SA8000:2026 Standard for Decent Work

Supplemental Definitions

This document provides supplemental information for interpreting the SA8000:2026 Standard. These definitions are not part of the Standard and are not normative. They are provided as guidance to support understanding of the Standard's intent.

Updated November 6, 2026: Footnote 10 link fixed.

Supplemental Definitions

1	**Adequate(ly), appropriate(ly), fair, reasonable, timely, unduly:** Where these terms are used in the Standard, it is expected that the organization's actions and processes sufficiently address the relevant risk, based on the organization's context. The relevant risk will always be related to this Standard.
2	**Agency:** An employee's sense of control and power over their own actions and decisions including at the workplace and in their employment, and their ability to make independent choices, take initiative, and actively influence their lives.
3	**Collective Bargaining**:[1] All negotiations that 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: a) Determining working conditions and terms of employment; and/or b) Regulating relations between employers and workers; and/or c) Regulating relations between employers or their organisations and a workers' organization or workers' organizations.
4	**Documented Information:** Information that must be controlled and maintained by an organization, and the medium on which it is contained, in any format and from any source. Documented information is used to communicate, share knowledge, and provide evidence of what has been done in relation to demonstration of compliance. It includes relevant policies, procedures, data, and records.[2]
5	**Due Diligence:** A comprehensive and proactive process to identify, prevent, mitigate, and account for the actual and potential adverse impacts that an

[1] Article 2 of the Collective Bargaining Convention, 1981 (No. 154).
[2] Adapted from ISO 9000:2015.

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	organization causes, contributes to, or is directly linked to through its operations and business relationships.[3]
6	**Forced Labor (or Compulsory Labor):** All work or service exacted from any person under the threat of a penalty and for which the person has not offered themself voluntarily.[4]

7	**Required Characteristics of Effective Grievance Mechanisms:**[5]
	• **Legitimate** – Enabling trust from relevant stakeholders and accountable for fair grievance processes;
	• **Accessible** – Known to relevant stakeholders and appropriately useable for all, especially those who may face barriers to access;
	• **Predictable** – Providing a clear and known procedure with indicative time frames, clarity on the types of outcomes available, and means of monitoring implementation;
	• **Equitable** – Ensuring that affected parties are able to engage in the grievance process on fair, informed, and respectful terms;
	• **Transparent** – Keeping parties informed on grievance progress and providing sufficient information to build confidence in the mechanism;
	• **Dialogue-based** –
	  ○ Designed and operated in collaboration with workers and other prioritized stakeholders, and
	  ○ Seeks to resolve grievances through dialogue between the organization and affected party or their representatives;
	• **Rights-compatible** –
	  ○ Is equipped with human rights expertise,
	  ○ Observes the higher standard when national norms and international standards are in conflict,
	  ○ Does not support agreements that would be coercive to any party or would violate relevant domestic or international laws, and
	  ○ Does not preclude access to judicial recourse.

8	**Human Trafficking:** The recruitment, transfer, harboring or receipt of persons, either across international borders or within a single country, by means of the use of threat, force, deception, or other forms of coercion for the purpose of exploitation.[6]

[3] Adapted from UNGPs.
[4] ILO Convention 29.
[5] Adapted from OECD Due Diligence Guidance for Responsible Supply Chains in the Garment and Footwear Sector.
[6] Adapted from Palermo Protocol.

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9	**Psychological and Emotional Violence:**[7] Any intentional conduct that seriously impairs another person's psychological integrity. An act that causes psychological harm to an individual. Psychological violence can take the form of, for example, coercion, defamation, verbal insult, or harassment.
10	**Psychosocial Hazard(s):** Psychosocial hazards are factors in the work environment that can cause stress, strain, or interpersonal problems for the worker.[8]
11	**Social Dialogue:** All types of negotiation, consultation or exchange of information between or among representatives of governments, employers, and workers, on issues of common interest relating to economic and social policy.[9]
12	**Unwelcome Conduct:** Any behavior, verbal or physical, that is considered offensive, intrusive, or inappropriate by the recipient, regardless of the perpetrator's intent, and is not initiated or solicited by the person receiving it. This includes all forms of harassment, bullying and intimidation.
13	**Vulnerable Population(s):**[10] People or groups that face specific challenges, including a combination of challenges, that may lead to a need for a higher level of protection, including but not limited to: • Indigenous peoples; • Women; • National and ethnic minorities; • Religious and linguistic minorities; • Children; • Persons with disabilities; • Migrant workers and their families; • Refugees; and • Sexual and gender minorities.

[7] Adapted from: Council of Europe, Understanding Psychological Violence against Women and ADR Times (Alternative Dispute Resolution).
[8] Centers for Disease Control.
[9] International Labour Organisation, "Social Dialogue and Tripartism".
[10] Adapted from: UNGPs, UN Economic and Social Commission for Western Asia/World Bank, and UN Fights Racism.

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