

## Complaint – Vaude Sport – Vietnam

*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

### 2. Accused party

The complaint was filed against a factory in Vietnam which is a supplier of Vaude Sport.

### 3. Date of receipt complaint

The complaint was formally received by FWF through its local complaints handler in Vietnam on 12 December 2012.

### 4. Filing party

The complaint was filed by two former workers of the factory.

Their contact details are known to FWF but will be kept confidential.

### 5. The case

The complaint related to the labour standard 'Legally Binding Employment Relationship' that is part of FWF's Code of Labour Practices.

Two former workers of Vaude Vietnam contacted FWF's complaints handler to raise that they had not been given back their insurance books by the HR department after their resignation from work.

According to Vietnam Labour law, after leaving the factory the employer has to return the insurance book to the former employee. The employee can submit this book to their new employer to claim insurance with the Insurance Agency.



The workers stated that they had contacted the HR manager of the factory many times but that the problem had not been solved. The workers then sent a letter to the local trade union office.

## **6. Admissibility**

On 12 December FWF decided that the complaint was admissible as it relates to the Code of Labour Practices and the involved factory has an active business relationship with an affiliate member of FWF.

On 12 December FWF informed Vaude that the complaint had been filed through its complaints procedure.

## **7. Investigation**

On 12 December Vaude contacted top management of their factory in Vietnam to ask that the issue would be investigated and solved.

Until 19 December FWF's complaints handler made follow up phone calls to former workers of Vaude Vietnam as the workers who called first had raised that other workers had the same problem.

## **8. Findings and conclusions**

The investigation of the complaint by FWF and Vaude confirmed that the complaint was grounded.

FWF obtained a list of 102 former workers that had not received their insurance books after resigning from the factory. The list was developed by a former HR staffer who had the same problem.

According to factory management the root cause of the problem was that each year a high amount of workers resigned from work without giving legal notice.

As a result the external insurance agency of the factory company could not be informed in time.

As no workflow existed to tackle this problem, insurance books were not returned to workers.

## **9. Corrective action**

On 7 January 2013 the top manager of the factory committed personally to resolving the complaint for all workers concerned.

On 12 January top management informed FWF that the insurance agency would be requested to return the insurance book to all workers concerned in the case. A commitment was made to solve all cases before the end of January 2013.



## **10. Verification**

On 19 February 2013 FWFs local complaints handler contacted the workers that had filed the complaint. Both workers then confirmed that they had received their insurance books.

FWF could not confirm with all former workers that their books were received as their contact details were not known to FWF.

If the complaints handler will be contacted by any other worker whose book has not been returned, this will be raised with Vaude.

## **11. Evaluation**

Both plaintiffs thanked FWF and Vaude for the commitment to realise a solution.