



## Complaint – Haglofs – China

### 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. Member company involved

Haglofs.

### 2. Accused party

A factory located in China supplying Haglofs.

### 3. Date of receiving complaint

The complaint was filed on 17 January 2017.

### 4. Filing party

A worker that is currently employed by the factory.

### 5. The complaint

The complainant claimed that workers have not received the wage of November and December 2016. Workers are anxious to receive their wage before CNY holiday starts on 20 January. According to the complainant the workers have communicated their concerns with the management team multiple times, but did not get a response when payments would be made, or why these payments were delayed.

The complainant did not want to disclose her name and she requested us to keep her phone number confidential.



The authenticity of the accusation is under investigation.

## **6. Admissibility**

FWF decided that the case is admissible on 17 January 2017.

The factory is an active supplier of Haglofs, 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 asked Haglofs to contact the factory and get a response to the complaint from factory management. The supplier indicated that it had paid the workers on the same day that it had received the complaint. This was supported by documents showing the bank transfers. The complainant confirmed that the payment of the wages of November and December 2016 were paid on January 18, 2017.

## **8. Findings and conclusions**

According to Chinese law, salaries must be paid in full and on time within 30 days. The payment of salaries of November was therefore late and not in compliance with Chinese law. The supplier ensured payment of the salaries of November and December on January 18, 2017.

## **9. Remediation**

The supplier paid the wages of November and December 2016.

## **10. Verification**

The case is closed.

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

The complainant was satisfied with the outcome of the complaint.