

Complaint – Jack Wolfskin, Schöffel Sportbekleidung GmbH – Vietnam

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 involved

Jack Wolfskin DEU (hereafter Jack Wolfskin) and Schöffel Sportbekleidung (hereafter Schöffel).

2. Accused party

A factory located in Vietnam supplying Jack Wolfskin and Schöffel.

3. Date of receiving complaint

The complaint was received by FWF through its local complaints handler in Vietnam on 12 March 2017.

4. Filing party

An employee that was employed at the factory until January 2017.

5. The complaint

The complainant called the helpline to inform FWF that she resigned but did not receive her year-end bonus and social insurance book. FWF's complaints handler advised the employee to first talk to her HR manager. On 29 March the employee called again and stated she had found a new job. She received her last salary for 8 working days in January on the 10th of February by bank transfer. She did not receive the year-end bonus or her social insurance. She did receive her social insurance book but the HR



officer informed her that she cannot receive the unemployment allowance from the social department but he did not explain why.

6. Admissibility

FWF decided that the case is admissible on 29 March 2017.

The factory is an active supplier of Jack Wolfskin and Schöffel, members of FWF.

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

- Payment of a living wage
- Legally binding employment relationship

7. Investigation

The authenticity of the complaint is still under investigation.

8. Findings and conclusions

The authenticity of the complaint is still under investigation.

9. Remediation

The authenticity of the complaint is still under investigation.

10. Verification

The authenticity of the complaint is still under investigation.

11. Evaluation by the complainant

The authenticity of the complaint is still under investigation.