

## Complaint – Haglofs, Kjus – China

### Status: New complaint

*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. Member company involved

Haglofs and LK International (Kjus), hereafter Kjus.

### 2. Accused party

A factory located in China supplying Haglofs and Kjus.

### 3. Date of receiving complaint

The complaint was received on 20 September 2016

### 4. Filing party

A worker that is currently employed by the factory.

### 5. The complaint

The complainant claimed that since this year the factory delays workers' payments quite often, with the longest delay being 3 months.

Furthermore, workers have to work excessive overtime hours till 23:00 Mondays through Saturdays (8:00 to 12:00; 14:00 to 18:00; and OT: 19:00 to 22:00/23:00); working 11 to 12 hours a day. In a case of tight delivery, workers worked for the entire month without a rest day. They also worked on 15 September 2016, which is an annual holiday (Mid-autumn festival). Management did not announce OT premiums for that day, which would be 300% according to local legislation. The complainant said that altogether workers have had approximately 10 days since the beginning of this year until now. Workers can refuse overtime without penalty, but if they do not do overtime, they



will be subject to a verbal warning from their supervisors. As a result, for most of the time workers cooperate to do overtime hours.

The authenticity of the accusation is under investigation.

## **6. Admissibility**

FWF decided that the case is admissible on 29 September 2016.

The factory is an active supplier of Haglofs and Kjus, members of FWF.

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

- Payment of a living wage
- Reasonable hours of work

## **7. Investigation**

FWF informs Haglofs and Kjus about the case. Haglofs and Kjus are expected to contact the supplier and ask for a reply within one week.

## **8. Findings and conclusions**

The case is under investigation. The claims of the complainant are supported by the audit of November 2015; were excessive overtime and late payment of wages were found.

## **9. Remediation**

The case is under investigation.

## **10. Verification**

The case is under investigation.

## **11. Evaluation by the complainant**

The case is under investigation.