



SSCI BENCHMARKING REQUIREMENTS
Version 1.0

PART IV

GLOSSARY OF TERMS

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Introduction

This document provides a list of terms and their definitions referred to in the SSCI Benchmarking Requirements – Processing/Manufacturing scope. It is intended to be exclusively used in combination with Part I – SSCI Benchmarking Process, Part II – Requirements for the Management of Schemes, and Part III - AI – Social Compliance: Processing / Manufacturing.

The definitions are adapted from various international references and frameworks including the International Labour Organization (ILO), ISO9001:2015, 9004:2018 Quality Management, ISO26000, ISO/IEC 17021-1:2015, ISO/IEC 17065:2012, ISO/IEC 17021-1:2015, ISO 17000: 2004, ISEAL Assurance Code 1.0 and 2.0, Global Sustainable Seafood Initiative (GSSI), Global Social Compliance Programme (GSCP), and the Global Food Safety Initiative (GFSI).

Please note that the terms and definition are subject to modification and clarification based on the evolution of SSCI and the benchmarking process.

Proposed additions, corrections, or amendments can be sent for consideration by the SSCI via e-mail at ssci@theconsumergoodsforum.com

General: SSCI Benchmarking Terms

This list contains all terms relevant to the SSCI Benchmarking Process.

TERM	DEFINITION
Applicant Scheme Owner	A Scheme Owner applying to be benchmarked by SSCI in order to receive recognition.
Application	A document confirming a scheme owner's intention to seek recognition by the SSCI for a defined scope of recognition.
Benchmark process	A mechanism by which a scheme can be objectively assessed against a series of defined requirements laid down in the SSCI Benchmark Requirements, to determine if formal recognition by SSCI can be granted.
Desktop review	An assessment carried out based on the review evaluation of documents.
SSCI Independent Expert	A competently trained person, appointed by SSCI, who is assigned to perform the benchmarking process for a specific scheme application.
SSCI Office visit/audit	A visit carried out at the office or designated centre of an applicant including meeting with the applicant, understanding the process and system controls to verify the effective implementation of the policies and procedures as initially assessed during the desktop review.

PART II

Requirements for the Management of Schemes

This list contains all terms relevant to the SSCI Benchmarking Process, which can be found in Part I – SSCI Benchmarking Requirements and Part II – Requirements for the Management of Schemes.

TERM	DEFINITION
Accreditation	Independent third-party attestation related to a certification body conveying formal demonstration of its competence to carry out specific conformity assessment tasks.
Accreditation body	An authoritative body that performs accreditation.
Announced audit	An audit which is undertaken on a specified date(s) that is chosen in advance with the audited site. See also: Unannounced audit
Appeal	A formal request for the reconsideration of a decision.
Audit	Systematic, independent process for obtaining records, statements or other relevant information and assessing them objectively to determine the extent to which specified requirements are fulfilled.
Audit firm	A person and /or legal entity that performs auditing services.
Auditor calibration	The process by which different auditors and relevant personnel involved in the auditing or assessment process exchange knowledge and insights to achieve better consistency and application of the social compliance requirements.
Certification	The issuance of a third-party statement that fulfilment of specified conformance requirements have been demonstrated.
Certification body	Third-party conformity assessment body operating certification schemes.
Competence	Ability to apply knowledge and skills to achieve intended results.
Complaint	An expression of dissatisfaction about the standard of service, actions, or lack of action.
Conflict of interest	This situation arises where objectivity and impartiality are compromised or are seen to be compromised, by potential or perceived, direct or indirect competing interest. A conflict of interest can arise in a wide range of circumstances. It may be financial or non-financial, personal or professional, commercial or not-for-profit.
Corrective action	Action to eliminate the cause(s) and root cause(s) of a detected non-conformance/ non-compliance. Note: Corrective actions are taken to prevent a recurrence of non-compliance.
Corrective action plan	A plan of action drawn up at the end of an audit that records what measures must be taken and a timeline to remedy the non-conformance or the non-compliance found during the audit.

Follow-up audits	An audit to assess the effectiveness of corrective actions, undertaken to address issues from a previous audit. A follow-up audit can be either a full or a partial follow-up audit.
Key Performance indicator (KPI)	<p>A key performance indicator (KPI) is a metric or measure. KPIs are used to quantify and evaluate organisational success. They measure how much success you have had and how much progress you have made relative to the objectives you wish to achieve.</p> <p>KPIs are also used to set measurable objectives, evaluate progress, monitor trends, make improvements, and support decision making. KPIs should be quantifiable and appropriate and should collect information that is useful to your organisation and relevant to the needs and expectations of interested parties.</p>
Legal entity	Any entity recognised by the law, including both juristic and natural persons.
Major nonconformity	Non-conformity that affects the capability of the management system to achieve the intended results.
Multi-site certification	Certification covering organisations including several sites. The audit firm may use sampling of these sites in its conformity assessment work. The scope of certification covers the actual products and processes as defined in the normative documents describing the scheme in question. Every site covered by this certification is mentioned on the main certificate documentation and every site is entitled to get its own sub-certificate.
Multi-site organisation	An enterprise with multiple production sites that are centrally managed and are assessed as one client.
Non-conformity / Non-compliance	Non-fulfilment of a requirement.
On-site/Office audit	An assessment occurring on the physical site of a client's operations.
(Pertinent) Off-site locations	Locations external to the designated work premises where activities relevant to the audit scope are fully or partially carried out under the management or control of the organisation. Pertinent off-site locations might include, for example, accommodation, storage, or utility facilities.
Scheme owner	An organisation, which is responsible for the development, management and maintenance of a third-party audit or certification scheme.
Scope	Extent and boundaries of a standard or scheme as defined in their normative documents.
Semi-announced audit	An audit which is undertaken on an unspecified date, scheduled within a designated period, which is agreed to in advance with the facility. The facility will be informed that an audit will take place during this period but will not be informed of the exact date.
Shadow assessment/audit	An assessment in which an auditor is observed, usually by a client or lead auditor to confirm their competence by demonstrating the application of knowledge and skills to achieve the desired result.
Site	A permanent location where a facility carries out work or activity.

Stakeholder	A person, group or organisation that has interest or concern (actual or perceived) in an organisation. Stakeholders can affect or be affected by the organisation's actions, objectives and policies. Some examples of key stakeholders are creditors, directors, employees, government (and its agencies), owners (shareholders), suppliers, unions, and the community from which the business draws its resources.
Surveillance audit	Audit(s) to assess continued compliance with the specific requirements of a scheme and to verify the validity of an issued certificate.
Suspension	The process by which a certification/accreditation/recognition is temporarily removed due to any actual or suspected breach of one or more of the requirements for certification/accreditation/recognition.
Technical expert	A person who provides specific knowledge or expertise to the audit team.
Unannounced audit	An audit carried out without prior notice to the audited site.
Vulnerable workers	Groups that experience a higher risk of poverty and social exclusion than the general population such as ethnic minorities, indigenous people, migrants, disabled people, elderly people and children.
Withdrawal	The process by which a certification/accreditation/recognition is removed due to the failure of addressing the actual or suspected breaches of the requirements for certification/accreditation/recognition.
Witness assessment/audit	An assessment/audit in which an auditor is observed performing a task, or series of tasks by relevant and appropriate organisations, including but not limited to accreditation agencies, NGOs and trade unions, for the explicit purposes of learning, rather than to confirm the competence of the observed auditor. See also: Shadow assessment / /audit

PART III

AI – Social Compliance: Processing/Manufacturing Scope

This list contains all terms relevant to the SSCI Benchmarking Process, which can be found in Part III-AI – Social Compliance: Processing / Manufacturing

TERM	DEFINITION
Abuse	<p>Abuse is defined as mistreatment or an attempt to gain power and control the behaviour of another person. It is a misuse of power which makes the victim vulnerable.</p> <p>Different forms of abuse may include:</p> <ul style="list-style-type: none"> • Physical abuse (e.g. pushing, punching, etc.); • Sexual abuse (e.g. forced, unwanted sex); • Verbal abuse (e.g. abusive behaviour involving the use of language like name-calling); • Emotional or Psychological abuse (behaviour that may cause anxiety or depression, e.g. insulting, ridiculing beliefs, race or religion, etc.)
Accident (health & safety)	A sudden, unplanned, unintentional occurrence including acts of violence, normally causing bodily harm or injury, that it is caused by, linked with or occurs during work or on the way to or from work.
Bribery	The offering, promising or giving of something in order to influence an individual of an organisation in the execution of his/her duties. Bribes can take the form of money, other pecuniary advantages, such as membership in an exclusive club or a promise of a scholarship for a child, or non-pecuniary advantages or benefits, such as favourable publicity.
Bullying	Repeated, health-harming (including physical, psychological, emotional, etc.) mistreatment of one or more persons (the targets) by one or more perpetrators. It is abusive conduct that is threatening, humiliating or intimidating. Bullying can constitute verbal abuse and/or can prevent work from getting done. The person confronted has difficulties in defending him/herself.
Child	Any person less than 15 years of age unless local minimum age law stipulates a higher age for work or mandatory schooling, in which case the higher age shall apply. If, however, local minimum age law is set at 14 years of age in accordance with developing country exceptions under ILO Convention No. 138, the lower will apply.
Child labour	Refers to any work by a child or young person, younger than the age of 15 or below the minimum work age required by law, if such age is above 15, which does not comply with the provisions of the relevant ILO standards, or is likely to be hazardous or to interfere with the child's or young person's education, or to be harmful to the child's or young person's health or physical, mental, spiritual, moral or social development.

Coercion	Coercion refers to the act of persuading or convincing someone to do something or to abstain from doing something using force, threats or other unethical means. Coercion deprives that person of the exercise of free will. Examples of coercion may include threatening someone harm if they do not sign a contract or compelling a worker to abstain from trade union activities.
Collective agreement	All agreements in writing regarding working conditions and terms of employment concluded between an employer, a group of employers or one or more employers' organisations, or, in the absence of such organisations, the representatives of the workers duly elected and authorised by them in accordance with national laws and regulations on the other.
Collective bargaining	All negotiations which take place between an employer, a group of employers or one or more employers' organisations, on the one hand, and one or more workers' organisations, on the other, for determining working conditions and terms of employment, regulating relations between employers and workers, and/or regulating relations between employers or their organisations and a workers' organisation or workers' organisations.
Corruption	Corruption involves behaviour on the part of individuals in the private or public sector, whether they improperly and unlawfully enrich themselves, or those close to them, by the misuse of the power entrusted to them.
Debt bondage/Bonded labour	A practice whereby a person is compelled to work as a means of repayment for a debt or any other obligation.
Disciplinary procedure	A formal process of enforcing workplace rules when they have been breached. An employer may administer fines, penalty, punishment or formal official reprimand to an employee for a breach of those workplace rules. The process can include: written warning, hearing, follow up and termination in case of an ongoing breach.
Discrimination	An action or a decision that treats a person or a group negatively for reasons such as their race, age or disability. These reasons are known as grounds of discrimination. Various grounds for discrimination may include gender, age, religion, marital status, race, caste, social background, diseases, disability, pregnancy, ethnic and national origin, nationality, membership in worker organisations including unions, political affiliation, sexual orientation, or any other personal characteristics. This may also include any other distinction, exclusion or preference, which has the effect of nullifying or impairing equality of opportunity or treatment in employment or occupation.
Employment/recruitment agencies	Any natural or legal person, which provides one or more of the following labour market services: (a) services for matching offers of and applications for employment, without the employment agency becoming a party to the employment relationships which may arise therefrom; (b) services consisting of employing workers to make them available to a third party, who may be a natural or legal person which assigns their tasks and supervises the execution of these tasks; (c) other services relating to job seeking, such as the provision of information, that do not set out to match specific offers of and applications for employment.

Equal opportunities	Equal terms and conditions of employment and equal access for all persons to employment, recruitment, compensation, access to training, promotion, termination or retirement without distinction on the grounds of discrimination prohibited by company policy.
Facility	A factory, manufacturing plant or a production plant should be an industrial site, usually consisting of buildings and machinery, or more commonly a complex having several buildings, where workers manufacture goods or operate machines processing one product into another.
Forced labour (also referred to as compulsory labour)	All work or services which is exacted from any person under the menace of any penalty and for which the said person has not offered him or herself voluntarily. It includes situations in which persons are coerced to work through the use of violence or intimidation, or by more subtle means such as accumulated debt, retention of identity papers or threats of denunciation to immigration authorities.
Fraud	A deliberate deception to secure unfair or unlawful gain, or to deprive a victim of a legal right. This may include acts of deception, bribery, forgery, extortion, theft, embezzlement, misappropriation, false representation, concealment of material facts and collusion.
Freedom of association	The right of workers and employees to create and join (or to choose not to join) organisations of their choice freely and without fear of reprisal or interference. This includes the right to establish and affiliate to confederations and international organisations.
Freedom of movement	The right of workers to must be able to leave their place of work at the end of a standard workday or shift, come and go freely from places of residence (i.e. dormitories) and the ability to return home where applicable (access to travel documents). This also includes that the workers have appropriate freedom to leave their workstation for specific purposes, such as a washroom break, a hydration break or to access medical attention. Freedom of movement allows a worker to leave the workplace if necessary (e.g. in case of danger or threat to their person). Examples of restriction on freedom of movement may include practices as locking the workplace door from the outside, denying washroom breaks, retention of passports or valuable possessions.
Grievance mechanism	The channel of communication (and associated processes) available to individuals or organisations to report concerns or complaints and address them within a formal process that offers them protection from retribution.
Harassment	A range of unacceptable behaviours and practices, or threats thereof, whether a single occurrence or repeated, that aim at, result in, or are likely to result in physical, psychological, sexual or economic harm, and includes gender-based violence and harassment
Hazardous work/conditions	Any labour that jeopardises the physical, mental or moral well-being of a worker, either because of its nature or because of the conditions in which it is carried out.
Human rights	Rights and freedoms to which all persons are entitled by virtue of being human beings. These include civil and political rights, such as the right to life, liberty and freedom of expression; and social, cultural and economic rights including the right to participate in culture, the right to food, and the right to work and receive an education. Human rights are protected and upheld by international and national laws and treaties.

Identity documents/ papers	Any document issued by appropriate authorities which may be used to prove a person's identity. When the identity document/ paper incorporates a person's photograph, it may be called photo ID. Passports are one of the most commonly used identity document/paper in the case of foreign workers.
Incident (health & safety)	An unsafe occurrence arising out of or in the course of work where no personal injury is caused.
Industry standards	A documented and voluntary standard, norm, or requirement established as being the minimum standard or norm for industry members - either through formal agreement or through emulation of practices established by industry leaders.
Management review	Periodic assessment of the organization's organisation's management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the organization's organisation's relevant policies.
Migrant worker	A person who is engaged in a remunerated activity, who has moved to a country, province or region of which he or she is not a native.
Minimum wage	The lowest rate that can be lawfully legally be paid to a worker in a particular, country, area, or industry. Minimum wages can be defined by applicable national legal requirements or by collective agreement.
Monitoring	Regular observation of the status of a system, process or activity to assess compliance with requirements.
National legal requirements	All local, state, provincial, or federal laws, rules, and regulations that are applicable to the facility.
Night work	According to international standards, this includes work between midnight and 5.00 am. National law or practice usually determines which hours may be considered night work.
Occupational Health and Safety system (OSH)	A set of interrelated or interacting elements to establish OSH policy and objectives, and to achieve those objectives.
Overtime	Work performed by an employee or worker in excess of standard working/contracted hours as defined by company rules, job contract, statute, or union (collective) agreement.
Own Operations	The company itself, the entities it owns, the entities in which it holds a majority of voting shares and the facilities it manages.
Paid leave	Leave from work where a worker is entitled to pay and intended for rest and recreation. Leave may also be granted to a worker for educational purposes for a specified period, with adequate financial entitlements.
Pay rate for production/ quota/piece work	Employment where a worker is paid a fixed price (piece rate) for each unit produced, regardless of the time required.
Personal documents	A document is deemed to be a personal document if it serves the worker to prove his/her identity, allows him/her to work or is important to assure his/her freedom of movement. Some common examples of personal documents may include passports, work permits, landing papers and travel documents. Retention of personal documents may lead to cases of forced labour/ restricted freedom of movement.

Personal Protective Equipment (PPE)	Protective clothing or equipment gear related to the type of work and risks involved, provided to workers where adequate protection against the risk of accident or injury to health, including exposure to adverse conditions, cannot be ensured by other means.
Policy	A statement of purpose or goal which an organisation aims to achieve. This is distinct from 'strategy' which refers to actions to be undertaken to meet goals.
Premium rate	A higher rate of pay as defined by law or industry standards that is received for normal work, for example for overtime hours and work at night on weekends or on public holidays.
Prison Labour	Any work or service exacted from any person as a consequence of a conviction in a court of law, provided that the said work or service is carried out under the supervision and control of a public authority and that the said person is not hired to or placed at the disposal of private individuals, companies or associations.
Procedure	<p>A defined and repeatable way of carrying out a process or activity. A procedure may or may not be documented. Documented procedures can be very general or very detailed, or anywhere in between.</p> <p>While a general procedure could take the form of a simple flow diagram, a detailed procedure could be a one-page form, or it could be several pages of text. A detailed procedure defines and controls the work that should be done, and explains how it should be done, who should do it, and under what circumstances. In addition, it explains what authority and what responsibility has been allocated, which inputs should be used, and what outputs should be generated.</p>
Publicly available	<p>Obtainable by any person, without unreasonable barriers of access.</p> <p>Note: Information that is published on an organisation's website and can be found through a basic and quick search is considered to be publicly available. 'Available on request' is not the same as publicly available.</p>
Recruitment fees/ costs	<p>Any fees or costs incurred in the recruitment process in order for workers to secure employment or placement regardless of the manner, timing or location of their imposition or collection</p> <p>Recruitment fees include:</p> <ol style="list-style-type: none"> payments for recruitment services offered by labour recruiters, whether public or private, in matching offers of and applications for employment; payments made in the case of recruitment of workers with a view to employing them to perform work for a third party; payments made in the case of direct recruitment by the employer; or payments required to recover recruitment fees from workers
Remedy/ remediation	The implementation of a systemic change or solution to make an immediate and on-going correction to a non-compliance.
Risk assessment	The process of risk identification, risk analysis, risk criteria and risk evaluation of the chance of something happening that will have an impact on objectives. It is measured in terms of a combination of the probability of an event and the severity of its consequences.
Root cause analysis (RCA)	A set of analysing analysing and problem-solving techniques targeted at identifying the actual cause or the underlying reason for the non-conformity.

Scheme/Standard	A normative document and other defined normative documents, established by consensus and approved by a body that provide rules, guidelines or characteristics for products or processes or production methods, with which compliance is not necessarily legally mandatory.
Secure storage	A safe and secure facility provided by the employer where workers can safely store their valuables, including passports or other personal documents. Individual lockers in a secure location are provided where workers have unrestricted access to their valuables.
Senior management	A person or persons who have the authority and accountability to develop, implement or amend organisational policies and procedures.
Sexual harassment	<p>Refers to a sex-based behaviour that is unwelcome and offensive to its recipient. Sexual harassment may take two forms:</p> <p>1) Quid Pro Quo, when a tangible benefit - such as a pay rise, a promotion, or even continued employment - is made conditional on the victim acceding to demands to engage in some form of sexual behaviour; or;</p> <p>2) hostile working environment in which the conduct creates conditions that are intimidating or humiliating for the victim.</p> <p>Behaviour that qualifies as sexual harassment:</p> <ul style="list-style-type: none"> - PHYSICAL: Physical violence, touching, unnecessary close proximity - VERBAL: Comments and questions about the appearance, lifestyle, sexual orientation, offensive phone calls - NON-VERBAL: Whistling, sexually-suggestive gestures, display of sexual materials
Standard working hours	The typical value of hours actually worked per a reference period such as one week, over a long observation period of a month, quarter, season or year, which relates to the time that persons in employment spend directly on and in relation to, productive activities; downtime; and resting time during a specified time reference period.
Supply chain	The network of retailers, distributors, transporters, storage facilities, suppliers and production sites that participate in the production, delivery and sale of a particular product or goods.
Terms and conditions of employment	Elements that define the essential aspects of the contract of employment or employment relationship including hours of work, rest, and leave, amount of pay, and premium rates for overtime, housing conditions where applicable, conditions relating to non-employee workers such as temporary agency labour, measures related to health and safety, protective measures for new mothers and women who are pregnant, restrictions on work for minors and equal treatment. These can be determined by national legal requirements, by collective agreement or by individual agreement arrangement with workers.
Threat	An expression of intent to inflict harm, injury or loss to the worker. A threat is considered an act of coercion or intimidation. For example, a threat of retaliation from employer may prevent a worker from joining a trade union or participating in legitimate trade union activities.
Understandable manner	In a language and medium that workers understand and comprehend, including provisions for illiterate or disabled workers.

Valuables/ Valuable possessions	<p>Material which is valuable to the worker either due to its monetary value or its significance to the worker. This may include money, jewellery or any important documents including worker's papers, his/her educational documents, passport etc.</p> <p>Retention of workers' valuable possessions by their employer often results in situations leading to forced labour.</p> <p>See also: personal documents.</p>
Vulnerable persons	Groups that experience a higher risk of poverty and social exclusion than the general population such as ethnic minorities, indigenous people, migrants, disabled people, elderly people and children.
Wage	Remuneration in cash and in-kind payments for time worked or work completed, together with remuneration compensation for holidays and other paid leave. This will include overtime payments, bonuses and allowances, but not employer contributions to social security, pension or payment of severance and termination fees.
Worker	Any person who performs work, whether full/part-time, seasonal, temporary, directly for an employer, subcontracted, or as an independent contractor.
Worker representative	A group or individual appointed to represent workers for the purpose of negotiating with management on such issues as wages, hours, health and safety and working conditions. It is most closely associated with trade unions but also includes various forms of participation by workers, including works councils, committees and individual representatives.
Workers/employee organization	Any labour union or organization of any kind, or any agency or employee representation committee or plan, in which employees participate and which exists for the purpose, in whole or in part, in dealing with employers concerning grievances, labour disputes, wages, rates of pay, hours of employment, employment relationships, or conditions of work.
Working hours	The typical number of hours actually worked per a reference period such as one week, over a long extended observation period of a month, quarter, season or year, which relates to the time that persons in employment spend directly on, and in relation to, productive activities; downtime; and resting time during a specified time reference period.
Workplace	All the places where workers need to be or to go to carry out their work, and which are under the direct or indirect control of an employer.
Work-related accidents, injuries or illnesses	Negative impacts on health arising from exposure to chemical, biological, physical, work-organizational organisational and psychosocial factors at work.

Worst forms of child labour	<p>This term encompasses:</p> <ul style="list-style-type: none"> (a) all forms of slavery or practices similar to slavery, such as the sale and trafficking of children, debt bondage and serfdom and forced or compulsory labour, including forced or compulsory recruitment of children for use in armed conflict; (b) the use, procuring or offering of a child for prostitution, for the production of pornography or for pornographic performances; (c) the use, procuring or offering of a child for illicit activities, in particular for the production and trafficking of drugs as defined in the relevant international treaties; (d) work which, by its nature or the circumstances in which it is carried out, is likely to harm the health, safety or morals of children.
Young worker	Workers who are above the local legal minimum working age, but under the age of 18.