

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 29 June 2017.

4. Filing party

An employee that is employed by the factory.

5. The complaint

The complainant called the helpline to complain about the working hours and salary at the factory. According to the complainant:

- Workers have to work during lunchtime.
- Workers have to work overtime from 17:00 to 18:00/19:00 without time recording and no adequate payment. The factory uses finger print system to record working time. Workers have to sign out at 17:00 and then return to work until 18:00 or 19:00. Workers

must sign the overtime registration sheet when working overtime after 17:00 or on Sunday/Holiday and this is paid separately. Workers must sign the overtime registration sheet and cannot refuse overtime. Factory has locked the gate during overtime hours so workers cannot refuse overtime and go home.

- Factory does not pay the legal premium when workers worked overtime after 17:00 or on Sundays, approximately 10,000VND/hour.

- The complainant saw that pregnant workers and workers who are breastfeeding were not allowed to leave early (at 3:00PM). They must work until 17:00. When the customer visits, the pregnant and breastfeeding workers are permitted go home at 15:00.

- Factory pays piece salary to workers. The complainant worked at the factory for about 10 years and her contract salary is around 4.5 mil VND/month (Note that the factory at region 1, so the minimum wage for skilled workers is 4,213,125VND/month). Factory has a policy on top up the salary when workers' piece salary falls below 4,200,000VND/month. According to the complainant, the unit price for piece-salary is low, so most of workers are paid top-up to 4,200,000VND/month. She thinks her salary is low because salary for new workers and seniority workers is not that different. When she raised her issues on her salary with HR, HR replied that she can resign if she is not happy with her salary. She said that she cannot find new job because she is too old.

- When the customers visit/audit the factory, all of interviewed workers are trained how to answer the interview. Most of them do not dare to share the truth because they are afraid of retaliation.

- The union chairwoman is Vice General Director, so nobody can raise any questions or complaints to the union.

6. Admissibility

FWF decided that the case is admissible on 1st of July 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:

- Employment is freely chosen
- Payment of a living wage
- Reasonable hours of work

7. Investigation

The authenticity of this complaint is still under investigation.

8. Findings and conclusions

The authenticity of this complaint is still under investigation.



9. Remediation

The authenticity of this complaint is still under investigation.

10. Verification

The authenticity of this complaint is still under investigation.

11. Evaluation by the complainant

The authenticity of this complaint is still under investigation.