

Complaint – Salewa&Dynafit – Turkey

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

Salewa&Dynafit

2. Accused party

The accused party is a factory in Turkey supplying Salewa&Dynafit.

3. Date of receiving complaint

The local hotline received three calls on 10,12 and 14 March 2016 after the monitoring audit took place.

4. Filing party

Three separate workers, who are still working in the factory.

5. The complaint

The first complainant claimed that during the audit the FWF CoLP was on the wall; however, it is no longer hanging on the wall.

Second complainant claimed that in the knitting department there was a wage increase; however, for sewing workers there was no wage increase. Also the person has complaints about verbal abuse of line supervisors during overtime hours.



Third complainant claimed that overtime work is compulsory. They work until 20.30 on weekdays and they also work on Saturdays.

The accusation is under investigation.

6. Admissibility

FWF decided that the case was admissible on 12 July 2016.

At the time of complaint, the factory was an active supplier of Salewa&Dynafit, an affiliate of FWF.

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

- No discrimination in employment.
- Reasonable hours of work.

7. Investigation

FWF informed Salewa&Dynafit about the case. Salewa&Dynafit contacted the supplier and asked for a reply.

8. Findings and conclusions

Through their intermediary, Salewa&Dynafit asked for clarification of the facts and the follow up of this complaint. They asked the supplier to solve the forced overtime and unequal pay rises. Around that time the intermediary of Salewa&Dynafit decided that the relationship with the factory would not last any longer. This was unforeseen for Salewa&Dynafit. The main reason was that the factory was not cooperative in offering follow up to the complaints and the CAP findings.

9. Remediation

Salewa&Dynafit tried to remediate as they wanted to organise a meeting together with FWF. The supplier was not interested anymore due to the fact that they did not have any remaining orders with Salewa&Dynafit. Fair Wear and Salewa&Dynafit tried several times but unfortunately the supplier was not open for dialogue ,

Unfortunately the case was not remediated despite several efforts by Salewa&Dynafit and Fair Wear.

10. Verification

11. Evaluation by the complainant

The case was not remediated despite the efforts of Salewa&Dynafit and Fair Wear.