



Complaint – Salewa – China

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. Member company involved

Salewa.

2. Accused party

A factory located in China supplying Salewa.

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3. Date of receiving complaint

The complaint was received on 6 December 2016.

4. Filing party

A worker that is currently employed by the factory.

5. The complaint

The complainant informed FWF that he requested leave from 24 -28 November for personal affairs. Factory management refused his leave application, but the complainant did take the leave. After he returned on 28 November, factory management informed him he was fired due to absenteeism without permission.

The following issues need to be taken into account.



During the complainant's leave from 24 to 28 Nov 2016, the factory hired a temporary worker to take over his responsibilities and factory requested him to pay his replacement at 250 RMB/day, which will be deducted from the complainant's wage.

The complainant made a total wage of 3601 RMB in September 2016. The factory paid him 3100 already, but still would need to pay the additional 500 RMB.

The complainant does not know how much exactly he made in October. So far he has not received any wage of October.

The complainant worked from 1 to 23 Nov 2016, he does not know how much exactly he has made during these working days.

The complainant requests the following:

1. He offers to pay his replacement during his personal leave, which will be 1000RMB.
2. He requests the factory to pay the due wages to him (500 RMB from September, and wage of October and November. If these outstanding wages are paid he accepts his dismissal.

6. Admissibility

FWF decided that the case is admissible on 15 December 2016.

The factory is an active supplier of Salewa, a member of FWF.

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

- Payment of a living wage

7. Investigation

FWF informed Salewa about the case on 15 December. Salewa contacted the supplier and asked for a reply.

The complainant made an agreement with the management and is still working in the factory.

In February, the factory sent pay slips showing that payments to the complainant have been made for September, October and November. Unfortunately, despite several efforts, the FWF complaint handler could not connect with the complainant to check further upon the authenticity of the claims and whether he indeed received the outstanding payments.

8. Findings and conclusions

No definitive conclusions can be drawn because the case could not be verified by checking with the complainant about the details of the agreement he made with



management to stay on, or to further investigate the authenticity of his claims. Though the factory has sent signed pay slips proving the payments, we were unable to verify with the complainant whether the payments were indeed received.

9. Remediation

FWF recommends Salewa to discuss with their supplier to have a fair resignation and dismissal policy in place, and communicate this to all workers.

10. Verification

No verification needed.

11. Evaluation by the complainant

The complainant could not be reached.