiving complaint

The complaints were received by FWF through its local complaints handler in China on 17 June and 21 July 2014.

4. Filing party

The complaint was filed by two workers currently employed by the factory.

5. The complaint

Both workers from this factory complained about excessive overtime hours. The two plaintiffs both indicated they work 6 days a week till 22:00 plus occasionally 8 overtime hours on Sundays. The plaintiffs also state in some cases they work 21 days consecutively. According to one of the workers, the time cards are falsified. The workers punch their time cards every day at 22:00, but this does not appear in the attendance records.

6. Admissibility

FWF decided that the case is admissible 24 July 2014.

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

FWF analysed earlier complaints received from workers employed by this factory and the recent audit findings. Both confirmed excessive overtime took place.

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 plaintiffs indicated they worked 22 consecutive days in July.

8. Findings and conclusions

Based on the above investigation and the fact that the finding is corroborated by the audit, and similar findings were shared through earlier complaints, 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.

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

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



Fair Wear Foundation complaints report – Date of reporting: December 2013

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

N/A