



Complaint – Salewa – China

Status: not grounded

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

Salewa.

2. Accused party

A factory located in China supplying the FWF affiliate.

3. Date of receiving complaint

The complaints were received by FWF through its local complaints handler in China on 18 September 2014.

4. Filing party

The complaint was filed by a sewing worker currently employed by the factory whose contact details are known to FWF but will be kept confidential.

5. The complaint

The complainant claimed the factory delays the payment for at least 4 or 5 days every month. According to the worker the wage of Aug 2014 was paid to them on the 19 Sept 2014. But by agreement with the factory normally the wage shall be paid by 15th each month.



6. Admissibility

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

- Payment of a living wage

7. Investigation

FWF's complaint handler in China informed FWF the practices of delaying the payment was not a violation of the law. China labour law states wages should be paid latest at the end of the following month.

8. Findings and conclusions

Given the above, FWF finds the complaint not grounded.

9. Remediation

Despite the fact that this practice is not a violation, it does indicate an inconvenience for the worker. A solution to this might be very simple: the factory postpones the payment date to a few days later. Communication of this to the workers is of crucial importance. This way, workers will not be disappointed each month and might give the factory a bit more time to implement the payments.

A training as part of FWF's Workplace Education Programme would support the factory in improving efficient communication between workers and management and setting up a payment structure in cooperation with workers.

10. Verification

Not applicable.

11. Evaluation by the complainant

Not applicable.